
Section 2

Student Services

Student Services

The Mt. San Antonio College Student Services Center provides services to assist a diverse student population in achieving their educational, career, personal and social goals which are essential for success.

Admissions and Records

Student Services Center, Ext. 4415

Admissions and Records, located on the lower level of the Student Services Center, provides a variety of services to students. It is usually the first office prospective students visit, and the last office students visit before transferring or graduating. The following are some of the services provided:

1. All students must submit an application for admission in order to attend Mt. San Antonio College. The admissions application generates a permit to register, and establishes a history for each student. Also, transcripts from high school and other colleges must be submitted for pre-requisite eligibility checks.
2. All registration is done using a touch-tone telephone system. Complete instructions on how to register using this system can be found in the latest *Schedule of Credit Classes*.
3. Admissions and Records is responsible for a wide variety of services including: maintaining student history information such as name, address, and social security number changes; processing Petitions for Exceptional Action; issuing I-20's for International Students; filling transcript and enrollment verification requests; transcript evaluations, graduation petitions, and residence reclassification.

Advisement, Career, and Transfer (ACT) Center

Student Services Center, Ext. 5660

As part of School and College Relations, the Advisement, Career, and Transfer (ACT) Center provides educational advisors who are available on a walk-in basis to assist students in preparing an educational plan. The educational advisors assist students in selecting courses, offering transfer or career information, and explaining College policies and procedures.

The Advisement, Career, and Transfer (ACT) Center has information on associate degree and certificate programs, career and job research materials, scholarships, and college and university transfer preparation. The ACT Center is located on the upper level of the Student Services Center.

Assessment Center

Student Services Center, Ext. 4265

The Assessment Center administers the College's placement and career assessment program. This program is designed to:

1. assess student interests, abilities, work values, and experience to help students with career planning, and
2. measure student readiness for appropriate course placement.

To make an appointment for testing or for further information, call or visit the Assessment Center, located on the lower level of the Student Services Center.

Bursar's Office and Photo ID

Student Services Center, Ext. 4960

The Bursar's Office, located on the lower level of the Student Services Center, is responsible for the collection of college credit registration fees, administers any refund checks when properly processed on a Request for Refund Form, collects payment for returned registration checks, collects miscellaneous student fees, and issues student Photo ID cards and validates them for the current semester.

Career Counseling

Student Services Center, Ext. 4380

New student appointments with Counselors are scheduled after the student has filed an application, taken appropriate placement tests, and attended orientation. If students are unsure of their career goals, they should see a Counselor for career counseling. If students wish to change their major, they are expected to consult with a Counselor.

If students are fairly sure of their major, or educational goal, any of the classes called Educational Planning, COUN 50, 55, 57, and 58 taught by Counselors will help students plan semester-by-semester how they will reach their goal. The Counseling classes, when completed satisfactorily, will result in an Individual Educational Plan which is required prior to the student's second semester of enrollment.

The educational plan will include classes required for an A.S. or A.A. degree and major courses for transfer depending upon a student's educational goal. Although the Career Counseling office seeks to assist students in arranging programs so they will fulfill the requirements for graduation or transfer to another institution, **ultimate responsibility for this rests with the student.**

Career Counselors are available to assist enrolled students with specialized services including assessments for achievement, interests, personality, and special aptitudes. Information derived from these tests will be interpreted for students so they may fit their educational and occupational plans to their special abilities, previous training, and experiences. Counseling appointments may be made at Career Counseling, located on the upper level of the Student Services Center or by calling Ext. 4380 for an appointment. Some walk-in counseling is also available.

NOTE: *Mandatory Orientation*—Orientation is mandatory for all new students to Mt. San Antonio College. Exemptions are only given to those students who have an Associates Degree or higher.

Disabled Student Programs and Services Student Services Center, Ext. 4290

If you have a disability which limits your ability to participate fully and equally in any College instructional program and/or activity, we encourage you to visit Disabled Student Programs and Services. A professional will meet with you to determine the extent of your limitations and how special services and accommodations may be provided to meet your needs.

To take advantage of our special programs and services you must meet the following criteria: **verification of disability** must be provided by a physician or appropriate professional; **the ability to benefit from instruction** must be demonstrated; and **self-management skills** (eating and using rest rooms without assistance) must be adequate, unless an attendant is utilized. We do not provide attendant service.

If you need to park in zones designated "Parking for the Handicapped," you are required to obtain a **special permit** (at no extra cost) from DSP&S. If you have a current "Disabled Person" permit from the state, you will not be required to purchase a student parking permit. However, to be eligible for this exemption, you must be the legitimate owner of the "DP" permit. No exceptions will be made for this requirement. A citation and fine will result if this guideline is not followed. If you do not have a state "Disabled Person" or veteran's "Disabled Veteran" permit, you will be issued a special permit from DSP&S for ONE SEMESTER. If your disability is long-term or permanent, you should apply for the state "DP" permit from the DMV.

Programs and services are provided for students with various disabilities. There are eligibility requirements for some of the programs offered. We invite and encourage all students to visit Disabled Student Programs and Services, located on the lower level of the Student Services Center.

Extended Opportunity Programs and Services

Student Services Center, Ext. 4500

Extended Opportunity Programs and Services (EOPS), located on the lower level of the Student Services Center, provides access to higher education for students with academic and financial disadvantages. EOPS is a joint effort of the State of California and Mt. San Antonio College.

Some of the services offered are:

- Counseling
- Educational Planning
- Peer Advising
- Instructional Development and Services
- Tutoring
- Book Service Program
- Financial Assistance
- Grants
- Workstudy
- CARE Program
- Outreach and Recruitment

To be eligible for the EOPS program, a student must:

- Be a California resident
- Be enrolled as a full-time student (*12 units or more*)
- Have fewer than 70 degree applicable units
- Qualify to receive a Board of Governors' Enrollment Fee Waiver under Method A or B
- Be educationally disadvantaged

If you believe you qualify for the EOPS program, please visit our office.

Financial Aid

Student Services Center, Ext. 4450

Financial aid is intended to help students who might not otherwise be able to attend college. Although the primary responsibility for meeting college costs rests with the student and his or her family, it is recognized that many families have limited resources and are unable to meet the cost of a college education. Financial aid programs have been established to provide assistance for students with documented financial need.

The College provides financial assistance in the form of grants, loans, scholarships, and part-time employment for students who meet financial aid program eligibility requirements. Student financial aid awards are contingent upon continued funding from Federal and State government agencies.

All students may be eligible for some form of assistance based on their financial need. The Financial Aid Office, located on the upper level of the Student Services Center building, administers aid programs for eligible applicants. Eligibility criteria for financial aid programs are subject to frequent change. Current

information as well as application forms are available in the Financial Aid office.

Financial Aid seminars are available to assist students with the application process. Contact the Financial Aid Office for information on scheduled seminars.

Recipients of aid from Federal and State funded programs must be students enrolled in eligible programs of study for the purpose of obtaining a degree or certificate. In addition to financial need, other eligibility requirements include:

1. Having a high school diploma, a GED, or passing the ASSET test that has been approved by the Department of Education administered at the Assessment Center in the Student Services Center.
2. Being a U.S. Citizen or eligible non-citizen.
3. Maintaining satisfactory progress toward a degree or certificate.

To be considered for financial aid, students must complete the Free Application for Federal Student Aid (FAFSA) or the renewal application. These applications are usually available in January for the following academic year. If a student is interested in applying for a State of California Grant, the FAFSA must be completed and mailed by March 2nd. The FAFSA determines eligibility for the following programs:

- Federal Perkins Loans
- Board of Governors' Fee Waiver
- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant (FSEOG)
- Federal Work-Study Program (FWS)
- Need-based scholarships
- Federal direct loans (subsidized and unsubsidized)

Recipients of the above programs (with the exception of Need-based scholarships) are subject to the Federal refund and repayment policies. Further information is available at the Financial Aid office.

Students eligible for financial aid typically receive a "package" of aid from two or more of the financial aid programs.

The information reported on the FAFSA will be verified by the Financial Aid office using parent's and/or the student's Internal Revenue Services Forms 1040, 1040A, or 1040EZ. Students must be able to provide a copy of their Social Security card, Alien Registration card (if applicable), and their College Services card or Photo ID for identification purposes.

In addition to the above programs, the College participates in the California Community College Board of Governors Fee Waiver program. This program is available to qualified California residents. The enrollment fee and health fee are waived for eligible students.

The student is responsible for paying the remainder of the fees within five days of registration. There are three methods to qualify: TANF, supplemental security income, or General Relief recipient. Household size/family income, and financial need are factors that are used to determine eligibility. Applications for this program are available in the Financial Aid office.

International Student Programs Student Services Center

Mt. San Antonio College annually welcomes hundreds of international students on F-1 visas to pursue a higher education. International students must complete and submit additional application materials and pay non-resident fees to study at the College. The International Students Program Office is located on the lower level of the Student Services Center. Specialized counseling assistance is available. Staff in Admissions and Records are also available to assist international students.

Job and Career Placement Student Services Center, Ext. 4510

A job placement service is available for students wishing part-time employment while attending college, and for students seeking full-time employment upon graduation or completion of Certificate Programs.

Job preparation information such as résumé writing and interviewing techniques is also available. Students desiring employment assistance are asked to file applications with Job and Career Placement, located on the upper level of the Student Services Center.

The services provided are offered to anyone who has been a student at the College.

Re-Entry Center Student Services Center, Ext. 4392

The Re-Entry Center, located on the upper level of the Student Services Center, is staffed by the Vocational Outreach Specialist. The Center caters to students over 25, single parents, displaced homemakers and vocational majors. Referral information is available for on- and off-campus services. Assistance in programming is provided in the Center. The Single Parent Academy and Displaced Homemaker Academy, taught in Spanish are coordinated through the Center.

School and College Relations

Student Services Center, Ext. 4293

School and College Relations, located on the upper level of the Student Services Center, provides a variety of services and information for students who are interested in **transferring** to baccalaureate granting colleges or universities. These services include:

- Admission and scholarship information
- Information on specific majors and programs
- Library of college and university catalogs and brochures
- Articulation of Mt. San Antonio College courses with baccalaureate granting college or university curricula
- Special interest workshops
- Educational advisement
- Student transcripts
- Campus tours
- Video Library
- Individual counseling appointments with college and university representatives

Student Health Services

Student Services Center, Ext. 4400

Student Health Services, located on the upper level of the Student Services Center, exists to help the student as a total person. The Health Services staff is the main component of the Student Health Services. There are medical doctors, licensed clinical social workers, and registered nurses to assist with any problem. Medical specialists in family practice and gynecology are available. The above services are included in the Health Services Fee; however, the student must pay for lab work and certain medications.

Veterans' Affairs

Student Services Center, Ext. 4520

Veterans' Affairs, located on the upper level of the Student Services Center, provides programs for Veterans and dependents seeking educational and/or vocational training under Title 38, United States Code.

Veterans are urged to take advantage of the counseling service and educational programs offered by Mt. San Antonio College. The College cooperates with the Veterans Administration and with the California State Bureau of Vocational Rehabilitation in helping veterans. Veterans and dependents are required to comply with Veteran Regulations Section 21.4135, 21.4235, and 21.4277, in regard to required attendance and progress that the student (veteran or dependent) must meet in order to receive educational benefits under Title 38, United States Code.

The Veterans Administration requires all entering veterans to be formally evaluated for military experience to prevent future interruption of educational benefits. All prior transcripts (College or Service)

must be received and evaluated by our Admissions and Records office as soon as possible along with a complete, signed educational plan prior to the second semester. See the ACT Center for completing your educational plan.

Satisfactory progress of veterans or eligible dependents is measured by the successful completion of the number of units enrolled. "W's," "NC," and "F" grades are considered punitive grades. "F" grades may cause an overpayment if the veteran does not take his/her final. Please refer to Mt. San Antonio College's Probation and Dismissal Policies in this *Catalog*.

A 2.0 GPA must be maintained in order to receive an Associate Degree. Should a veteran fail to make satisfactory progress for two semesters, benefits will be terminated. The veteran will be contacted and an appointment must be made with a counselor. Upon satisfactory completion of one semester of approved courses, benefits will be reinstated.

The veteran or dependent has the responsibility to adhere to these standards of attendance and progress and to notify the Veteran's Affairs office of any change in status that would affect the collecting of veteran's benefits. Additions, drops, withdrawals, and last day of attendance **MUST BE REPORTED AT ONCE**.

The College maintains a Veteran's Service Center to assist veteran's and/or dependents in all matters pertaining to veteran's benefits. Veterans and/or eligible dependents must apply each semester for their Veteran's Administration educational assistance allowance through the Veteran's Service Center. Special details such as application deadlines can be found in the most current *Schedule of Credit Classes*.



