

## 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.