

SECTION 1

STUDENT SERVICES

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:

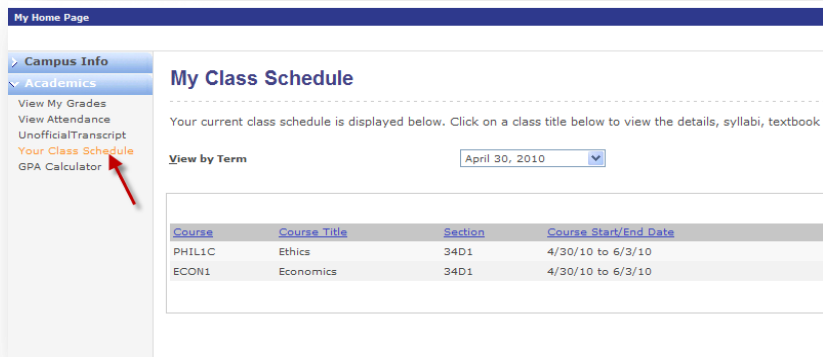
- The labs will have a professional atmosphere at all times.
- Student users are expected to conduct themselves in a quiet and respectful manner. Loud conversations and disruptive behavior will not be tolerated.
- Do not connect or disconnect lab equipment. If equipment needs to be connected, contact 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
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) and *MyWritingLab* (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.

