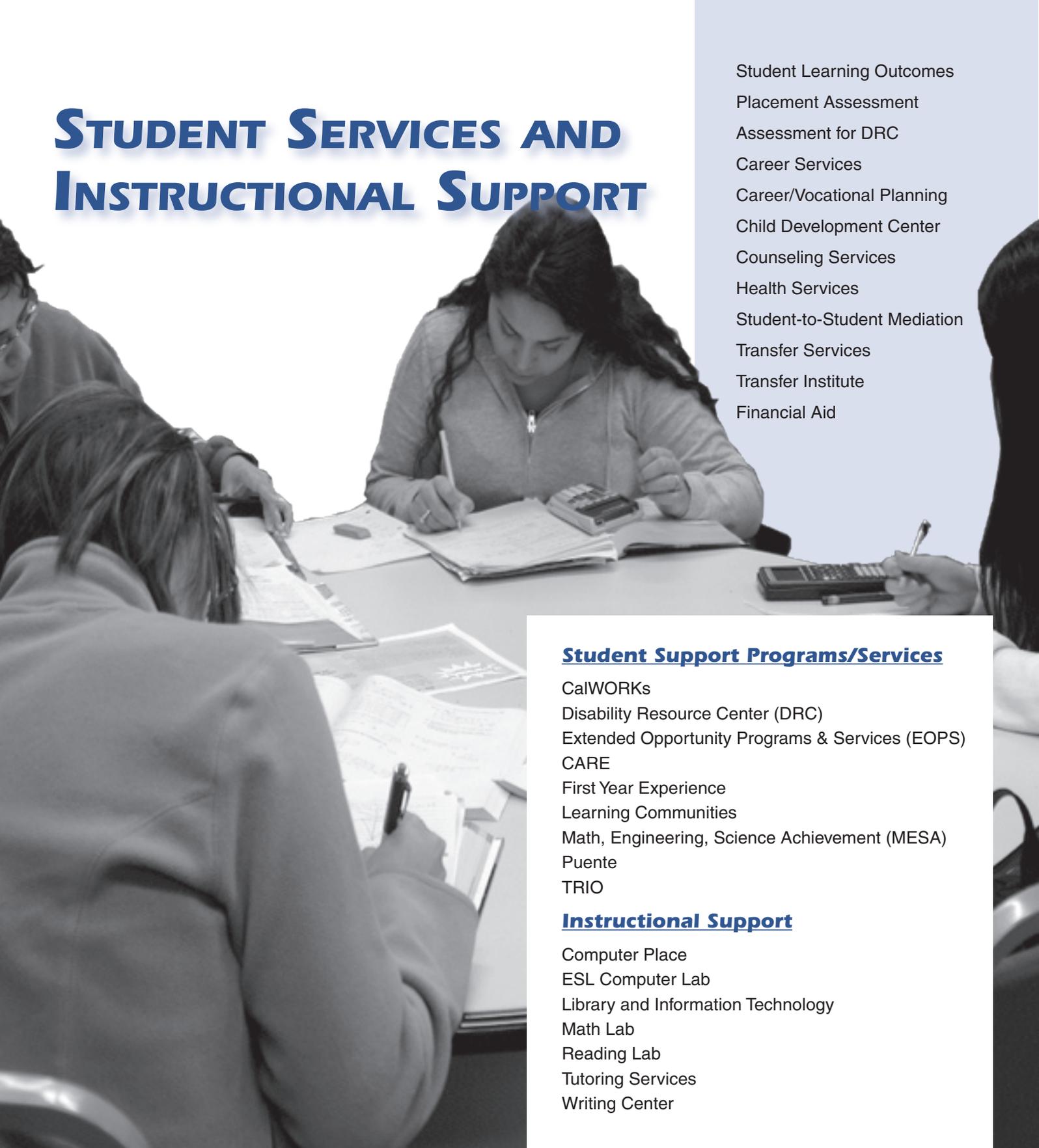


# STUDENT SERVICES AND INSTRUCTIONAL SUPPORT



Student Learning Outcomes  
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Assessment for DRC  
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## **Instructional Support**

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ESL Computer Lab  
Library and Information Technology  
Math Lab  
Reading Lab  
Tutoring Services  
Writing Center

## Student Learning Outcomes

The Student Services Division offers numerous programs and services to help students with their success. By taking advantage of these services students will be able to:

- identify and use appropriate support programs and services
- create achievable educational goals
- identify and advocate for their personal and educational needs

## Academic Skills Assessment (Placement Assessment)

Placement assessment will help ensure that students are enrolled in courses that match their abilities in language and computational skills. Placement scores, together with other indicators of a student's abilities, are used by counselors to recommend appropriate course placements.

First-time college students are expected to complete the college skills assessment designed to measure their achievement in reading, language usage, and mathematics. This placement assessment is administered in English and is not intended for applicants to the English as a Second Language (ESL) program.

Federal regulations require students who do not have a high school diploma, General Educational Development (GED) certificate or California High School Proficiency Exam (CHSPE) and who are applying for financial aid, to take an "ability to benefit" assessment. If you have a high school diploma (or equivalent) from another country you are exempt. See page 24 (Ability to Benefit Test) for information on assessment for non-English speakers.

Students who have previously taken the assessment may retest after thirty (30) days. You may re-assess only once per semester. The assessment schedule is available on the Gavilan webpage.

Students must have completed the eighth grade to be eligible for assessment services.

### RE-ASSESSMENT SESSIONS:

Students who have previously taken the placement assessment may re-test after thirty (30) days. You may re-assess once per semester. Call the Assessment Office to confirm dates, times and locations.

For additional information about assessment see page 32.

### PROCTORING

Gavilan College Student Services and the Assessment Office are committed to offering outstanding customer service. We want to be a part of your educational success. The Assessment Office offers test proctoring services for students enrolled in correspondence or online courses at other institutions. There is an hourly fee charged for these services. Contact the Assessment Office for more information.

## Assessment for Disability Resource Center

The Disability Resource Center (DRC) provides individualized assessments of students' strengths and weaknesses in reading, mathematics, written language, reasoning, oral language, perception and memory. The results are used to determine the students' eligibility for services of the Learning Skills Lab and/or other DRC services.

## Career Services

The Career/Transfer Resource Center offers numerous resources to help in making career decisions, plan for college, obtain specialized training or enter an academic or vocational program at Gavilan College. Career-related services are available to currently enrolled students, prospective students, faculty, staff, and community members.

The computerized career guidance program, EUREKA, aids in researching occupations, identifying which colleges offer specific majors, and investigating financial aid and scholarships. EUREKA (California Career Information System) contains information on hundreds of occupations, programs of study, financial aid, short-term training, colleges and universities, and scholarships.

## Career/Vocational Planning

A number of assessment inventories are available through enrollment in GUID 1/PSYC 5 (Self-Assessment/Career Development) course.

## Child Development Center/Preschool/Infant Toddler

The Child Development Center provides care for preschool children in two state-funded programs for families whose monthly income meets eligibility criteria. In addition, a fee based preschool/infant toddler program is available to all parents. These programs serve children with disabilities and special needs as well as children who are limited or non-English speaking. The Center is the only facility in Gilroy that is accredited by the National Association for the Education of Young Children (NAEYC)

## Counseling Services

Gavilan College provides a staff of full-time professional counselors to assist students in meeting educational, career and life goals by offering guidance courses and workshops in career planning, study skills, general transfer requirements and other topics. Counselors also help students with Transfer Admissions Agreements (TAA's), and ensuring that students meet their transfer goals in a timely manner. Career counseling is available to enable students to understand their values, interests, and skills and to research a variety of career options. The career planning process also assists students in learning to manage job/life transitions.

Counseling is available to students who are uncertain about their plans for the future, who are experiencing difficulty in making appropriate decisions, or who have any other personal or social problem which is interfering with their adjustment to college. Personal counseling is available on a short-term basis. Counseling is also available in the DRC, TRIO and EOPS/CalWORKs Departments and from the college health nurse when concerns are health-related. In addition, the counselors make appropriate referrals to various community agencies.

Students may seek assistance of any counselor by scheduling an appointment or by dropping in during day or evening hours. Students can schedule their own appointment by using the computer system outside the counseling secretary's office (SC 113).

Many of the counselors are bilingual (Spanish/English).

## ACADEMIC COUNSELING

The Counseling Department provides academic counseling services. The counseling faculty help students develop an educational plan early in their college years so that transfer to a four-year university, the completion of a career certificate or degree, or the identification of an educational goal, if a student is undecided, can be accomplished in a timely manner. With an educational plan, students are able to register and progress through their program with more independence. Periodic updates of the educational plan with a counselor will keep a student on track for graduation. Four-year universities and Gavilan College A.A./A.S. degrees have many different requirements. Knowing which general education pattern to follow and selecting the correct courses can be accomplished through academic counseling. Appointments and drop-in services are available.

For additional information on counseling see page 32.

## Health Services

Gavilan College provides a full-time College Health Nurse who provides health services, information and referrals for students enrolled in credit classes.

Health Services is a comprehensive "one-stop" center for a variety of health services and is located in Student Center 118. Services are free and available Monday through Friday. Students receive confidential personal health counseling with a Master's prepared Registered Nurse for numerous health concerns, e.g., birth control, sexually transmitted diseases, wellness, lifestyle changes, etc. Health Services provides first aid treatment, blood pressure screening, tuberculin skin testing for work/study students, HIV testing referrals, condoms and over-the-counter medications such as aspirin.

Health education pamphlets are available on over 100 topics. Classes and workshops on nutrition, hepatitis, stress management, AIDS and other health topics are provided in small group settings. Referrals for health conditions including alcohol and drug intervention are also available. The website with a Viral Health Center is available at [www.gavilan.edu/health](http://www.gavilan.edu/health).

Health Services provides first aid kits on campus for student use and responds to campus emergencies. Information regarding low cost health insurance for the college students is also available. Students are encouraged to utilize the Health Center.

The health fee paid as part of registration fees helps support these services in addition to supporting accident insurance for students.

## DRUG PREVENTION AND INTERVENTION PROGRAMS

Gavilan College, in cooperation with alcohol and drug service agencies within Santa Clara County and San Benito County, provides students with a drug education and prevention program.

## Student-to-Student Mediation

Mediation services will provide students with an opportunity to problem-solve together in a safe environment. Trained student mediators will work with two or more students who are in conflict to reach mutually agreeable solutions. Mediation services are free and confidential.

Students wishing to become mediators can register for Introduction to Conflict Resolution (Psychology 6).

To obtain mediation services, contact the Counseling Department.

## Transfer Services

The Career/Transfer Resource Center is designed to provide support services to students who are interested in transferring to a four-year college.

Services include specific transfer information, information on university majors and graduation requirements, assistance with filling out applications, scheduled meetings with university representatives and applications for the CSU and UC systems (a limited number of private school applications are also available.) The center also provides a resource library of college catalogs and books, referrals to transfer counselors to assist with planning and CSU application fee waivers.

An annual Transfer Day is held each fall with over 40 colleges and universities participating.

### ASSIST

ASSIST is a computerized student-transfer information system that can be accessed over the internet. It displays reports of how course credits earned at one California college or university can be applied when transferred to another. ASSIST provides the most accurate and up-to-date information available about student transfer in California. [www.assist.org](http://www.assist.org).

## Transfer Institute

The Transfer Institute (TI) is a selective program designed for students who want to transfer to a public or private university in two years. Recent high school graduates who are academically prepared for college level work with placement in college level English and math are eligible.

The Transfer Institute will guide the student through the transfer process in the most efficient and effective means possible.

As a part of the Transfer Institute students will save time and money by completing the freshman and sophomore years at Gavilan College. Students will also meet and get to know other students who share their goals and ambitions.

Transfer Institute students receive:

- early registration
- a dedicated counselor to guide and monitor you through the transfer process
- pre-transfer events and activities with four-year universities
- access to activities designed to ensure your success at Gavilan College
- assistance with the identification of and preparation for a college major
- a two-year agreement guaranteeing transfer goals.

Contact the Counseling Department for additional information.



## Gavilan College Health Services

*For all registered Gavilan College students*

### Free Services include:

Health education information • First aid • Over the counter medication • Access to low cost health insurance • Confidential counseling • Birth control information • Condoms • Alcohol and drug information • TB skin testing (call for scheduling) • AIDS/STD information • Referrals to numerous agencies and for various issues such as physical health, wellness concerns, mental health, family planning and others.

*Health Services is located in the Student Center, Room SC 118 (near Admissions and Records)*

**(408) 848-4791**

**[www.gavilan.edu/health](http://www.gavilan.edu/health)**

## Financial Aid Office

Gavilan College participates in several types of financial aid programs. These programs are designed to assist students who need financial support in order to pursue their college education. Financial aid programs are funded through various sources: federal, state and private agencies.

### APPLICATION PROCEDURE

The FAFSA (Free Application for Federal Student Aid) determines your eligibility for the financial aid programs listed below. Students may complete and submit the FAFSA through a paper application or online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Be sure to include the Gavilan College school code on your FAFSA so that the Financial Aid Office can receive your processed application. Our school code is 001202.

Applications for each academic year are made available in January. Deadlines for the various programs vary considerably. You are encouraged to call or visit the Financial Aid Office for more information.

### Grants

- Federal Pell Grant
- Federal Supplemental Opportunity Grant
- Federal Work Study Grant
- Academic Competitiveness Grant
- Cal Grant B
- Cal Grant C
- Chafee Grant
- Child Development Grant
- Extended Opportunity Programs & Services Grant
- Cooperative Agencies Resources for Education Grant
- TRIO Grant

### Board of Governors (BOG) Fee Waiver

You may apply for the BOG Fee Waiver through the BOG Application or FAFSA.

### Loans

- Subsidized Stafford Loans

### Ability to Benefit (ATB) Assessment and Combined English Language Skills Assessment (CELSA)

Federal regulations require students who do not have a high school diploma, general educational development certificate (GED), or California High School Proficiency Exam (CHSPE) to take and pass an assessment to satisfy this requirement to qualify for certain financial aid programs.

Native English speakers who do not have a high school diploma, GED, or CHSPE are required to take the ATB assessment. Contact the Financial Aid Office for an appointment for the ATB.

Students with limited English language skills who are enrolled in English as a Second Language courses and do not have high school diploma, GED, or CHSPE are required to take and pass the CELSA. Contact the Financial Aid Office to schedule an appointment for the CELSA.

### SATISFACTORY ACADEMIC PROGRESS POLICY

According to federal regulations, the Financial Aid Office is required to measure the academic performance of Financial Aid applicants and recipients. The Satisfactory Academic Progress (SAP) Policy is used to measure academic progress toward a Certificate, Associate, or Transfer degree program.

Standard #1: Cumulative GPA of at least 2.0.

Standard #2: Unit Completion Requirement

A student is required to complete a minimum number of units as defined in the chart below. Unit Completion is defined with grades of A, B, C, D, or Credit. Note that if you are a transfer student, in some circumstances D grades are not transferable.

### UNIT COMPLETION REQUIREMENT CHART

Units Attempted	Enrollment Status	Minimum Unit Completion Requirement
12 or more	Full time	9
9-11.5	Three-quarter time	7
6-8.5	Half time	6
1-5.5	Less than half time	All attempted

Standard #3: Overall units on transcript are within maximum allowable timeframe.

A maximum allowable timeframe of 150% of your academic goal/program is permitted. This is equivalent to 3 years or six semesters of full-time enrollment for an Associate degree, or transfer program. Students majoring in a certificate program will have their timeframe extended for 1.5 years of three semesters of full-time enrollment.

### MAXIMUM ALLOWABLE TIMEFRAME

Academic Goal	Average number of units required to achieve the Academic Goal	Number of units Allowed:
Associate Degree	60 units	90 units
General Education for Transfer	60 units	90 units
Certificate	30 units	45 units



### Review Process

Upon review of student's academic progress, the Financial Aid Office will determine if the student is meeting the standards set forth in the SAP Policy. Students who do not meet all three requirements will be placed on disqualification or probation status and will be notified in writing about Financial Aid Appeal/Probation Process.

### **SCHOLARSHIPS**

Scholarships are funded through many organizations, and require a separate application. Scholarships are awarded on the basis of academic achievement and/or financial need. Information on scholarship opportunities is available at the Financial Aid Office as well as on our website [www.gavilan.edu/finaid/](http://www.gavilan.edu/finaid/). The Gavilan College offers scholarships through the Educational Foundation Scholarship Application, which is released in the fall.

### **VETERANS' AFFAIRS EDUCATION BENEFITS**

The Financial Aid Office assists veterans in the application process for Veterans Affairs (VA) education benefits on the Montgomery G.I. Bill. Academic counselors assist veterans in planning their educational goals and completing an Education Plan. Gavilan College certifies the Montgomery G.I. Bill, Veterans Educational Assistance Program, or Selected Reserve Education Assistance Program. Educational benefits may also be available to dependents of veterans.

Federal regulations require that students on VA educational benefits (veterans, reservists, dependents) must maintain satisfactory academic progress. Students who receive VA benefits and whose GPA is below 2.0 for two consecutive semesters at Gavilan College are placed on unsatisfactory progress status and benefits are suspended. To reinstate benefits, students must complete one semester with a GPA of 2.0 or higher.

# STUDENT SUPPORT PROGRAMS AND SERVICES

## CalWORKs

CalWORKs helps students who receive public assistance to become self-sufficient through the provision of education, employment and supportive services. The occupational programs for CalWORKs students are linked to the demands of the local labor market and can assist students with a career track that will lead to a family-supporting income. The support services that CalWORKs provides include academic, personal and career counseling, textbooks, employment assistance and job placement and liaison with county departments of social services.

CalWORKs 75/25, a subsidized employment program is available to assist students with job related skills.

## Disability Resource Center (DRC)

The Disability Resource Center (DRC) provides a variety of services to equalize educational opportunities for students with temporary or permanent disabilities. Services include academic advising, career and vocational counseling, college campus orientation, educational tutoring, four-year college transfer assistance, job training and placement, learning skills assessment, liaison with the State Department of Rehabilitation, mobility assistance, multi-media educational aids, notetakers, referral services, registration assistance, sign language interpreters, support classes, test taking facilitation and assistive computer technology and training.

Bilingual (English/Spanish) staff members are available.

## ACCESSIBILITY

Gavilan College is an accessible campus. All the classroom buildings, the Library/Tutoring Center, the administrative buildings, and the Student Center are accessible to individuals with physical disabilities. Ramps provide access to upper and lower levels. Mobility assistance can be provided for students with disabilities. Designated parking is provided for vehicles displaying a state issued disability placard/parking permit. Call (408) 848-4823 or (408) 848-4865 for tram service.

## CLASSES AND PROGRAMS

Adapted Physical Education - A wide range of classes are specifically designed for students with physical disabilities in order to increase flexibility and strength, improve range of motion and joint movement, and help improve cardiovascular conditioning and related health matters. These classes are provided by qualified instructors through a number of water and gym activities. See the class schedule for dates and times.

Assistive Computer Technology and Training - The Disability Resource Center High Tech Center provides assistive computer technology and training. The state-of-the-art equipment, software and trained staff empower students with disabilities to meet their educational goals. The skills and knowledge a student gains in the High Tech Center can be taken to other campuses, universities and ultimately, to the workplace.

CareerPrep - This program is offered on campus for the high school special education class graduate or equivalent who may require additional special education and vocational training for appropriate entry-level employment in the community. Practical employment skills as well as interpersonal skills are emphasized in a series of classes designed for individual progress.

Computer Access Evaluation - CSIS 570 provides the student with an in-depth computer access evaluation in order to determine an appropriate access environment for a student with a disability or multiple disabilities.

Learning Skills Assessment - Guidance 557 provides an individual assessment of a student's strengths and weaknesses in reading, mathematics, written language reasoning, oral language, perception, and memory. The results are used to determine eligibility for services of the Learning Skills Lab and other DRC accommodations.

Learning Skills Lab - The Learning Skills Lab provides support services and instruction to students with verified disabilities. Individualized and small group instruction, tutoring in basic academic subjects, and support for students who are taking college courses are offered in the Learning Skills Lab, Library 116.

Vocational Skill Development for Adults with Developmental Disabilities - The program promotes self reliance in the activities for maximum independence and employment. Classes are offered at the HOPE Rehabilitation facilities in Gilroy and in Hollister in conjunction with a work activity program.

WorkAbility III Program - Job Placement Center - This program provides job readiness and job placement for students eligible for the Department of Rehabilitation Services. The program responds to the needs of local employers by matching interests, skills and abilities to specific jobs.

## Extended Opportunity Programs and Services (EOPS)

Extended Opportunity Programs and Services provides support to students experiencing economic, social and educational challenges. EOPS helps students to achieve their educational goals by increasing access, retention and transfer. To be eligible for EOPS, students must demonstrate a financial and educational need, and be enrolled in at least 12 units.

Counselors provide academic advising and class scheduling, career and vocational counseling, personal problem-solving and crisis intervention. EOPS program services include orientation to college resources, grants and book vouchers, a book lending library, priority registration, field trips to major four-year universities, student success workshops and tutoring.

Spanish-speaking staff are available.

## CARE

The Cooperative Agencies Resources for Education assists single parents who attend or would like to attend Gavilan College. CARE is a joint effort between the Department of Social Services, EOPS and Gavilan College. To be eligible for CARE, a student must be at least 18 years of age, single parent head of household, receiving cash aid from the Department of Social Services and have at least one child under 14 years of age.

Services provided include transfer and vocational education and counseling, priority registration, academic tutoring, financial assistance with childcare, transportation, textbooks, supplies and other support services.

Students interested in participating in the CARE Program should contact the Gavilan College EOPS Office and meet with a staff member. Spanish-speaking staff are available.

## First Year Experience

Gavilan College offers a program for “first-time”, new students who want to strengthen their reading, writing and study skills while at the same time becoming familiar with the campus and its resources. Teachers and counselors work together to help students develop connections between the courses and their college experience. The goal is to help students build a strong foundation and place them on the road for college success.

## Learning Communities

Students learn better when they learn together. In learning community courses, you work and study with others so you’ll be more successful in the course. Also, by linking two or more courses together, you’ll begin to see greater connections between the disciplines. Research shows that when you take a learning community course, you become a stronger student and do better in your other college courses.

## Mathematics, Engineering and Science Achievement Program (MESA)

The MESA Undergraduate Program is a partnership between the University of California (UC) and California Community College Chancellor’s Office. The program provides academic support services to qualified students who are majoring in math-based fields and who plan to transfer to four-year universities. Open to all eligible students, MESA emphasizes participation by educationally underserved students. MESA provides a Study Center, Academic Excellence Workshops, trips to universities, Academic Advising, workshops and much more. MESA is the winner of the Presidential Award for Excellence in Math and Science, National Science Foundation (NSF) recipient, and the Innovations in American Government Award, a project of the Kennedy School of Government at Harvard University and the Ford Foundation.

## Puente Program — Bridge to Success

The mission of the Puente Program is to increase the number of educationally underserved students who plan to transfer to four-year colleges and universities, earn degrees and return to the community as leaders and mentors to future generations. Research indicates that Puente students transfer at a high rate and succeed academically. The program is open to all students.

**English Instruction:** Puente students take two consecutive writing classes, English 250 (Practical Writing) and English 1A (Composition). These classes provide a supportive and stimulating environment to build confidence in writing skills through an exploration of the Mexican-American/Latino experience.

**Counseling:** Puente students work closely with their Puente counselor until they graduate, exploring career options, developing an academic educational plan and identifying lifetime goals. Students visit University of California and California State University campuses and attend an annual Puente student transfer conference. All Puente students are also required to enroll in Guidance 6 (Life Skills for Higher Education) and Guidance 1 (Self-Assessment and Career Development).

**Mentors:** Each Puente student is matched with a mentor from the business or professional community. Mentors share their personal, academic and career experiences and provide a window into “real-life” work environments. The network of trained Puente mentors provides many resources for the Puente students, their families, their colleges and their communities.

## TRIO Program

The TRIO Student Support Services Program is funded by the U.S. Department of Education to specifically identify and support students who fit at least one of the following criteria: first in their family to attend college (first-generation college students), low income students, or students with verified disabilities. TRIO seeks to assist students to stay in college, graduate and transfer to four-year universities.

TRIO provides a variety of services including academic and personal counseling, tutoring in English & mathematics, supplemental grant aid, textbook lending library, weekly laptop computer loan, learning communities (linked courses), Summer Bridge Program, informational workshops, cultural & social activities, volunteer opportunities and visits to four-year universities.



TRIO students visit Sacramento, California

## INSTRUCTIONAL SUPPORT

### Computer Place

The Computer Place is a student service that supports student learning and academic success. Services provided include Internet and email access and word processing and Spanish support software.

### ESL Computer Lab

The ESL Program has its own dedicated computer lab with a variety of software programs for all levels and classes. Students, at their convenience, practice and enhance language learned in class.

### Library and Information Technology

The Gavilan College Library delivers an array of print and electronic resources to the college community. Augmenting the 52,000 title printed book collection are 15,000+ e-books, and over 2,500 magazine titles, many available online in electronic databases. The Library staff prides itself on being a leader in information literacy projects and web-based instruction and has received several State grants supporting that effort. The Library faculty also teaches various courses on Internet use, and works in tandem with other faculty in planning and revising courses with an information literacy component. The Library homepage at [www.gavilan.edu/library/](http://www.gavilan.edu/library/) provides an online catalog of our book collection, links to various class websites and key online resources.

### Math Lab

The math lab provides a place for students to practice math skills and receive individualized help with math problems at every level, from Basic Mathematics to Calculus. Students can work with math instructors, the math lab assistant or other students. Computers in the lab provide tutorial software as well as math software for Geometry, Statistics and Calculus projects.

### Reading Lab

The Reading Lab supports students who have enrolled in reading and ESL courses.

### Tutoring Services

Tutoring services are designed to assist students to increase their success in college courses and in the development of their learning skills. This is accomplished by providing students with an opportunity to work with trained tutors who engage students in the examination of concepts and processes; discussion of ideas and theories; hands on practice; and summarization of findings. It is in this collaborative learning environment that students develop their confidence and independence as a learner. Tutoring services are free to all Gavilan Students.

### Writing Center

The Gavilan College Writing Center fosters, celebrates and encourages writers by offering free one-on-one consultation sessions across the disciplines. It also provides no-cost use of center computers, printer, internet connections and study areas.

Specially trained student assistants help writers start and strengthen class assignments as well as poetry, short stories, resumes, and business letters.

Ease writing anxiety and find inspiration in the center's relaxed and friendly space. Look for help online at <http://www.gavilan.edu/writing>.