



SECTION 5

STUDENT SERVICES

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STUDENT SERVICES MISSION STATEMENT

San Joaquin Valley College provides comprehensive support services for its diverse student population to improve academic and professional success. This is accomplished by providing intentional services and resources, which are systematically evaluated.

DESCRIPTION OF STUDENT SERVICES

Every *SJVC* campus offers a wide range of academic, professional, and personal opportunities designed to support students' educational programs and learning needs. Student services vary by campus according to the needs of each student population; however, the services discussed in this section are provided at every *SJVC* campus location.

For a full description of the services available at a particular campus location, students should contact the Dean of Student Services.

Student Advising

SJVC is committed to the success of its students, both personally and academically. Students with academic concerns are encouraged to speak with the faculty member teaching the course as soon as possible in order to develop a course of action to assist them in becoming a successful student at *SJVC*. Students experiencing problems of a personal nature may discuss them with the Dean of Student Services. Members of Campus Leadership may also refer students to appropriate community agencies that may be able to assist them with particular needs.

Academic Support

SJVC offers a variety of academic support services to its students, free of charge. The College recognizes the importance of helping students achieve their educational goals. Students experiencing academic difficulties are strongly encouraged to take advantage of the support services available to them as soon as possible. Some of the support services provided by the College include one-on-one tutoring with a member of the faculty, Student Center Coordinator, or other designated staff. Please refer to the **Student Handbook** for a complete description of the academic support services provided by *SJVC* as well as the points of contact for those services.

Library and Learning Resources Centers (LLRCs)

Every *SJVC* campus features an LLRC which provides students with educational materials and services that support the *SJVC* curriculum, aid in independent study, and enrich the College experience. Some of the materials and services available through the LLRCs include access to computers with full internet and word processing capabilities, photocopying, printing, reference materials, book and periodical collections, specific online educational databases, and additional in-class learning resources which support the requirements of programs offered by the

College. The LLRCs are staffed with trained and knowledgeable individuals who are available to provide assistance with research, information literacy, learning resources, using the educational online databases, APA format, and checking materials out of the LLRC.

For information on specific materials and services, hours of operation, library/loan policies, checkout and return of resources, and overdue or lost materials, students should visit their campus LLRC or refer to the Student Handbook.

Student Centers

In addition to providing tutoring, Student Centers assist students in general education courses, primarily preparation for success in math and English courses. Student Centers are based in computer labs or in the Learning Resource Center, are staffed by qualified personnel, and are available Monday through Friday.

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 work through a personalized study plan for math and English. Students are strongly encouraged to complete their study plans prior to entering MTH 121 and ENG 121.

For more information about MyLabs, students should contact their campus Learning Resource or Student Center Coordinator.

Computer Labs

Computers are located in designated classrooms (referred to as "computer labs") and other professional rooms, as determined by the Campus President. The main locations for students to access computers outside of the classroom are in the Student Center, and the Library and Learning Resources Center (LLRC). The hours of operation for the Student Center and the LLRCs are posted at each campus location.

In addition, some classrooms provide wireless connection to the College's network. Please see a member of the faculty for more information.

Access to Information

The College's portal website, known as InfoZone, provides access to essential student information. InfoZone may be accessed at <http://infozone.sjvc.edu>. InfoZone makes it possible for students to view their campus calendar, *SJVC* publications and handbooks, access discussion boards and current college news, and download their unofficial transcripts.

InfoZone also gives students access to their course schedules, current courses and assignments, learning resources, grades, attendance, account statements, financial aid information, and more.

In addition, InfoZone provides easy access to various educational resources on the Internet including libraries, web sites, databases, museums and repositories of research.

Help Desk

SJVC's Help Desk personnel are available to provide students with technical support assistance. Hours of availability are published in the **SJVC** Student Handbook.

Career Services

The Career Services Department offers a wide variety of career planning and employment-related services to current **SJVC** students and alumni. While **SJVC** does not guarantee employment, income, or wage rate, Career Services staff is available to assist students in developing job-readiness skills and pursuing employment in their chosen career fields. Some of the services offered include:

- Resume development
- Job search assistance
- Interview techniques
- Career development courses
- Career information panels
- Employment-related workshops and programs

Housing

SJVC does not have dormitory facilities under its control and does not assist a student in finding housing. The cost of housing located reasonably close to each campus varies widely depending on location and whether the space is shared or occupied alone, and whether the student is securing only a room or an entire structure.

Although the College has no responsibility to find or assist a student in finding housing, limited assistance can be provided by the Dean of Student Services.

ADDITIONAL INFORMATION AND STUDENT SERVICES

Additional information related to the provision of student services and campus life in general may be found in the **Student Handbook**.

SECTION 1

STUDENT SERVICES

SJVC offers a wide range of services that support students in their academic, professional, and personal endeavors. While the delivery of support services may vary based upon each campus' unique student population, the type and availability of services remains the same throughout the institution. For further information, please contact the Office of the Dean of Student Services.

NEW STUDENT ORIENTATION

On-Ground Campuses

All new students will participate in a group orientation prior to their first day of class. 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 time at **SJVC**. You will also be given the opportunity to meet other new students, receive valuable information and tips (e.g. study habits, note taking, carpool information) and available community resources. Orientation also provides the opportunity to ask any additional questions you may have prior to the first day of class.

Orientation for most programs is 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 immediately.

Online Division

Students who enroll in an online or hybrid program will complete the Online New Student Orientation; an online course covering a wide range of topics designed to prepare students for success in the online environment.



COMPUTER LOCATIONS

Every campus is equipped with computers and printers which are available for student use. Computers are located in designated classrooms, the Student Center, and the Library and Learning Resource Center (LLRC). The LLRC and Student Centers are the main locations for you to access computers outside of the classroom. The hours of operation vary by campus and are generally posted at each facility.

Computer Labs

The computer labs are available to all **SJVC** students, faculty, and staff. College staff supervise the labs to ensure that users abide by the rules of use.

Certain labs have restricted access but, in general, students 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. You may request advance permission from instructors to work quietly in the lab while a class is in session.

Depending upon the size of the campus, 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**,¹ students must abide by the following rules:

- The labs will have a professional atmosphere at all times.
- 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 SJVC Help Desk (help@sjvc.edu).
- Personal files should not be stored on lab computers. While **SJVC** does provide a limited amount of electronic storage space to each student user (see “**File Storage System**” below), any data or files saved to a lab computer will be periodically erased without warning.

If you use the computer labs, be aware that a violation of any of the College’s technology policies may result in disciplinary action.² Further, 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.

Questions concerning the use of the College’s network, computers, or computer equipment should be directed to the Office of the Dean of Student Services.

File Storage System

Students will be assigned a personal folder on the **SJVC** servers to be used primarily for purposes related to your coursework. The data stored on your folder is password protected. Sharing your password could result in having your data compromised. You are ultimately responsible for the long-term retention of your data.

Privacy

Please be aware that there is no guarantee of privacy when using the **SJVC** network and computer system. While precautions are taken to protect student privacy and the integrity of their data, there is the

possibility that others may inadvertently view email messages or data.

SJVC employees may find it necessary to view electronic data while troubleshooting problems in the system. They 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).

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

Academic Information and Resources

The Academic Info section within **InfoZone** makes it possible for you to view your campus calendar,

¹ Published in Section 4 of the College Catalog.

² Computer, Internet, and Email Use policies (College Catalog, Section 4)

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.

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

Tutorials

There are several tutorials available which provide step-by-step instructions on how to access various types of information. (InfoZone>Training & Help)

Email System

You may access and utilize the **SJVC** email system through **InfoZone**. An email account will be created for all new students. Student email accounts are to be used primarily for communicating with your instructors, **SJVC** staff, and other students.

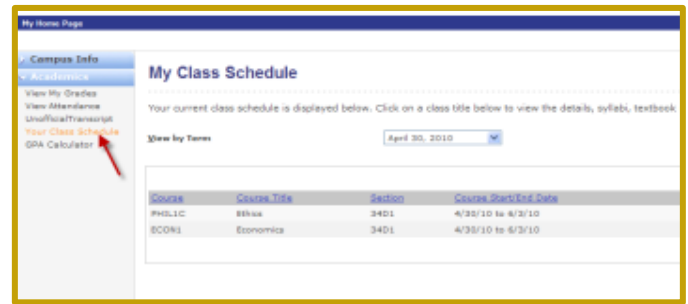
In addition to the terms of use outlined in the **SJVC Computer, Internet, and Email Use policies** published in the **College Catalog**, all users are expected to abide by the generally accepted rules of online etiquette when utilizing the College's email system. These include, but are not limited to, 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.
- Be aware that email 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. eCourses allows you to access your courses in an online environment. This gives you the ability to stay

connected to your instructors and course materials beyond the classroom setting.



For example, eCourses provides access to course syllabi, grades, and student learning outcomes. Many instructors use eCourses to provide important class updates, have students take exams, and generate course discussions. In addition, eCourses may be used to electronically submit coursework and access supplemental course materials. Lastly, eCourses is a resource you may use to voice your opinion on your course experience through an online course survey.

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: help@sjvc.edu

Remote Control Support: <https://remote.sjvc.edu>

Hours of Availability

Monday - Thursday

7 a.m. to 6 p.m.

Friday

7 a.m. to 4 p.m.

Closed Weekends and 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 (e.g., Award Letter).

TUITION, FEES, AND BILLING

A billing account is created for every **SJVC** student upon enrollment. Student billing accounts contain information such as tuition costs, fees, and the dates of any upcoming payments. You may access your 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 (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

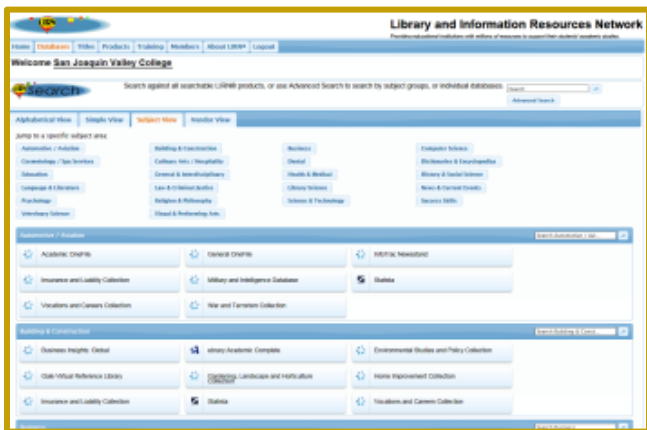
Student Centers (SC's) are based in computer labs or in the LLRC's. The SC's are staffed with qualified math and English instructors who are referred to as "Student Center Coordinators" (SCC's). SCC's may provide tutoring in math and English, and, to some extent, other general education courses. They 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 enhance course content, support 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.

It 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/>

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 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;
- 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 host 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

Official Transcripts

Current and former students and graduates may request their Official Transcript from the Campus Front Desk or the Registrar's Office for a nominal fee.

Official transcripts provide the following information: courses completed, grades and credits awarded, degree/certificate awarded, major, and date of completion.

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

Students may request, in writing, verification of their enrollment at **SJVC**. The request should be addressed to the Office of the Dean of Student Services and must include your name, address, phone number, and student identification number. It should also contain a description of the information to be released, the reason(s) therefore, and the location to which the letter should be sent.