

I. STUDENT SUPPORT SERVICES AND LEARNING RESOURCES

SJVC offers a variety of support services which enhance students' learning experience and help them to achieve their educational goals. These support services, which are based on identified student needs, are available to all SJVC students, regardless of delivery mode or location.

The Rancho Cucamonga Campus Management Team, faculty, and support staff provide the student services described below.

A. Student Advising

Division Managers, Deans of Student Services, Evening Deans, Instructors, Student Center Coordinators, Admissions Advisors, and Financial Assistance staff are available to help students with the academic or personal challenges 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.

B. Tutoring

SJVC offers a variety of tutoring services to students. Tutoring services include one-on-one work with an SJVC instructor or Student Center Coordinator, the development of personalized tutoring plans based on assessment examinations, and assistance in the development of study habits and techniques.

1. **Student Centers:** Student Centers have been developed for the purpose of assisting students in general education courses and primarily for help in math and English. The Centers are based in campuses' computer labs or in the Library and Learning Resource Centers and are staffed by Student Center Coordinators, who are qualified GE tutors. Tutoring for math and English is generally available in the Centers on a walk-in basis. Each campus's Student Centers has slightly different hours of operation; however, Student Center Coordinators are typically available during each session (morning, afternoon, and evening).
2. **MyLabs:** 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.

C. Library and Learning Resource Centers

Every campus features a Library and Learning Resource Center (LLRC) that provides students with educational materials and services that support the SJVC curriculum, aid in independent study, and enrich their college experience. Some of the materials and services available through the LLRCs include:

- reference materials
- an extensive book and periodical collection
- videos

- computers with internet access and word processing capabilities
- specific internet educational databases and collections
- copy machines
- additional in-class learning resources which support the requirements of programs offered by the College

The LLRCs are staffed with professionals who provide research instruction and assistance to students and faculty. Their typical availability is Monday through Thursday from 7 a.m. to 10 p.m. and Friday from 8 a.m. till noon.

D. Career Services

SJVC devotes considerable resources to provide career services support to its students and alumni. Students are assigned a career services advisor who meets with them individually at least once every module (five weeks) starting with the first module and ending with the last one before graduation. During these meetings, the advisor consults with the student about his or her progress preparing for or undertaking a job search in his or her chosen field. At the conclusion of each meeting, the advisor gives the student a personalized Career Services Assignment (CSA) that is designed to build on the student's job-readiness skills. The student submits the CSA during that module for a grade.

SJVC also seeks to enhance its graduates' chances of being hired in their chosen fields by requiring a course delivered by Career Services that teaches students' job-readiness skills, such as how to craft a resume, interview effectively for a job, and network with professionals in their industry.

Moreover, Career Services oversees the College's web-based alumni association. It also hosts career information panels, workshops, and career fairs throughout the year. As part of its Professional Development Opportunities series, the Department offers presentations on professional development topics that range from 20-minute sessions delivered during breaks to one-hour talks offered at various times during the day.

E. Personal Assistance 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

F. Disability Services

SJVC provides reasonable and necessary accommodations to qualified applicants and students with documented temporary or permanent disabilities. Accommodations may include:

- 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 and essentially 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 students' educational experience.

Students with special needs related to a permanent or temporary disability may request an accommodation at any time during their educational experience. The [Student Disability Accommodation Policy](#) provides procedures for determining disabilities and accommodations.

G. Computer Access

Every campus has student computers that are connected to printers and have internet access. The computers are located in campus computer labs, student centers, libraries, and some classrooms.

H. Intranet-based Resources

SJVC has a number of electronic resources that support students, such as:

1. **InfoZone:** InfoZone, SJVC's portal, makes College publications and handbooks available. In addition, each campus has its own homepage where students can read current information and news about their campus community.
2. **Academic Info:** This site is located on InfoZone and allows students to obtain their course schedules, account statements, and financial aid information.
3. **eCourses:** eCourses, the College'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.

4. **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](#).

I. Computer Assistance

At New Student Orientation, students are taught how to navigate SJVC's online resources (i.e., InfoZone, eCourses, and help desk access). Through their coursework they learn how to use the software employed by those in their chosen occupations. Toll-free phone- and internet-based technical support is available to students seven days a week.