



**LEARNING RESOURCES AND STUDENT SERVICES**

## LEARNING RESOURCES AND STUDENT SERVICES

### Learning Resources

City College of San Francisco Learning Resources facilities provide for collections and delivery of information and instructional materials in a wide variety of formats. The staff is available to answer inquiries concerning all aspects of library resources, as well as to give assistance and instruction in their use.

#### The College Library

The College Library encompasses six campus collections. The print holdings of the entire library system consist of a total of 175,653 volumes. The current number of current periodicals and microfilm is 690 titles. Online periodical and reference databases, with access to over 3,000 full text publications, can be accessed from off campus as well as from on-campus. Reference librarians provide workshops on the use of library resources at every campus library. All students must have a current CCSF student identification card to check out books and access online resources. San Francisco residents may obtain a community card to gain library privileges.

#### Library Locations:

The **Claude and Louise Rosenberg Library/Learning Resource Center** is located on the southeastern part of the Ocean Campus. All library users have access to the collections via the Library's website, <http://www.ccsf.edu/Library> and will find:

- Online library catalog
- Full-text periodical databases
- Selected websites and search tools
- Guides and useful information about services, resources and research strategies.

Over 70 public computers provide access to all of the electronic resources. Wireless access is also provided. The open stacks give immediate access to almost the entire collection, affording valuable opportunities for independent browsing and research. A student computer lab is located on the fifth floor, R521.

The **Alice Statler Library** is located in the lower level of Statler Wing, next to Smith Hall on the Ocean Campus. The resources are tailored to support the instructional program of the Culinary Arts and Hospitality Studies Department. For more information visit the Statler website: <http://www.ccsf.edu/Library/alice/statler.html>.

The **Downtown Campus Library** is on the 2nd floor at 88 Fourth Street (corner of Mission Street) in downtown San Francisco. The contemporary design reflects the expanding role of technology in the learning environment. It houses a book collection with a focus on business and careers, ESL and computer technology. Students have access to state-of-the-art computers, Internet, audio-visual equipment and wireless technology. The student media lab features CD, DVD, VHS players as well as cassette tape machines. The student computer lab is equipped with 20 workstations connected to the Internet, and configured with word processing and educational software.

The **John Adams Campus Library** is located at 1860 Hayes Street, Room 204. Supporting the curricula at this campus, the collection has a strong emphasis in the allied Health Education, ESL, business and careers, computing, child development and basic education.

The **Josephine Cole Library** (Southeast Campus) is located on the fifth floor level at 1800 Oakdale Avenue. This collection has an up-to-date core reference section, as well as a strong emphasis in African American studies, Transitional Studies, ESL, basic education, computer

applications and technology, trade skills and allied Health Education. It also offers access to computers, copy machines and media viewing and listening equipment available for student use.

The **Language Center** is located in the Library/Learning Resource Center (LLRC) on the second floor. Audio-active stations, video, language learning software, and computers with connection to the Internet offer students of American Sign Language, Chinese (both Cantonese and Mandarin), French, German, Italian, Japanese, Pilipino, Russian, and Spanish a variety of activities to supplement their language study. The adjacent Language Center Electronic Classroom offers language instructors and their classes a traditional audio language lab console with 33 stations, multi-standard video player, laser disc player, Code Free DVD player, a video presentation stand, and Macintosh and Windows computers connected to the Internet. Language instructors should contact the Language Center to reserve the classroom. In addition, the Language Center provides assistance and training to both students and instructors in the use of materials and equipment. A City College of San Francisco ID card is required to use the Language Center. An additional ID is required for use of the computer section.

The **Media Center**, located in the LLRC on the 4th floor, has a large collection of videos and other non-print materials covering a wide range of subjects. Students use the Media Center to listen to or view materials developed or suggested by their instructors. Some courses require laboratory hours in the Center. Individually equipped carrels are provided so that students may progress at their own pace. Students are invited to use the Center for their personal enrichment.

The **Mission Campus Library** is located on the fourth floor of 1125 Valencia Street. Some one hundred computers can be used for general research, classroom work, and media training. The collection of books and periodicals has been selected for both general research and for the myriad of credit and non-credit courses.

## Tutorial and Academic Support Programs

City College offers a variety of tutorial and academic support programs. Students should visit the program for further information.

Subject	Description	Program	Room
ESL	Computer tutorials for ESL	Media Center: ESL Computer Lab	R403
English	Computer programs and Web sites to strengthen writing, reading, and researching skills.	Cyberia: ENGL Computer Center	A265 Southeast 402
ESL and English	Tutoring, small groups, and workshops for ESL and English students	Writing Lab Writing Success Project Learning Assistance Center LAC @ Mission Campus	R207 Mission Campus 401
ESL and English	Computer tutorials for English	Computer Lab Learning Assistance Center LAC @ Mission Campus	R207 Mission Campus 401
Reading	Technology, workbooks, tutors, and reading groups to strengthen reading comprehension	Reading Lab	R207
Math	Tutoring and small groups for algebra and calculus	Math Area: Learning Assistance Center LAC @ Mission Campus	R207 Mission Campus 401
Math	Tutoring and Computers for arithmetic, geometry, and algebra	Math Tutoring Lab LAC @ Mission Campus	B604 Mission Campus 401
Foreign Languages	Tutoring for each language	Learning Assistance Center	R207
Foreign Languages	Audio, video and computers for foreign languages	Language Center	R205
Sciences	Tutoring for anatomy, biology, chemistry, physics, and physiology	Learning Assistance Center	R207
Biology	Materials and tutoring for biology students	Biology Resource Center	S350
Nursing	Materials and tutoring for nursing students	Nursing Skills Lab and Media Center	C343 R403
Business	Tutoring for acct, econ, and statistics	Learning Assistance Center	R207
Speech	Assistance for students in speech courses	Communication Lab	C 208B
Misc. Subjects	Scheduled tutoring for qualified students	EOPS	EOPS 116
Misc. Subjects	Audio and visual materials	Media Center	R403
College Success	1–3 Unit “College Success Courses” and workshops	Learning Assistance Center	R207
Basic Skills and GED	Tutoring and diagnostics for adult basic ed. students	Adult Learning and Tutorial Center	31 Gough

### **The Learning Assistance Center**

The Learning Assistance Center and its associated programs assist students in learning their course material, enabling them to become efficient, independent learners. These programs are located in the Rosenberg Library, Room 207.

**The Tutorial Center** provides one-to-one and small group tutoring in Basic skills areas, mathematics, English, ESL, chemistry, physics, accounting, economics, psychology, anatomy, physiology, statistics, music, nursing, and foreign language courses. Academic peer tutors are students who received high grades in their courses and recommendations from their instructors. These trained tutors assist students in their weekly assignments as well as with their study techniques. Students drop in daily to meet with tutors after a short registration process.

**The Writing Success Project** links with English and ESL composition sections to provide weekly group study sessions. Additional services, including LERN classes, workshops, student grants, help with scholarship and transfer applications, and counseling, are available to TRIO-eligible students. Services are intended for US citizens and residents who meet federal criteria based on family income, parent education, and/or disability.

**The LAC at Mission Campus** offers tutoring and computer lab support for students taking credit courses at that campus.

The Reading Lab assists students who want to improve their reading skills using computer software, self-paced materials, and cassette tape recordings.

**College Success Classes** are offered through the Learning Assistance Department (LERN 50 and LERN 51) and through the Interdisciplinary Studies Department (IDST 50). These classes are especially valuable to students attempting to raise their grade-point averages, re-enter college, or succeed in college. The focus is on life management, learning styles, personal and educational values, instructor-student relations, maintaining health, memory and concentration, lecture notetaking, textbook studying, subject-specific studying, test taking, using the library, critical analysis, problem solving, and creative thinking. Drop-in college success workshops are also available.

**The LAC Computer Lab** offers access to the Internet, e-mail, word processing and printing to all City College students. It also offers educational CD-ROM and software programs for students taking identified academic classes such as anatomy, business, CS, CNIT, English, ESL, mathematics, and science. Laboratory assistants help students in selecting and using the laboratory's hardware and software.

**The Writing Lab** provides tutoring for students working on writing assignments. English and ESL instructors and trained student tutors provide one-on-one help at any stage of the writing process. Tutors do not correct essays; instead, tutors help students develop strategies to improve their writing.

**The Academic Computing and Resource Center** in Batmale Hall room 301 continues to support students in Computer Science, Computer Networking Information Technology, Interdisciplinary Studies/Multimedia, and there are specialized software to support students from Broadcasting, Graphic Communications, Photography and Cinema. In addition, the lab is open to all CCSF students who need Internet access, Microsoft applications or wireless Internet connectivity.

The lab houses 168 workstations including 122 Windows PCs, 40 Macs and 6 Linux stations. Software includes programs for Introduction to Macintoshes, cross platform Multimedia (Graphic Design, Audio/Video Editing, DVD Authoring, 3-D modeling and Post-Production), Linux with its dedicated subnet, Microsoft Office, web development and programming (C, C++, C#, Java, PHP, Perl, Oracle, SQL, etc.).

36 Windows PCs and 8 Macintoshes are available to CCSF students who require Internet connectivity and Microsoft Office applications. Wireless Internet connectivity is also available in the lab.

The ACRC is open M – Th 9:00 a.m. to 9:00 p.m., F 9:00 a.m. – 3:00 p.m. Call (415) 239-3492.

**The Biology Resource Center** is a study hall specifically designed to meet the learning needs of biology students. The Biology Resource Center is located in Science Hall, Room 350 and contains a variety of instructional materials for the biological sciences, which can be used in coordination with specific courses or as supplementary materials. The collection includes reference books, videotapes and self-instructional CD ROMS. The Biology Resource Center also contains anatomical and organismal models, charts, specimens, microscopes and slides. Instructors and qualified student tutors staff the laboratory. Hours of operation are posted at the laboratory and on the biology department website.

**The Communication Lab** (operated by the Speech Communication Program) located in Cloud Hall, room 208B, provides one-to-one tutoring for students enrolled in a Speech class. Staffed by Speech Instructors, the Lab offers students help in all stages of the speech-making process as well as assistance in understanding interpersonal communication concepts and group dynamics theories. In particular, the Lab provides support in anxiety reduction, topic selection, thesis writing, main point construction, outline development, beginning and ending speeches, delivery and visual aids. Computers are available for research, the creation of PowerPoint presentations and outline writing. Drop-in or call 239-3390 for Lab hours.

**The Math Lab** (operated by the Mathematics Department), housed in Bungalow 602 on the Ocean Campus, offers an array of services for students. Drop-in tutoring for basic mathematics (**Math E1** and **Math E3**), pre-algebra (**Math 835**), elementary algebra (**Math 840**), and applied geometry (**Math 850**) is provided in Bungalow 602. Students can also use the computers in Bungalow 602 to view videos and use software in these subject areas. The basic mathematics classes (**Math E1** and **Math E3**) that use the individualized and small group lecture formats meet in Bungalow 603.

**The Nursing Skills Laboratory**, located in Cloud 343, is a supervised open laboratory where Registered Nursing Students may complete and/or reinforce their course work. The Laboratory provides a collection of Audio-Visual References. A registered nurse serves as a resource person for nursing students to answer questions, direct independent studies, and give workshops on skill procedures.

**The Transitional Studies Department Adult Learning and Tutorial Center** at 31 Gough Street, Room 29, offers free, one-to-one tutorial services, as well as classes, both days and evenings. The Center focuses on adult literacy education and preparation for the GED test. The Center's tutoring services can begin at any time. The GED pre-test, reading and mathematics diagnostic tests are available Monday through Thursday on a drop-in basis. Subjects in reading and arithmetic; preparation for vocational training entrance tests; preparation for which students may be tutored include GED Preparation; beginning employment and civil service tests; and brush-up reading comprehension, grammar, and mathematics. The Center is open Monday through Thursday. Telephone: 241-2300.

## Student Services

### Counseling Services

See the surrounding text for more detailed information on Counseling Services or contact the individual department for information on workshops available to help you succeed.

<b>New Student Counseling Department (NSCD)</b> Conlan 205	239-3296	<i>Are you a new student to City College with less than 24 units? Do you need help with academic and career planning?</i>
<b>Continuing Student Counseling Department (CSCD)</b> Arts 201/Cloud 207/Multi-Use Bldg-Mezzanine	452-5235	<i>Have you completed a year of college or 24 or more units? Do you need an Educational Plan, degree or transfer information?</i>
<b>Extended Opportunity Programs and Services (EOPS)</b> EOPS Bldg.	239-3561	<i>Do you need academic counseling, books, tutoring, and childcare? Come to EOPS to find out how to qualify for services.</i>
<b>International Student Counseling Department (ISCD)</b> Multi-Use Building-1st Floor	239-3942	<i>Are you a new or continuing International student here on an F-1 Visa? Do you need specialized assistance and orientation?</i>
<b>Latino Services Network (LSN)</b> Cloud 364	452-5335	<i>Are you interested in bilingual and bicultural (Spanish-English) programs and support services?</i>
<b>African American Scholastic Programs (AASP)</b> Bungalow 500	452-5315	<i>Are you interested in programs for African Americans and the Diaspora, Black College tours and transfer assistance?</i>
<b>Asian Pacific American Students Success Program (APASS)</b> Batmale 208	452-5620	<i>Are you interested in programs, services, and enrichment activities to support Asian/Pacific Island American student success?</i>
<b>Career Development Counseling Department (CDCD)</b> Science 121 and 127	239-3117	<i>Are you undecided about your educational or career interests and goals or looking for job placement information?</i>
<b>Transfer Center</b> Science 132	239-3748	<i>Need information to apply or transfer to a university? Interested in college tours or guaranteed admission agreements?</i>
<b>Psychological Services/Student Health Center</b> Student Health Center	239-3148	<i>Been feeling kind of down lately? Having concerns of a personal nature? Stop by the Health Center for assistance.</i>
<b>Veteran's Educational Benefits Program</b> Cloud 332	239-3486	<i>Do you qualify for Veteran's benefits? Come to the Veteran's Office for assistance.</i>
<b>Disabled Student Programs and Services (DSPS)</b> Rosenberg 323	452-5481	<i>Do you need an accommodation due to a medical, physical, or psychological condition or learning disability?</i>
<b>Gay/Lesbian/Bisexual/Transgender Counseling (GLBT)</b> Cloud 207	239-3320	<i>Want information about student activities, scholarships, support services, counseling, courses and programs for GLBT students?</i>
<b>Athletic Counseling Services</b> Well 139	239-3260	<i>Are you a member of a City College intercollegiate athletic team? Do you need academic, career, or personal counseling?</i>
<b>Homeless At-Risk Transitional Students (HARTS)</b> Cloud 205	452-5233	<i>Are you homeless and in need of special services such as transportation, food, books, and housing?</i>
<b>Financial Aid Counseling</b> Cloud 324 Campuses	239-3576 239-3576	<i>Are you concerned about financing your education? Are you interested in financial aid? Are you eligible for CalWorks? Do you want to apply for a scholarship?</i>
<b>Civic Center Campus Counseling</b> 750 Eddy Street, Room 105	561-1878	<i>Do you hope to study English as a Second Language? Are you interested in citizenship, how to use computers, or communications?</i>
<b>Castro Campus Counseling</b> 1220 Noe Street, Room 107 (evening only) Information Appointment	550-4500 452-5235	<i>Are you confused about your educational goals and what courses to take? Do you need an unofficial evaluation of course work from colleges other than CCSF?</i>
<b>Chinatown/North Beach Counseling</b> 940 Dilbert Street, Room 105	561-1853	<i>Are you interested in Asian American Studies, business, child development, Health Education, sign language, or ESL?</i>

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<b>Downtown Campus Counseling</b> 800 Mission Street, 1st Floor	267-6503	<i>Are you interested in Computer Studies, ESL, Food Technology or Business? Are you an entrepreneur seeking the support of our Small Business Development Center?</i>
<b>Evans Campus Counseling</b> 1400 Evans Avenue, Room 104	550-4409 or 550-4506	<i>Looking for assistance in entering vocational programs? Interested in apprenticeship programs and cooperative work experience?</i>
<b>Gough Street Campus</b> 31 Gough Street, Room 29	241-2300	<i>Looking for the Adult Learning and Tutorial Center? Literacy Education? Transitional Studies or GED Preparation?</i>
<b>John Adams Counseling</b> 1860 Hayes Street, Room 142	561-1925	<i>Are you interested in the health professions, child development, computer training, Consumer Education, ESL or GED preparation?</i>
<b>Mission Campus Counseling</b> 1125 Valencia Street, First Floor	550-1130	<i>Are you interested in Digital Printing, Office Technology, GED (in Spanish), or a Working Adults Degree Program? Are you interested in ESL studies?</i>
<b>Southeast Campus Counseling</b> 1800 Oakdale Street, Room 201	550-4320	<i>Are you interested in GED preparation or ESL courses, certificate programs or our Working Adults Degree Program?</i>
<b>Re-Entry Counseling Services</b> Smith Hall 106	239-3297	<i>Are you returning to school after a prolonged absence?</i>

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Not sure who to contact? Need general college information? Want information on the many student workshops offered each semester? E-mail your quick questions to the Online Advisor at [advisor@ccsf.edu](mailto:advisor@ccsf.edu).

## Student Counseling Services

City College is fortunate to have several different types of professional counseling services. They include the following:

The **Multicultural Retention Services Department (MRSD)** was established in January 2010 and consists of four (4) academic retention programs, providing support services to underrepresented students. The four programs are the **African American Scholastic Programs (AASP)**, the **Asian Pacific American Student Success (APASS)** program, the **Latino Service Network (LSN)** and **TULAY (Tagalog for "BRIDGE")/Filipino American Student Success program**, which are detailed below. For more information, you may contact the department chairperson at 415-452-5341.

### African American Scholastic Programs

The goals of African American Achievement Program (AAAP) are to increase students' ability to understand developments in the world, to think critically; to express thoughts clearly orally and in writing, and to make informed decisions.

The four components that drive the program are:

1. A series of English courses that include:
  - English 90/91-Basic Composition & Reading 1
  - English 92-Basic Composition & Reading 2
  - English 93-Intro to Academic Writing & Reading
  - English 96-Academic Writing and Reading
  - English 1A-University Reading and Composition
2. College Success courses
3. Library 10-Information Resources
4. Counseling Services

The counseling services component is an integral part of the instruction, which helps students acquire personal development skills. Both the instruction and counseling components are integrated. Intensive individual and group sessions provide students with educational, career and personal counseling to assist them in making appropriate choices in meeting their respective goals.

The AAAP program helps students to identify learning styles, effectively use informational resources and develop sound study habits.

### The African American High School/College Program

In partnership with San Francisco Unified School District, the African American Scholastic Programs provide high school students with the opportunity to:

- Earn high school credits to complete high school graduation requirements.
- Earn college units towards an Associate in Arts Degree while still attending high school.
- Earn units which may begin to satisfy admissions requirements to a Baccalaureate Degree granting institution.

Each semester a variety of courses are offered in English, Math, History, Psychology, and Interdisciplinary Studies.

High school juniors and seniors are enrolled each semester with a recommendation from their high school principal or counselor. A program application is required and can be obtained from a participating SFUSD high school or from Rosenberg 209 at CCSF. Please see your high school counselor for more information.

The **Summer Bridge Program** is designed to assist high school students in the transition from high school to college. This program allows students to matriculate in the summer and enroll in college credit courses. The Summer Bridge Program is a six week summer program and students are eligible to enroll in a maximum of seven (7) units. Courses are pre-selected for program participants based on an English and Math placement exam prior to the beginning of the Summer semester.

Other support services that are provided are an orientation to college, a financial aid workshop, a campus tour, group and individual counseling sessions and the development of an educational plan.

After the successful completion of the Summer Bridge Program, participants are considered continuing students who will receive an early registration date for the following Fall semester.

There is no fee to graduating high school seniors; however, students must purchase required class text books and materials.

The **Historically Black College/Universities (HBCU) Transfer Program** is designed to provide CCSF students the opportunity to attend and graduate from CCSF, then transfer as a junior to an HBCU of their choice. CCSF/HBCU transfer students will participate in a collaborative learning environment while earning a General Education Associate Degree and completing transfer requirements. The program provides a variety of support services that include individual and group counseling and student mentoring.

The **Peer Mentoring Program** provides peer mentoring for high school and CCSF students enrolled in African American Scholastic Programs. Students enrolled in the CCSF/High School program are mentored by college students making a successful transition from high school to college.

The Peer Mentoring Program provides CCSF students and SFUSD elementary students, grades 2-6, the opportunity to interact and develop positive relationships, to encourage younger students to stay in school and understand the benefits of a college education.

### Counseling Services

AASP provides academic, career and personal counseling to all students who utilize AASP programs and services. Students meet with academic counselors on a regular basis to create educational and career plans and monitor their progress. Counselors are available by appointment or drop in sessions. Counselors' schedules are available in Rosenberg 209.

### APASS: Asian Pacific American Student Success Program

APASS offers support services to Asian and Pacific Islander and general students pursuing academic success through early intervention and effective support services. Our counseling services include:

- Academic, career, and personal counseling
- Assistance on financial aid
- Referrals to campus and community services

Center offers:

- Outreach to Asian & Pacific Islander high school and college students
- Support services to students who are either on academic or progress probation
- Bilingual/bicultural counselors, staff, and peer advisors
- Peer support study groups
- Mentorship program
- APASS, Goldman, and Mosaic Scholarship
- Workshops on personal growth and academic development
- APASS classes: English 91, 92, 93, 96, 1A, IDST 3,45, 50, Math E3, 840, 860, 90 and PHST 30

The APASS Center is located in Batmale Hall, Room 208. For additional information call (415) 452-5620 or visit our website at [www.ccsf.edu/apass](http://www.ccsf.edu/apass)

### Latino Services Network (LSN)

The **Latino Services Network (LSN)** is dedicated to the development and implementation of effective support services and programs to meet the academic, vocational, and career needs of the Latino student community.

Our services include:

### **Bilingual (Spanish and English) Counseling**

- Academic, personal, and career
- Goal setting, educational plan development
- Graduation, certificate, and transfer information
- Bilingual (Spanish and English) college orientations
- AB 540 Counseling Services

### **The LSN CLASS Project**

- Targeted sections for LSN students in English and Math classes. (Course offerings vary by semester). English courses address multicultural issues.
- Collaboration between students, counselors, instructors, and professional tutors

### **The LSN Learning Center**

- Computer laboratory use for homework and research
- A friendly place to meet other students and study
- Educational and cultural events and workshops
- Assistance with financial aid
- Advocacy and referrals to campus and community services
- Book Loan Program
- Goldman and Mosaic Scholarships

For more information, please call us at (415) 452-5335, email us at [latino@ccsf.edu](mailto:latino@ccsf.edu), visit our website at [www.ccsf.edu/lsn](http://www.ccsf.edu/lsn), or come visit us in Cloud Hall, Room 364.

### **TULAY (BRIDGE) Filipino-American Student Success Program**

The TULAY Program is a learning community with a Filipino-American experience & student success theme. TULAY provides counseling & mentoring services, and offers linked courses in English, Math, College Success & Philippine Studies. The Tulay Ate/Kuya Peer Mentor Project pairs you with a student peer that can help you navigate through classes and life at CCSF. The Faculty/Staff/Community Mentors volunteers provide academic support and career advising. Some services also available in Filipino (Tagalog). Our services include:

- Computer/Study Lab
- Academic & Personal Counseling
- Ate/Kuya (Big Brother/Big Sister) Peer Mentoring
- Faculty/Staff/Community Mentors
- Support in Math & English
- Community Service Opportunities
- Bilingual Services
- Private Study Room
- Philippine Studies, FAA, PEACE, UPASA, and Fill-Am Community Scholarships
- TULAY early registration classes: English 91, English 92, Math E3, Math 840, Math 860
- Learning community in Philippine Studies and PEP (Pilipino/a Educational Partnerships) courses
- Recommended courses: IDST 50, PHST 30, IDST 45, IDST 42, PHST 20, Hits 37, Pil 10A, Pil 1, Psych 22, IDST 37, IDST 36

The TULAY Program is located in Cloud Hall, Room 363. For additional information call (415) 452-5922.

### **Continuing Student Counseling Department**

The Continuing Student Counseling Department (CSCD) addresses the needs of continuing students who have completed one year of college or more than 24 units at City College of San Francisco or another college or university. Students can work with CSCD counselors to discuss their academic goals, and develop or revise educational plans. They can also discuss the requirements needed for a certificate, a

degree, or transfer to a 4-year institution. CSCD counselors make referrals to helpful support services on and off campus and provide specialized workshops including probation, transfer planning, and Internet resources. The CSCD offers both express counseling for short questions, and counseling by appointment for educational plans and more complicated academic planning issues. Continuing students who fit the definition above may call 452-5235 to make a counseling appointment. Counselors are available Monday-Thursday from 8 a.m. until 6:00 p.m. Counselors are available on the Ocean Campus in A201, C207, Multi-Use Building Mezzanine and on the Mission campus (hours may vary at each location). CSCD includes the Veterans Educational Benefits Office. Please phone 239-3486 for more information or to schedule an appointment with the veteran's counselor.

### **International Student Counseling Department**

Counseling services are available for International Students (F-1 Visa students). Counselors will assist new and continuing International Students with their academic, career, personal issues, and assist with understanding F-1 regulations which govern them. Additionally, counselors can assist students in resolving other problems of adjustment to college life and life in the United States. The International Student Counseling Department is located in Cloud Hall, Room 212. For more information call 239-3942.

### **New Student Counseling Department**

The New Student Counseling Department (NSCD) assists students entering college for the first time and returning students with less than 24 units completed. The focus of the counseling services is to help students with their decision-making process to support the beginning their academic life on campus. Counselors discuss requirements for CCSF certificates, graduation, and transfer to both public and private institutions, academic, life, and career achievement goals. Our services include orientation to college workshops and retention intervention classes for general **Basic Skills** students, **educational planning**, student growth/development classes and short personal counseling sessions leading to referrals to other support services as appropriate for student success. Our goal is to support student success.

The New Student Counseling Department offers counseling services at the following campuses: **Ocean Campus (main campus), Civic Center, Chinatown North Beach Campus, Downtown Campus, Evans Campus, John Adams Campus, and Southeast Campus.**

**The Ocean Campus office is open: Monday – Thursday.** For the Ocean Campus please call (415) 239-3296 for current hours. Call the main switchboard at (415) 239-3000 and ask for the appropriate campus counseling department number for campus counseling hours. Please see the City College of San Francisco map for campus locations.

### **Additional Counseling Services**

**The Athletic Counseling Services** (239-3260) provides academic, career, educational planning, and personal counseling to male and female students who are members of City College's intercollegiate athletic teams.

### **Counseling for Gay, Lesbian, Bisexual and Transgender Students**

Academic, career, and personal counseling is available with gay and lesbian identified counselors in the Continuing Student Counseling Department (C207), as well as in the Disabled Student Programs and Services Department (DSPS), the Career Development and Placement Center (CDPC), and Extended Opportunity Programs and Services (EOPS). For more information, please call Sarah Thompson in C207 at 239-3320, or the Queer Resource Center, B201, at 452-5919.

### **Career Development Counseling Department**

CDCC provides career planning and job information services to students and alumni who want to best utilize their college/educational

experience and prepare for their future careers/jobs. CDCD offers students and alumni both individual and group counseling, workshops, career success courses, career and job coaching, job readiness, job resource information, and job placement referrals. For a full description of the CDCD Career Center and its services online, visit the CDCD website: <http://www.ccsf.edu/Services/CDPC>. Career advising online is also available by e-mailing questions to [careerchat@ccsf.edu](mailto:careerchat@ccsf.edu).

**Help for Non-Majors (Undecided) or Career Changers:** Students or alumni who have not yet chosen careers or majors, or who wish to change their careers or majors may obtain assistance with these decisions from the career counselors at CDCD. Through individual or group counseling, career assessment and exploration, labor market information, career workshops and career success courses (LERN 60, Career Success and Life Planning; 61, Orientation to Career Success; 62, Successful Job Search Techniques; 63, Career Counseling for Work Experience; 64, Financial Planning for Academic/Career Success; and 68, Career Coaching; and 1062, Job Skills, students will develop personal awareness and information essentials in making sound careers and major choices.

**Career/Job Resources Library/Lab:** CDCD Career Center maintains a variety of resources in S127 Ocean Campus available to both students and alumni. The lab features EUREKA and other, computerized software to assist students and alumni in localizing current, career and educational information. In addition, students and alumni have access to career resources on the Internet. Students and alumni may also avail themselves to a resumé writer and all other career and job materials available to them. Similar Services can also be found at the campuses.

**College Work Study/Lab Aide Referrals.** For college aide positions on campus (college work study and lab aide) students can view job announcements online through [www.ccsf.edu/jobs](http://www.ccsf.edu/jobs). For further assistance visit the Career Centers located at the Ocean, John Adams and Mission Campus or email [careerchat@ccsf.edu](mailto:careerchat@ccsf.edu).

**Job Placement Information.** Job placement information and referrals are available at the Career Centers located at the Ocean, John Adams and Mission Campuses. Online jobs referrals can also be found through Career Connection, and other links found on the CDCD website: [www.ccsf.edu/Services/CDPC](http://www.ccsf.edu/Services/CDPC).

### Disabled Students Programs and Services (DSPS)

In compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), City College of San Francisco is committed to making programs, services and activities accessible for students with disabilities. DSPS provides reasonable accommodations and support services for students with verified disabilities. Services may include, but are not limited to, counseling, advocacy, priority registration, testing accommodations, classroom relocation, learning disability assessments, hearing screenings, sign language interpreters, real-time captioning, assistive listening devices, note takers, alternate formats (Braille, electronic text, Books on Tape) for reading material, lockers, scooters, adaptive technology, adaptive furniture and special classes. Emphasis is given to those services which allow the student with a disability to fully participate in academic and vocational programs for which they are otherwise qualified. Students wishing to receive services through DSPS should schedule an appointment to meet with a counselor. Services are confidential. Students with disabilities who need to bring an animal on campus, other than a service animal as defined in law, such as a guide dog, need to check with the DSPS office.

**The DSPS High Tech Centers (HTCs)** are computer labs designed for students with disabilities. The HTCs offer instruction in adaptive computer software and/or hardware and tutorial software for the development of academic, vocational and daily living skills. City

College has two High Tech Centers: one located on the Ocean Campus in Batmale Hall, Room 231, and the other located at the John Adams Campus, Room 104.

**The DSPS Strategies Lab** located on the Ocean Campus in Batmale Hall, Room 231, provides special classes with small group instruction on learning strategies. The classes (DSPS M and DSPS O, Diagnostic Learning) are designed for students with disabilities. The instructor and trained instructional aides assist students in applying learning strategies as they work on homework assignments.

DSPS has offices on the Ocean, John Adams and Mission campuses. DSPS services are also available at other campuses by appointment. For further information, for office hours or to request an appointment, call or visit one of the offices. The Ocean Campus DSPS office is located in the Rosenberg Library, Room 323, (415) 452-5481 (voice) or (415) 452-5451 (TDD). The DSPS office at the John Adams Campus is in Room 106, (415) 561-1001(voice) or (415) 561-1007 (TDD). To reach the Mission Campus DSPS office in Room 161, call (415) 920-6038. Hearing impaired students may contact DSPS by email at [deafserv@ccsf.edu](mailto:deafserv@ccsf.edu).

To view the Campus Access Guide and updated accessibility information, the DSPS Student Handbook, policies and procedures or offices hours, please visit the DSPS website at [www.ccsf.edu/dsps](http://www.ccsf.edu/dsps). Should you have questions or encounter difficulty regarding access, please contact the DSPS Accommodations Specialist at (415) 452-5485.

### Extended Opportunity Programs and Services (EOPS)

The Extended Opportunity Programs and Services (EOPS) assists low-income, educationally under-prepared students by providing support services that are over, above, and in addition to those provided by the College as a whole. A state-funded program, EOPS provides counseling, one-on-one tutorial, priority registration, orientation to college, financial aid advising, book services, transfer workshops, and CSU and UC transfer application fee waivers. EOPS coordinates its resources with other CCSF departments and programs to enhance student success. In addition, eligible EOPS/TANF students may participate in the Cooperative Agencies Resources for Education (CARE), a program which provides counseling, advising, and transportation assistance to EOPS students who are single head of household with dependent(s) less than 14-years-old. Noncredit and international students are ineligible for EOPS services. The Extended Opportunity Programs and Services offices are located in the EOPS Center adjacent to Smith Hall. Go to our webpage at <http://www.ccsf.edu/Services/EOPS> for more information, or call (415)239-3561.

### Student Health Services

Student Health Services assists students in achieving their educational goals by providing services that address their physical and emotional health needs. Additionally, students are informed of community resources with the goal of becoming more effective health care consumers.

### Medical/Nursing Health Services

*The following services are only for currently enrolled students taking credit classes.*

Services include campus emergency care, first aid, nursing assessment and treatment of common acute illnesses and infections, TB tests, vision tests, blood pressure screening, selected lower cost immunizations (MMR, Td, Tdap, TwinRix, HepA + HepB), reproductive health care, health promotion programs and referrals to specialists. Nurse practitioners are also available for consultation with faculty regarding their students. A part-time physician is available on limited bases through appointments and serves as a consultant for the nurse practitioners. Family Planning Clinic and Sexually Transmitted Infections

(STI) services for both men and women are available to those who qualify for the State Family P.A.C.T. Program. This service includes PAP testing, STI screening, breast exam, and birth control methods.

Nurse practitioners are available at Student Health Services (HC100), Monday through Friday, only when classes are in session. Call 239-3110 for hours of operation. Most of the services are without additional charge. However, some services such as lab tests are charged a discounted fee or on a sliding scale basis.

If further off-campus medical evaluation or treatment is needed for injuries or ailments, students will be referred to their private doctor or community health agency. Students are financially responsible for all of their off-campus health care charges. For additional information, see our website at [www.ccsf.edu/Services/Student\\_Health](http://www.ccsf.edu/Services/Student_Health).

### Psychological Services

*The following services are only for currently enrolled students taking credit classes.*

The goal of Psychological Services is to aid in student retention and to contribute to the psychological well-being of the campus community. As such, our services include short-term psychotherapy for individuals and couples, crisis intervention, assessment, information, referrals, and consultation with faculty regarding student concerns. Each semester staff conducts groups on topics such as procrastination, relationship problems, managing anxiety and panic attacks, stress reduction, and meditation. There are also workshops on re-entry and test anxiety. Appointments can be scheduled at the Student Health Center (HC 100), or by calling (415) 239-3148.

### HIV/STI Prevention Studies

The HIV/STI Prevention Studies is a program of the Health Education Department. A wide variety of HIV/STI (Sexually Transmitted Infection) services are available to CCSF students, faculty, employees and their significant others through the HIV/STI Prevention Studies program. The office is located in MUB, Room 301. Office hours are Monday through Friday 10 a.m. – 6 p.m. For more information, call (415) 452-5202 or fax (415) 452-5203.

**Center for Linking Learning & Action**, located in MUB, Room 301, provides free condoms and other safe sex supplies, information and referrals related to HIV and STI prevention and treatment. Office hours are Monday and Friday 10 a.m. - 2 p.m., Tuesday through Thursday 10 a.m.- 4 p.m.. Telephone (415) 452-5070 or (415) 452-5202.

### Teacher Prep Center

The Teacher Prep Center at City College of San Francisco is located in the new Multi-Use Bldg. on Phelan Ave. Room 249 on the Main Campus. A program of the Child Development and Family Studies Department, the Center provides resources, workshops, counseling, advising, career planning and job information, coursework, outreach and support to future teachers. Current programs include: the Metro CDEV Program, The Youth Worker and Teachers Program and information on the certificate, permit and credentials required in the field. Co-located with the Early Childhood Professional Development Project, which assists all future and current ECE staff in San Francisco, the Center provides assistance to students and community members interested in entering the field of ECE, elementary, secondary, or CTE teaching. Call 452-5605, PDP or 239-3890, Teacher Prep, for additional information or visit the web at: [www.ccsf.edu/Departments/Child\\_Development](http://www.ccsf.edu/Departments/Child_Development).

### Transfer Center

Students seeking to transfer to baccalaureate degree-granting institutions upon completion of lower division course requirements may obtain specialized resources at the Transfer Center located in the

Science Hall, Room 132, Telephone 239-3748. Information concerning academic majors, general education requirements, and transfer admissions policies can be researched through the Center's reference library, computer lab, and pre-admissions advising with college representatives. Special programs of the Transfer Center include the annual Transfer Day college fair and university campus tours. Please refer to the Transfer Center's monthly calendar of workshops and events at [www.ccsf.edu/Services/Transfer\\_Center](http://www.ccsf.edu/Services/Transfer_Center).

**Transfer Admission Guarantee (TAG) Programs.** TAG programs are designed to ease the admissions process for CCSF students prior to submitting an official application to the university. Students can take advantage of guaranteed early admission opportunities with a variety of public and private institutions: CSU-East Bay, UC Davis, UC Irvine, UC Merced, UC Riverside, UC San Diego, UC Santa Barbara, UC Santa Cruz, Santa Clara University, and St. Mary's College. In most cases, eligible students must be permanent residents of the U.S. who are seeking their first bachelor's degree. Obtain additional TAG eligibility requirements and applications from the Transfer Center.

**Concurrent Enrollment Program.** This program with CCSF and the University of California, Berkeley, provides qualified students the opportunity to enroll in a maximum of two free UCB courses. Eligible students must have a 2.4 grade point average; be eligible for, enrolled in, or have completed ENGL 1A and maintain 12 semester units including the UCB course. Students who have attended four-year colleges or universities are not eligible. Call (415) 239-3334 for more information, and/or visit the Transfer Center, Rm. S-132.

## Additional Student Programs And Services Alumni Relations Program

You are an alumnus of CCSF if you graduated, transferred, received a degree or certificate, or just attended a few classes. The Alumni Relations Program engages in a variety of activities to meet your needs.

Specifically, the Alumni Relations Program maintains an ongoing relationship with alumni by: informing alumni of important services the College offers to them, such as free access to the Career Development and Placement Center; alerting alumni to College and department activities and other professional development opportunities; tracking alumni success stories; and offering opportunities for alumni to contribute their time, talent, and resources to help other students succeed and realize their educational goals.

If you wish to receive periodic news and updates or share your success story via e-mail, send a note to [alumni@ccsf.edu](mailto:alumni@ccsf.edu) or visit [www.ccsf.edu/alumni](http://www.ccsf.edu/alumni). For more information, call (415) 452-4711.

### Child Care Services

The Child Development & Family Studies Department administers child development centers in San Francisco for children of CCSF students and other low income families. These centers function as labschools for child development students. The centers feature subsidized child care and development services and are full time at most locations. Children between the ages of 3-5 years are eligible for services and are admitted on a low income priority basis. Care for toddlers is available at the Orfalea Family Center at the John Adams Campus and at the Orfalea Family Center at the Main Campus. Parents can learn about how to enroll their children by calling (415) 561-1895. The Department also features Parent/Child Observation courses at 26 sites throughout the city for parents who wish to participate in adult education opportunities with their children. For further information on specific Child Observation classes operated by the Department, please call the office at the Orfalea Family Center, Room 203, (415) 452-5905 and at Ocean Campus, Multi-Use Bldg., Room 249 (415) 239-3172 or visit our website at: [www.ccsf.edu/Departments/Child\\_Development](http://www.ccsf.edu/Departments/Child_Development).

### Lactation Center

The Child Development & Family Studies Dept. operates Effie's Room in the Orfalea Family Center (OFC 200) on the Main Campus. The room provides access to new moms who need to use a private lactation area. Baby-changing facilities, a refrigerator and privacy are available during the day. The area is open on a first-come, first serve basis during the school year and is generally open between 9-4 daily. Funded by the Orfalea Foundation, the lactation center provides support to new breast-feeding moms who are working or attending school. Employees and students are invited to use the facility. Questions on usage can be directed to 452-5905 or 239-3172.

### HARTS Program

The HARTS (Homeless At-Risk Transitional Students) Program provides access, advocacy, resources, and support for homeless, formerly homeless, and at-risk students within the college, and for those potential students in similar situations who wish to return to the educational setting. For more information call (415) 452-5233.

### Math Bridge Program

This is a one year long program beginning each fall semester whose purpose is to assist students in the successful completion of elementary and intermediate algebra. The program is targeted to African American, Latino, Filipino, and Native American students, however, all students are welcome to apply.

Interested students must attend an orientation and submit an application during the spring semester in order to enter the program in the following fall semester. The schedule for orientations is posted at [math.ccsf.edu/bridge](http://math.ccsf.edu/bridge).

Math Bridge is not a remedial program. The goal of the program is to give extra assistance in the completion of mathematics prerequisites at City College in order to increase the number of transfers to baccalaureate colleges and universities. The extra assistance consists of a workshop, group tutoring, and other activities that supplement the mathematics course.

Contact [mathbridge@ccsf.edu](mailto:mathbridge@ccsf.edu) for more information regarding admission to the program.

### Orientation Classes

To help students receive a more comprehensive understanding of the College, counselors offer Orientation Classes which thoroughly acquaint students to the demands of academic programs, the College's various services, including the development of personal, career, educational goals including a transfer plan, and obtaining job-seeking skills. Orientation classes are also offered through the Career Development and Placement Center, the Extended Opportunity Programs and Services (EOPS), and through New Student Counseling.

### Peer Advisors

The Peer Advisors are a group of students who have been trained extensively to offer support toward students' success at CCSF. They provide numerous services such as assistance with orientation workshops, registration, financial aid forms, and general campus information. The Peer Advisors are located in the Information Center on the second floor of Conlan Hall. For more information call (415) 239-3296.

### Peer-Mentoring and Service-Learning

The Office of Mentoring and Service-Learning offers two types of programs to increase student success and transfer, and enrich the college experience with hands-on application of classroom learning. In the Peer-Mentoring program, a student is matched with a peer mentor. The peer-mentor is a student who has experience in a particular course or program, and who provides information, advice, support and encouragement. The peer-mentor is selected by a Project Sponsor

for the course or program. Mentors are currently available to students taking specific courses in science, social science, liberal arts, and vocational programs.

In the Service-Learning program, students enrolled in courses offering service-learning are placed in the community, where they apply both academic and practical skills for the benefit of society. Service-Learning integrates community service with academic instruction so that each strengthens the other, and provides time for reflection and critical thinking while making significant contributions to individuals, organizations, and neighborhoods. For example, students taking biology courses may contribute to habitat restoration. In Project SHINE (Students Helping in the Naturalization of Elders), students in political science, psychology, sociology, foreign languages, and health prepare elders to take the citizenship exam.

Students involved in service-learning or volunteer opportunities may enroll (when available) in IDST 12 - Reflection on Service-Learning to share their experiences with other students (see course description). For more information about mentoring or service-learning opportunities, call (415) 239-3771.

### Project SURVIVE

Project SURVIVE is a peer education program dedicated to promoting healthy relationships and ending sexual violence, especially rape and battery in intimate relationships. For more information call (415) 239-3899. Located in Cloud Hall, Room 402.

### Puente Program

The Puente Project is an academic and community leadership program designed to increase the number of community college students transferring to four-year colleges and universities. Puente meets this goal through a writing, counseling, and mentoring program taught and conducted by a specially trained English instructor and a counselor. The program is open to all interested students. For more information call Luis Escobar (415) 452-5755.

### Re-entry to Education Program (REP)

REP acknowledges the growing number of adults actively changing their lives through the educational process. Whether one is seeking to enhance his/her knowledge, learn new job skills, or prepare for a professional career, REP seeks to ease the transition for the re-entry student's return to school. The staff understands that barriers can exist to beginning or re-entering college as well as to completing one's educational goals. Identifying these barriers and helping students address their resolution is REP's highest priority.

REP provides the following services to both prospective and currently enrolled students: professional counseling for personal, crisis, academic, and vocational concerns; information on transfer to four-year institutions; parenting/child care; study skills, job training and career opportunities; peer advising for assistance with completing forms, referral to campus and community resources, and the student perspective on campus life. For assistance please go to the Continuing Student Counseling Department on the mezzanine level of the Multi-Use building (MU 39).

### Dr. Betty Shabazz Family Resource Center

The Dr. Betty Shabazz Family Resource Center empowers students with children through information, resources, and support and builds a stronger student parent community on campus. The Center is student-run and provides the following services: supervised children's activities, use of FRC computers, job referrals, information about CalWORKs, peer mentoring, and support groups. For further information, come to the Student Union, Room 202, or call (415) 239-3109.

### Queer Resource Center

The Queer Resource Center seeks to empower the lives of LGBTQQI (lesbian, gay, bisexual, transgender, queer, questioning, intersex) students at CCSF by uniting the diverse individuals in the community across gender, race, age and economic standing, religion, and ability differences. It provides access to a support system of peers and allies and strengthens the LGBTQQI community at CCSF. In addition, the QRC acts as a center of education for and about the queer community through peer-led teachings, workshops, and other such events. The Queer Resource Center is a safe place for queer and transgender students and all, welcoming the opportunity to outreach to its community. For further information, come to Bungalow 201, or call (415) 452-5723.

### Students Supporting Students (S Cube or S<sup>3</sup>)

Students Supporting Students is the only student-initiated peer mentoring program on the Ocean Campus. S<sup>3</sup> Peer mentors help students navigate their way through CCSF by providing vital information on topics such as financial aid, academic support, campus clubs/organizations, and other campus resources through a variety of ways including workshops and campus-wide events. The program's unique student perspective provides a welcoming environment for students who may feel uncomfortable going to other resources on campus. S<sup>3</sup> was established through the advocacy and organizing of students affiliated with underrepresented communities at CCSF. Students Supporting Students' goal is to increase the transfer rates of these communities to 4-year universities and empower them during their time at CCSF. For further information, visit the Student Union, Room 203, or call (415) 239-3660

### Veterans Services

For the location of the Veterans Educational Benefits Office, please go to [www.ccsf.edu](http://www.ccsf.edu) for building and room location or call for information: (415) 239-3486

Veterans, veterans' dependents and eligible persons may apply online for benefits directly to the VA at [www.gibill.va.gov](http://www.gibill.va.gov) for application and complete details.

Students must also apply for admission to City College of San Francisco online at [www.ccsf.edu](http://www.ccsf.edu), for assistance contact the Office of Admissions and Records, Conlan Hall, Room E107.

#### Available Benefits:

1. GI Bill – Active Duty Educational Assistance Program (Chapter 30)
2. Vocational Rehabilitation, Veterans with Service Connected Disabilities (Chapter 31)
3. Post 9/11, (Chapter 33) Detailed chapter 33 information is online at [www.gibill.va.gov](http://www.gibill.va.gov). Students who believe they may be eligible for chapter 33 should review chapter 33 online and call the Education Call Center (1-888-442-4551) with any questions.
4. Survivors and Dependents of Veterans' (who are either 100% disabled or died due to service-related conditions) Educational Assistance Program (Chapter 35)
5. Selected Reserve Educational Assistance Program (Chapter 1606)
6. Reserve Educational Assistance Program (REAP) Chapter 1607

Please inquire at the VA Web site ([www.gibill.va.gov](http://www.gibill.va.gov)) or at the Veterans Educational Benefits Office for further details regarding benefits.

Eligible disabled veterans may qualify for Chapter 31 Vocational Rehabilitation Benefits. Disabled veterans are encouraged to contact the main DVA Regional Office for more information at 1-800-827-1000.

**Credit for Military Training.** City College will grant six semester units of credit and waive the Physical Skills graduation requirement (Area G2) for students who present to the Office of Veterans Educational Benefits official documentation showing that they have completed one year or more of active duty in any of the Armed Forces of the United States. Veterans who have completed military-training courses may be awarded up to a maximum of ten additional units. These are based on the recommendations made by the American Council of Education. Students may use such credit in partial unit satisfaction of the requirements for the degree of Associate in Arts or Associate in Science. Since many universities and colleges do not accept credit that other schools have granted for military service, students who desire to transfer such credit should consult the policy of the school to which they intend to transfer.

**Academic Progress Policy for Veteran Students.** If the student has been on either academic probation or on progress probation or on both academic and progress probation for more than two consecutive semesters, he or she will have their veteran's education benefits terminated. Appeals to the termination of veteran's education benefits must be submitted and addressed to the Dean of Admissions and Records. All appeals will be reviewed on a case-by-case basis.

### Women's Resource Center

The Women's Resource Center is a safe place that provides information to women about resources available to them both on and off campus. The Center houses a lending library of nearly 1,000 books by and about women. It sponsors campus-wide events and hosts various support groups. The Center is run by students who work closely with a faculty advisor from the Women's Studies department. For more information, call (415) 239-3112. Located in Smith Hall, Room 103-104.