



SUSAN CERVANTES OF PRECITA EYES MURALISTS AND STUDENTS, SONG OF THE SPIRIT (DETAIL), 1999 (PHOTOGRAPH BY KATIE LOUX)

LEARNING RESOURCES AND STUDENT SERVICES

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Learning Resources

City College Learning Resources provide equitable access and instructional support to facilitate academic achievement and personal growth. The faculty and staff are available to answer all inquiries into resources, and to provide assistance and instruction in their use.

The College Library

CCSF provides library services at Ocean Campus and all centers throughout the District. Library collections are closely tied to the curriculum at each location. Librarians provide in-person and online assistance in support of student needs. Libraries provide study spaces, student computers, printers, and other technology. The library also maintains extensive online content in the form of database articles, encyclopedias, and ebooks.

The Media Center/Collaboratory at Ocean Campus supports the instructional media needs across the District. Its collection includes physical and online media. The Collaboratory is a makerspace where students can work together on interdisciplinary projects. It hosts events, clubs, and activities throughout the year.

Library hours are aligned with the needs of the location. The library instructional program is provided at the reference desk, in instructional classrooms, by online workshops, and through a credit class. The library provides online reference service 24-7. The library website (library.ccsf.edu) contains current information about library services, collections, instruction, exhibits, and programs.

Library Locations:

The Claude and Louise Rosenberg Library & Learning Resource Center is the largest library at CCSF. It is located on the Ocean Campus and also houses the Diego Rivera Collection and College Archives. The Collaboratory/Media Center is located at Rosenberg 403. It serves as a makerspace and provides students access to a wide range of computers and technology. **The Media Center** supports faculty with instructional media needs. **The Alice Statler Library**, on the lower level of the Statler Wing of Smith Hall, provides resources tailored for instructional programs in Culinary Arts and Hospitality Studies.

Library Services support the development of program pathways for certificate and degree earners at locations throughout the city. **The Chinatown-North Beach Center library** is located on the 2nd and 3rd floors at 808 Kearny Street. The library houses a significant collection of Chinese Language materials and emphasizes ESL, child development and basic education. **The Downtown Center Library**, located on the 2nd floor at Fourth and Mission Streets, houses collections supporting programs in ESL, business and careers, Fashion, World Languages and computer technology. **The Evans Center Library** is located at 1400 Evans Avenue, 2nd Floor Room 223. The collection supports programs in automotive, basic skills, construction, custodial, ESL, fashion, motorcycle, building maintenance, welding, maker studies, upholstery and woodworking. **The John Adams Library** is located at 1860 Hayes Street, Room 204. The collection has a strong emphasis on Allied Health fields, ESL, business and careers, computing and basic education. **The Mission Center Library** is located on the fourth floor of 1125 Valencia Street. The collection supports programs

including ESL, Transitional Studies, Business computer technology, DSPS, Older Adults, Child Development, Construction Management, Journalism, Latin American/ Latino Studies, Spanish, Visual Media Design, Broadcasting, and Puente. It houses books and audio-visual materials.

Student Tutoring and Resource Center (STAR CENTER), www.ccsf.edu/star, located in Rosenberg Building, 2nd floor, R207, is part of the Learning Assistance Department and provides an array of services and programs. Tutoring services and colleges success classes are available in-person and online. It is designed to support student success by providing collaborative, equitable, high-quality academic support, such as peer and professional tutoring, college success courses, workshops, a TRIO Writing Success Project and access to computers and printing. The STAR Center provides one-to-one and small-group tutoring in 25 + subjects including all levels of mathematics, chemistry, physics, accounting, economics, social and behavioral sciences, anatomy, biology, physiology, statistics, and world languages. All peer tutors are recommended by their instructors, undergo training in tutoring best practices and participate in ongoing professional development and supervision. The tutor training program is recognized as a College Reading and Learning Association (CRLA) Training Program. Our tutors are here to support student learning and understanding of course content, as well as assist students in strengthening their academic study skills. All services are FREE to CCSF students, after a short registration process into a non-credit class, LERN 1000: Supervised Tutoring course. Students can drop in daily to meet with tutors, use the computer lab, reserve a study room or sign up for a workshop. Free online tutoring offered through City College tutors is available. Additional online tutoring is available through NetTutor and STAR-CA. Students must log-in through a CANVAS course to access these services. For more information visit ccsf.edu/star/tutoring.

The TRIO Writing Success Project is a support program for students who are the first in their family to come to college, who are low income, and/or who have disabilities. The program links with English sections to provide weekly study group sessions. The program also offers scholarship help, career and major exploration, financial literacy workshops, and support for the transfer process. More information is available at ccsf.edu/wsp.

The STAR Center Computer Lab (R207) offers Internet access on over 80 computers, and includes word processing and printing for City College students. It also offers software programs for students taking identified academic classes. Laboratory assistants help students in selecting and using the laboratory's hardware and software.

The Learning Assistance Center at our Mission Center is located inside the Library in Room 401. The Center offers drop-in academic support in English, ESL, Spanish, GED subjects, computer, typing and math courses. The center supports both credit and noncredit students.

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	ESL CLAD	Multi-Use Building 149
English	Computer programs and Web sites to strengthen writing, reading, and researching skills.	English Reading and Writing Center	R205
ESL and English	Tutoring, small groups, and workshops for ESL and English students	Writing Success Project LAC @ Mission Center	R231 Mission Center 401
ESL and English	Computer tutorials for English	English Reading & Writing Center Learning Assistance Center LAC @ Mission Center	R205 Mission Center 401
Math	Tutoring, computers, small group workshops and study rooms for all algebra, calculus and statistics courses	Math Area: Student Tutoring and Resource (STAR) Center LAC @ Mission Center	R207 Mission Center 401
Math	Tutoring and Computers for basic math, liberal arts math, statistics, and all algebra courses.	Math Tutoring Lab LAC @ Mission Center	B602 Mission Center 401
World Languages	Tutoring for each language	Student Tutoring and Resource (STAR) Center	R207
World Languages	Audio, video and computers for world languages	Collaboratory	R403
Sciences	Tutoring for anatomy, biology, chemistry, physics, and physiology	Student Tutoring and Resource (STAR) Center	R207
Biology	Materials and tutoring for biology students	Student Tutoring and Resource (STAR) Center	R207
Nursing	Materials and tutoring for nursing students	Nursing Skills Lab and Media Center	C343 R403
Business	Tutoring for acct, econ, and statistics	Student Tutoring and Resource (STAR) Center	R207
Communication Studies	Assistance for students in development and delivery of speeches	Communication Lab	C208B
Misc. Subjects	Audio and visual materials	Media Center	R403
College Success	1–3 Unit “College Success Courses” and workshops	Learning Assistance Department	R207

College Success Classes are offered through the Learning Assistance Department (LERN 50, LERN 51 & LERN 55) 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, and succeed in college.

The courses are designed to meet the needs of all CCSF students, but are especially valuable for returning students, first-year students, or anyone wanting to learn the strategies necessary to succeed in college. Courses provide instruction that strengthens college, career, and lifelong success. The focus is on understanding how to navigate educational systems, including online learning; time management; personal and educational values; financial management; setting and achieving goals; instructor/ student interactions; memory and concentration; effective communication; lecture note taking; subject-specific studying; test taking; using the library; critical analysis; problem solving; and creative thinking. Classes meet graduation and transfer requirements. Check the class schedule or website for more information www.ccsf.edu/lac.

The Student Tutoring and Resource Center's Computer Lab located in Rosenberg Library, R207 offers open access to a 100 Windows computers with Internet, email, MS Office access and a variety of educational software programs for all current CCSF students. Laser black and white printing, scanners and 14 laptop stations equipped with power strips and local wireless access point are available. Laboratory assistants help students in selecting and using the laboratory's hardware and software.

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, self-instructional CD ROMS and several computer stations for student access to the internet and other online materials. The Biology Resource Center also contains anatomical and organismal models, charts, specimens, micro- scopes and slides. The Center also has great wi-fi coverage. And is a comfortable and quiet place to sit and study. 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 in Cloud 208B is operated by the Communication Studies Department and provides one-on-one tutoring in the construction, development and rehearsal of speeches. The lab supports all CCSF students working on speeches, debates or performances. Staffed by student tutors and supervised by Communication Studies faculty, the Lab offers help in all stages of the speechmaking process as well as assistance in understanding intercultural, interpersonal, and group dynamics. In particular, the Lab provides support in anxiety reduction, topic selection, thesis writing, outline construction, speech delivery and use of visual aids. Computers are available for research, outline writing, and visual aid construction. Stop by Cloud 208B.

The DSPS Accessible Computer Labs are open to all CCSF students regardless of ability. DSPS Accessible Computer Labs (ACLs) offer free non-credit instruction in adaptive computer software and/or hardware and tutorial software for the development of academic, vocational and daily living skills. The ACLs also offer PCs and Macs, large screens, comfortable furniture, subdued lighting, a quiet environment, no time limit, color printing for a fee and the first 5 pages of Black and White printing are free at the Ocean ACL. CCSF has two DSPS Accessible Computer Lab locations: one on the Ocean Campus in Batmale Hall, Room 231, and the other at the John Adams Center, Room 104.

The DSPS Strategy Lab is open to all CCSF students regardless of ability. It is located on the Ocean Campus in Batmale Hall, Room 231. DSPS M and DSPS O are credit classes with small group instruction on learning strategies. The instructor and trained instructional aides assist students in applying learning strategies as they work on homework assignments.

The English Lab is located on the second floor of Rosenberg Library in room 205. The lab offers drop-in tutoring, small-group workshops, and computer access for all students taking English courses. Additionally, students may use the Online English Lab to access zoom tutoring appointments, Guided Learning Activities (GLAs), and other web-based materials to enhance their reading and writing skills. Enroll in the Online English Lab's Canvas course: <https://ccsf.instructure.com/enroll/8P7FHE>.

The Math Lab located in JDVL 808 offers drop-in tutoring, WiFi, and computer access for all students taking Liberal Arts Math, Statistics, Precalculus, and Data Science classes. The lab serves students enrolled in all math courses from MATH 70 to MATH 108. Additionally, students can enroll in the Online Math Lab Canvas shell by navigating to <https://ccsf.instructure.com/enroll/BMP7TW>. The Online Math Lab offers one-on-one online tutoring appointments and Guided Learning Activities designed to help students review and study certain areas of Prealgebra, Algebra, and Statistics.

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 The mission of the Adult Learning and Tutorial Center (ALTC) is to provide an environment where adults who are learning basic skills can thrive and build strong academic and vocational foundations. Group and individualized classes with tutor support are offered in beginning literacy, math, and writing as well as in preparation for the GED/HiSet exams.

Program and Services-The ALTC is an open entry program offering clusters of morning, afternoon, and evening classes to meet adults' scheduling needs. The intake/orientation process includes preliminary assessment of reading levels and administration of official GED/HiSet practice tests as appropriate. More in depth diagnostic tests are offered by a faculty reading specialist. A disabilities counselor assists with adaptations and GED/HiSet accommodations.

While the majority of students have English as their first language, English speaking adults from many countries also study at the ALTC. Volunteer tutors come from Project Read, The Volunteer Center, San Francisco State University, Project 20, Pretrial Diversion, City College of San Francisco credit classes, and from among the ALTC's alumni and retirees. The Center has a student mentor, student workers, a computer lab, an annual book of student writings, and an annual GED graduation/all-level student awards ceremony. Telephone (415) 561-1871 for more information.

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.

Academic Counseling Department (NSCD) ARTS 201 (415) 239-3296	<i>Do you need an Educational Plan, degree or transfer information?</i>
Academic Counseling Services (CSCD) Multi-Use Bldg 39, Mezzanine (415) 239-3302	<i>Do you need an Educational Plan, degree or transfer information?</i>
Extended Opportunity Programs and Services (EOPS) EOPS Bldg. (415) 239-3561	<i>Are you educationally disadvantaged, low income, eligible for BOG fee waiver and taking 12 units?</i>
Office of International Programs Cloud 212 (415) 239-3895	<i>Are you a new or continuing International student here on an F-1 Visa? Do you need specialized assistance and orientation?</i>
Latino Services Network (LSN) Cloud 364 (415) 452-5335	<i>Are you interested in bilingual and bicultural (Spanish-English) programs and support services?</i>
UMOJA/African American Scholastic Programs (AASP) Rosenberg Library 209 (415) 452-5315	<i>Are you interested in programs for African Americans and the Diaspora, Black College tours and transfer assistance?</i>
Asian Pacific American Students Success Program (APASS) Batmale 208 (415) 452-5620	<i>Are you interested in bilingual and bicultural counseling (Cantonese, Tagalog, and Vietnamese), programs, and support services?</i>
Tulay/Filipino American Student Success Program Cloud 363 (415) 452-5195	<i>Are you interested in bilingual and bicultural (Tagalog-English) programs and support services?</i>
VASA/Oceania Student Success Program Cloud 363 (415) 452-5762	<i>Are you interested in bilingual and bicultural counseling (Tongan-English) programs and support services?</i>
Career Center/Counseling Multi-Use Building 101 (415) 239-3117	<i>Are you undecided about your educational or career interests and goals or looking for job and internship information?</i>
Transfer Center/Counseling Multi-Use Building 101 (415) 239-3748	<i>Are you interested in programs to help students transfer including transfer admission guarantees? Need information to transfer or apply to a university?</i>
Student Health Services/Mental Health Services Health Center HC 100 (415) 239-3110	<i>Have you been feeling stressed or anxious lately? Having medical or mental health concerns of a personal nature? Stop by Student Health Services for assistance</i>
Veteran's Educational Transition Services (VETS) Cloud 333 (415) 239-3486	<i>Do you qualify for Veteran's benefits? Do you need an Educational Plan, degree or transfer information? Come to the Veteran's Office for assistance</i>
New Directions Program Science 120 (415) 239-3296	<i>Have you been justice impacted or formerly incarcerated? Do you need academic, career, or personal counseling?</i>
City Dream Cloud Hall 206 (415) 452-5919	<i>Do you need a safe space on campus, regardless of immigration status? Do you need academic, career, or personal counseling?</i>
Disabled Student Programs and Services (DSPS) Rosenberg 323 (415) 452-5481	<i>Do you need an accommodation due to a medical, physical, or psychological condition or learning disability?</i>

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Lesbian/Gay/Bisexual/Transgender Counseling (LGBT) Multi-Use Building 39 (415) 452-5249	<i>Want information about student activities, scholarships, support services, counseling, courses and programs for LGBT students?</i>
Athletic Counseling Services Multi-Use Building 39 (415) 452-5659	<i>Are you a member of a City College intercollegiate athletic team? Do you need academic, career, or personal counseling?</i>
Homeless At-Risk Transitional Students (HARTS) Student Union Room B (415) 452-5355	<i>Are you enrolled at CCSF and experiencing housing insecurity and in need of support services such as transportation, food and community referrals?</i>
Chinatown/North Beach Counseling 808 Kearny Street, Room 119 (415) 395-8611	<i>Are you interested in Asian American Studies, Business, Child Development, Health Education, Sign Language, or ESL?</i>
Guardian Scholars Student Union, Room G (415) 239-3279	<i>Are you a current or former foster youth and would like support services such as transportation and textbook assistance?</i>
Downtown Center Counseling 800 Mission Street, 1st Floor (415) 267-6503	<i>Are you interested in Computer Studies, ESL, Food Technology, Business, or Working Adults Degree Program? Are you an entrepreneur seeking the support of our Small Business Development Center?</i>
Evans Center Counseling 1400 Evans Avenue, Room 104 (415) 550-4409 or (415) 550-4506	<i>Looking for assistance in entering vocational programs? Interested in apprenticeship programs and cooperative work experience?</i>
John Adams Counseling 1860 Hayes Street, Room 142 (415) 561-1925	<i>Are you interested in the health professions, Child Development, computer training, Consumer Education, ESL?</i>
Mission Center Counseling 1125 Valencia Street, First Floor (415) 920-6056	<i>Are you interested in Digital Printing, Office Technology, GED/HiSet Prep in English and/or Spanish, High School Diploma Program, ESL, Working Adults Degree Program?</i>

Student Counseling Services

The **Multicultural Retention Services** Programs were established in January 2010 and consists of five (5) academic retention programs: UMOJA/African American Scholastic Programs (AASP), Asian Pacific American Student Success (APASS), Latino Services Network (LSN), TULAY/Filipino American Student Success and VASA/Oceania Student Success. These multicultural retention programs provide comprehensive support services and other program-specific activities primarily to underprepared, underrepresented students in each of the 5 Centers/Programs. Our comprehensive services (essentially a “One Stop” model) make them unique among other counseling units. The services provided promote individual growth and academic success through a culturally sensitive and bilingual environment that meet the needs of many students. Our case-load model helps develop that critical student/counselor relationship which is important to retention and student success. Although our Retention Centers have targeted groups, we provide services to all students. For more information, please visit the Counseling website www.ccsf.edu/counseling.

UMOJA/African American Scholastic Programs

The UMOJA/AASP was the first retention program established at CCSF, which laid the foundation for the creation of the Multicultural Retention Services Department. The UMOJA/AASP provides culturally-based support services to assist, primarily African American students and students of African descent, successfully achieve their goals while at CCSF. The counseling services component is an integral part of the program, helping students acquire personal development skills and achieve their academic and career-related goals. Intensive individual counseling sessions provide students with educational, career/vocational and resources to help students make appropriate choices in meeting their respective goals.

Counseling Services:

- Academic, career/vocational, and personal counseling
- Student educational plans
- Graduation, certificate, and transfer information
- Assistance with financial aid and SAP appeals
- Referrals to campus and community-based support services

UMOJA/AASP offers:

- Support services to students who are on academic or progress probation
- Computer lab, study area and tutoring
- College Support Scholarships
- Book Loan Program
- Book Voucher
- Historically Black College/Universities (HBCU) Transfer Information
- HBCU's College Tours (pending funding, out-of-state restrictions and/or CCSF Board Approval)

The Historically Black College/Universities (HBCU) Transfer Program is designed to provide CCSF students the opportunity to attend and transfer as a junior to a HBCU.

The Peer Mentoring Program provides peer mentoring to CCSF students enrolled in the UMOJA /African American Scholastic Programs. Students enrolled in the program are mentored by faculty, CCSF Alumni and community members. The Peer Mentoring Program provides CCSF students the opportunity to interact and develop positive relationships with an assigned Mentor in their field of study or interest.

The UMOJA/AASP Program is located in Rosenberg Library, Room 209. For more information, call (415) 452-5315; email: umoja-aasp@ccsf.edu, or visit our website at www.ccsf.edu/umoja.

APASS: Asian Pacific American Student Success Program

APASS offers services to Asian and Pacific Islander (A/PI) and all students in pursuit of academic success through early intervention and effective support services.

Our counseling services include:

- Academic, career, and personal counseling
- Bilingual/bicultural counselors (Cantonese, Tagalog, Vietnamese)
- Student educational plans
- Graduation, certificate, and transfer information
- Assistance with financial aid appeals
- Early alert referrals by instructors
- Referrals to campus and community services

APASS Center offers:

- Support services to students who are on academic or progress probation
- Computer lab, study groups and tutoring
- APASS and College Support Scholarships
- Book loan program
- Bilingual/bicultural staff and student workers
- Outreach to SFUSD high schools

The APASS Center is located in Batmale Hall, Room 208. For more information, call (415) 452-5620 or visit our website at 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
- Workshops
- Outreach to SFUSD High Schools

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
- College Scholarships
- Tutoring

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

TULAY – Filipinx/American Student Success Program

The mission of Tulay is to provide culturally relevant, student-centered services, and experience to support success. Our services and partnerships with various campus resources seek to empower students by promoting healthy identity formation and a strong sense of student community. Our students become advocates for themselves, their community, and their education.

Tulay services

- Academic and personal counseling
- Bilingual services [Tagalog]
- Student Leadership development [Student Ambassadorship]
- Pinoyz II Men: Monthly men's support group
- Embedded Tutoring for English and Math
- Book loan & book voucher Program
- College Support Scholarship
- Semester-to-semester based grants: Safeway Food Cards | Full-Time Incentive Grant
- Referrals to other student services

Tulay service center

- Computer lab
- General Study tables
- Private study/meeting room
- Printing service
- Microwave use

Tulay and Philippine Studies Course support

In solidarity with the Philippine Studies department, our student ambassadors and counselors are present in the following courses for program announcements, discussion support, quick advising inquiries, and to schedule advising appointments.

- IDST 50 (College Success) | UC/CSU credit
- PHST 20 (The Filipino Family) | UC/CSU credit
- HIST 37 (Philippine History) | UC/CSU credit
- ASAM 8 (Filipino American Community) | UC/CSU credit

For additional information on Philippine Studies and courses, please refer to their link tree: <https://linktr.ee/PHSTccsf>

- The Tulay Program is located in Ocean Campus, Cloud Hall, Room 363.
- For additional information on Tulay, please refer to their link tree: <https://linktr.ee/TulayCCSF> or email: tulay@ccsf.edu
- Tulay Social Media outlets: Facebook: [tulay363.ccsf](https://www.facebook.com/tulay363.ccsf) | Instagram: [tulay_ccsf](https://www.instagram.com/tulay_ccsf)
- To schedule an appointment with a Tulay counselor: eSARS: <https://esars.ccsf.edu/> or call 415.452.5922

VASA/Oceania Student Success Program

VASA/Oceania Student Success Program provides support to Pacific Island and all CCSF students in pursuit of academic success through comprehensive, culturally specific, multilingual education programs and services that promote successful learning and student achievement in a multicultural environment. VASA collaborate with other academic departments and community-based organizations to offer other services consistent with its primary mission.

Our Counseling Services Include:

- Academic, personal, and career
- Bilingual/bicultural (Tongan & English)

- Student educational plans
- Graduation, certificate, and transfer information
- Support services to students who are either on academic and progress probation
- Assistance with financial aid & SAP appeals
- Advocacy and referrals to campus & community services

VASA Center offers:

- Tutoring
- Study group & Study area
- Workshops
- College Support Scholarships
- Book Voucher/Food Card
- Outreach to SFUSD High Schools & PI communities
- Link courses to Critical Pacific Island & Oceania Studies and College Success
- Collaboration between students, counselors, and instructors

The VASA/Oceania Student Success Program is located in Cloud 363, Ocean Campus. For more information, call (415) 452-5922 or visit our website at www.ccsf.edu/vasa.

City Dream Success Program, (Ocean Campus)

New Student Success Program supports all undocumented students, have access to the AB540 Task Force exists with volunteer support. The AB 540 Task Force began conducting professional development workshops for faculty and staff at CCSF to increase the knowledge, skills, and resources available to better support all undocumented students.

Academic Counseling Services

CCSF's Academic Counseling (CSCD) addresses the career, academic and counseling needs of students at City College of San Francisco. We strive to assist students in developing skills to succeed in college, graduate, earn certificates, transfer, and to create and maintain meaningful careers. Students can work with counselors to discuss their academic goals, develop or revise educational plans, course/major selection and career/vocational guidance. They can also discuss the requirements needed for a certificate, a degree, or transfer to a 4-year institution. Counselors make referrals to helpful support services on and off campus and provide specialized workshops including probation, transfer planning, and Internet resources. Academic Counseling offers both express counseling for short questions, and counseling by appointment for educational plans and more complicated academic planning issues. Students may call (415) 239-3302 to make a counseling appointment. Counselors are available Monday-Friday on the Ocean Campus in Multi-use Building 39/101.

City College of San Francisco's New Student Counseling Department (NSCD) provides the following services: 1) assist students in the decision making process needed to begin their academic life on campus, 2) discuss requirements for CCSF certificates, graduation, transfer to public and private institutions, 3) support them in their academic life and career achievement goals, 4) offer information regarding access to campus resources and student support services, 5) through counseling, educational planning, workshops and classes, teach students about skills and strategies that support their academic success, and 6) make referrals to personal counseling services as needed to enhance their success in college. We offer orientation to the college workshops, retention intervention classes for general and Basic Skills students, educational planning, student growth/development classes and short

personal counseling sessions leading to appropriate referrals. Our goal is supporting student success.

Students are expected to go through the enrollment process as mandated by Title V of California Ed Code or waive their participation when they begin their studies here at CCSF. This process is comprised of the following steps.

1. Applying to the college
2. Getting an English/ESL and Math Course Placement
3. Attending an orientation workshop or doing online orientation
4. Seeing a counselor to assist with course selection
5. Registering for classes

City College of San Francisco offers counseling services at the following locations: Ocean Campus, Chinatown Center, Downtown Center, Evans Center, John Adams Center, Mission Center, and Southeast Center.

The Ocean Campus office is open Monday - Friday. To reach the Campus please call (415)239-3296 for current hours. Call the main switchboard at (415)239-3000 for other locations' counseling department numbers and contact each location directly for their office hours. Please see the City College of San Francisco map for campus locations.

You may view our New Student Counseling Department website at the following address: www.ccsf.edu/counseling.

Office of International Programs partnership with Counseling

OIP collaborates with Academic Counseling to provide wrap around services for F-1 students. Counselors will assist students with their academic, career, personal issues, and assist with understanding F-1 regulations which govern them.

Office of International Programs supports F-1 students with:

- Admission
- Letters (Verification of Enrollment, Employment)
- Travel Signatures
- Transfer of SEVIS/I-20 record (e.g. transfer to SFSU)
- Leave of Absence
- Reduced Course Load (RCL)
- Program Extension (I-20 Extension)
- Optional Practical Training (OPT)
- Curricular Practice Training (CPT)
- Any other F-1 status concerns

The Office of International Programs is located in Cloud 212. For more information call (415) 239-3895.

Additional Counseling Services

The Athletic Counseling Services ((415) 452-5659) in Multi-Use Building Room 39 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 Academic Counseling Department (Multi-Use Building Room 39), as well as in the Disabled Student Programs and Services Department (DSPS), the Career Development and Placement Center (CDPC). For more information, please please

visit www.ccsf.edu/counseling or the Queer Resource Center, Cloud 232, at (415) 452-5723.

Career Counseling Services

The Career Development Center (part of the Student Development Counseling Services) 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. For a full description of the Career Center and its services online, visit the website: www.ccsf.edu/CareerCenter. MUB 101, (415) 239-3117

Help for Undecided Majors or Career Changers: Students who have not yet chosen careers or majors, or who wish to change their careers or majors may obtain guidance with these decisions from the career counselors. Through individual or group counseling, career assessment and exploration, labor market information, career workshops and career success courses, CRER 60, Creating Career Options; 61, Orientation to Career Success; 62, Successful Job Search Techniques; students will develop personal awareness and information essential in making sound decisions and choices about their major course of studies and careers.

Disabled Students Programs and Services (DSPS)

Sections 504 & 508 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) 1990 and the ADA Amendments Act (2008) prohibit discrimination on the basis of disability of otherwise qualified persons in programs and/or activities at this institution. 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 which assist the student with a disability to fully participate in academic and vocational programs for which they are otherwise qualified. 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, audio books) for instructional material, lockers, scooters, adaptive technology, adaptive furniture and special classes.

Students wishing to receive services through DSPS should schedule an appointment to meet with a counselor. Services are confidential. Students with disabilities who have a disability related need to bring an animal on campus, other than a service animal as defined by law, such as a guide dog, must request an assist animal tag from the DSPS office. For further information, call Disabled Students Programs and Services (DSPS) at (415)452-5481.

The DSPS Accessible Computer Labs are open to all CCSF students regardless of ability. DSPS Accessible Computer Labs (ACLs) offer free non-credit instruction in adaptive computer software and/or hardware and tutorial software for the development of academic, vocational and daily living skills. The ACLs also offer PCs and Macs, large screens, comfortable furniture, subdued lighting, a quiet environment, no time limit, color printing for a fee and the first 5 pages of Black and White printing are free at the Ocean ACL. CCSF has two DSPS Accessible Computer Lab locations: one on the Ocean Campus in Batmale Hall, Room 231, and the other at the John Adams Center, Room 104.

The DSPS Strategy Lab is open to all CCSF students regardless of ability. It is located on the Ocean Campus in Batmale Hall, Room 231. DSPS M and DSPS O are credit classes with small group instruction on learning strategies. The instructor and trained instructional aides assist students in applying learning strategies as they work on homework assignments.

DSPS has offices on the Ocean Campus, John Adams, Mission and Chinatown Northbeach Centers. DSPS services are also available at other centers 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. The DSPS office at the John Adams Center is in Room 106, (415) 561-1001(voice). To reach the Mission Center DSPS office in Room 161, call (415) 920-6038. To reach the Chinatown Northbeach Center DSPS in Room 104, call (415) 395-8617. Hearing impaired students may contact DSPS by email at deafserv@ccsf.edu. A Sorenson public Video Phone is available for students who are deaf and use American Sign Language. It is located inside the Rosenberg Library on the 3rd Floor near the restrooms.

To view the Campus Access Guide and updated accessibility information, the DSPS Student Handbook, policies and procedures or Ocean and John Adams office hours, please visit the DSPS website at www.ccsf.edu/dsps. Should you have questions or encounter difficulty regarding access, please contact DSPS at (415) 452-5481.

Student Health Services

The Student Health Services Program assists students in achieving their educational goals by providing services and programs that address the whole student, by empowering students to make healthy lifestyle choices and to be wise health care consumers. This includes a wide range of medical/nursing, mental health, consultation and referral services, as well as health education and promotion activities.

All currently enrolled credit students are eligible for clinical services. Appointments are encouraged and drop-in visits are accommodated as feasible and prioritized by level of urgency.

All students may take advantage of the Student Health Services website, which includes health information, community resources, an informative student health e-magazine and interactive online trainings. All CCSF centers have a small Health Information Station with health information and resource materials, also available to all students.

Medical/Nursing Services

Professional nurse practitioner assessment and treatment of common acute illnesses and infections, comprehensive reproductive health care, and referrals to specialists as needed is offered. Also provided are first aid, TB testing, blood pressure screening, selected immunizations (MMR, Tdap, Hepatitis A and B, seasonal flu), smoking cessation support, and nutrition education and counseling.

Most services are free of charge, although discounted charges are applied for some specific services (e.g. labs). Specific family planning and STI (Sexually Transmitted Infection) screening services for individuals are available free to those eligible through the state Family PACT Program (this also includes PAP testing, breast exam, birth control counseling and dispensing).

Mental Health Services

Professional short-term psychotherapy for individuals and couples, as well as assessment, referral, crisis intervention, and information dissemination is provided by licensed clinicians and supervised interns. Support groups on topics such as procrastination, relationship concerns, managing anxiety and panic attacks, stress reduction and meditation are also conducted.

Consultation and Referral

Nurse practitioners and mental health providers are available for consultation with faculty, staff and administrators regarding student health/mental health issues and concerns regarding students.

When additional evaluation and/or treatment is warranted, students are referred to their primary care provider or a community health/mental health agency, as appropriate. Any costs incurred for off-campus health care is the responsibility of the respective student.

To make an appointment and/or to ask questions call 415.239.3110. For additional information refer to the website at <https://www.ccsf.edu/student-services/student-health-services>.

Teacher Prep Center

The Teacher Prep Center at City College of San Francisco is located in the Multi-Use Bldg. on Frida Kahlo Way Room 249 on the Ocean Campus. The Child Development and Family Studies Department provides resources, workshops, advising, career planning and job information, coursework, and support to future teachers. Information on the certificates, permits and credentials required in the field assists ECE students and staff in San Francisco. CDEV provides assistance to students and community members interested in entering the field of ECE, TK, elementary, secondary, and community college or CTE teaching. Call (415) 452-5605, PDP or (415) 239-3890 for additional information or visit the web at: <https://www.ccsf.edu/academics/schools/business-fashion-hospitality/child-development-family-studies-department/teacher-prep-center>.

Transfer Center

Transfer Center is located in Multi-Use Building Room 101. Telephone: 415-239-3748. Website: www.ccsf.edu/transfer.

The Transfer Center is the core of the most current information to assist students to transfer to a baccalaureate institution. We work closely with CCSF's Articulation Officer to ensure transfer information is accurate and up-to-date. The Transfer Center provides students with transfer options and strategies. We endeavor to impart on students a distinction between meeting minimum transfer requirements vs. being a competitive transfer applicant. Special programs the Transfer Center oversee include the UC Transfer Admission Guarantee Program (TAG), UCLA's Transfer Alliance Program (TAP), and the "Degree with a Guarantee" – Associate Degree for Transfer (ADT) to CSU's. Check our website for a robust calendar of special events and visits from university representatives who come to meet directly with students for pre-admissions advising. Come to the annual Transfer Day/College Fair in October at Smith Hall Cafeteria on the Ocean Campus. Representatives from over 45 colleges and universities attend to meet CCSF students and discuss transfer opportunities and requirements. In addition, the Transfer Center offers an array of workshops for students on specialized transfer topics, for example, TAG, ADT, UC Personal Insight Questions, and College Admission Applications.

Additional Student Programs And Services African American Resource Center (AARC)

Mission

The African American Resource Center's (AARC) mission is to provide various academic support services, self-care items, and a welcoming space for Black students to gather in community to study, relax, learn, celebrate Black culture and Black history, and share Black college life experiences. AARC's faculty advisor and student staff welcome students to a safe space that is comfortable and inclusive for meditation and prayer (prayer rugs are available). The AARC fosters the Afrocentric principle of Unity to strengthen the bonds among Black students that will lead to greater student support, retention and academic success. The AARC aims to create opportunities where Black students, Black student organizations ~ Black Student Union, Black faculty and Black staff can network and make partnership connections.

Black scholars will have access to books from the book loan program, tutoring space, research help, computers and printing. They will learn about campus-wide events, AFAM Studies' course offerings, and scholarships. The center is also a repository of information promoting community organizations and events, educational and employment opportunities and internships, and Black entrepreneurship.

Black Lives Matter ~ Black Minds Matter! Our Student Ambassadors are here to help Black & African American students find the academic resources and training they need to successfully graduate from City College of San Francisco.

Services & Resources Provided

African-American Studies Book Loan Program/Research Library. Books for ALL African American Studies courses will be available for student use. A limited number of books will be available for semester loan; the remainder will be available for in-house use, 2-hour campus use, and 24-hour overnight use. A reference library for research purposes will also be available for students.

Food/Snacks/Water Pantry. Light healthy snacks, food, and water will always be available to students on a first come first serve basis.

Tutoring Services & Space. Student tutors in English, Math, and History and other subjects will be available first- come-first-serve via drop-in and by appointment.

Self-Healing/ Self Care. Prayer rugs for meditation. Personal self-care such as condoms, pads/tampons available. Personal reflection space, studying and recreational center. Black safe haven. Where you can be yourself, no double consciousness required.

Printing & Computers Computers will be available for student's use as well as a free printing for course work. (Coming soon...) Printing will be limited to 10 pages per student.

Child Care Services

The Child Development & Family Studies Department administers child development centers at CCSF at the Mission Center and at the Ocean Campus for children of CCSF students and other low income families. These centers function as lab-schools for child development students. The centers feature subsidized child care and development services and are full time at two 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 only available at the Ocean Campus. Parents can learn about how to enroll their children by emailing childcare@ccsf.edu or dropping by the childcare centers. The Department also features Parent/Child Observation courses at 4 CCSF sites: Ocean, Mission, John Adams and Chinatown for parents who wish to participate in adult education opportunities. <https://www.ccsf.edu/academics/schools/business-fashion-hospitality/child-development-family-studies-department/child-development-family-studies-department-offerings>.

For further information on specific classes operated by the Department, please call the main office at Ocean Campus, Multi-Use Bldg., Room 249 (415) 239-3172 or visit our website at: www.ccsf.edu/Departments/Child_Development.

Completion Center

Established in Fall 2019, the Completion Center develops innovative strategies and coordinates activities to foster student success and completion. Whether a student's goal is to transition to a career, obtain a certificate or degree, transfer to pursue a higher degree, student completion at City College is a crucial step in the journey. CCSF offers many resources to support students in completing their edu

cational goals including but not limited to degree, certificate and/or successfully transfer to a four-year university. For more information, please visit www.ccsf.edu/completion.

Dr. Betty Shabazz Family Resource Center (FRC)

The Family Resource Center (FRC) at CCSF is a multicultural center with members from all backgrounds, ethnicities, sexual orientations and cultures. Although all students are welcome, the mission is to provide a safe and supportive place for parenting students to receive the support and resources they need to reach their educational goals. The center provides information about on and off-campus resources, a child-friendly computer lab, a supervised child activity room for drop-in care and the Parent Exchange Program (PEP). The PEP program provides students with children up to 12 hours per week of free child care while they attend classes. For further information visit <https://www.ccsf.edu/student-services/resource-centers/family-resource-center>, or email frc@mail.ccsf.edu. Located in Student Union 201.

Lactation Center

The Child Development & Family Studies Dept. operates a lactation room at the Orfaea Family Center / Ocean Child Development Lab School offices in BNGL 213 on the Ocean Campus. The room provides access to new parents 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 8-4 daily. Funded by the Orfaea Foundation, the lactation center provides support to new parents who are working or attending school. Employees and students are invited to use the facility. For more information call 415-239- 3465 or 415-561-1895 or email: childcare@ccsf.edu, or visit <https://www.ccsf.edu/student-services/resource-centers/family-resource-center>.

Metro Transfer Program

The Metro Transfer Program (Metro) prepares students for transfer, community engagement and meaningful careers. Metro scholars receive personalized support for college success and take general education courses together, build close relationships with classmates and faculty, and get additional support in preparation for transfer. The Metro program includes academic support, academic counseling, tutoring, a student resource room, peer mentors, connections to scholarships, support with the transfer process and an emphasis on social justice and developing strong academic skills. Metro's outreach is geared towards high schools, community-based organizations, and classes that serve students who are first-generation, low income and/or historically underserved. Metro also partners with the Foundation Promise Scholarship program to provide \$10,000 merit-based scholarships every fall to first semester CCSF students straight out of high school.

Metro is located in MUB 338 on the Ocean Campus or online at www.ccsf.edu/metro.

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, Counseling Development, and through New Student Counseling.

Project SURVIVE

Project SURVIVE is a peer education program dedicated to promoting healthy relationships and ending sexual violence, especially rape and/or abuse 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 specially trained English instructors and a counselors. The program is open to all interested students. For more information please visit www.ccsf.edu/counseling.

Queer Resource Center

The Queer Resource Center seeks to empower the lives of LGBTQIA+ (lesbian, gay, bisexual, transgender, queer, questioning, intersex, allies) 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 LGBTQIA+ 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 build community with all. For further information visit <https://www.ccsf.edu/student-services/resource-centers/queer-resource-center> email qrc@ccsf.edu. Located in Cloud Hall 232.

SparkPoint CCSF (Basic Needs Center)

SparkPoint CCSF is a basic needs center that is centrally located on Ocean Campus in Science Hall #127 to support our needs-based, equity populations, credit and non-credit students experiencing food and housing insecurities. SparkPoint CCSF bridges the gaps students experience in connecting with the numerous campus resources and services. We provide students with guidance and navigation support to access snack and hygiene shelves, CalFresh and county benefits, one on one financial coaching, internal support programs and external community partnerships to help address basic needs, employment and education, and financial services. Learn more by visiting www.ccsf.edu/basicneeds or connecting with us at sparkpoint@CCSF.edu or by phone at 415-239-3776.

Students Supporting Students (S Cube or S³)

Students Supporting Students is the only student-initiated peer mentoring program on the Ocean Campus. S³ 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. S³ 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 <https://www.ccsf.edu/student-services/resource-centers/students-supporting-students> or email scube@mail.ccsf.edu. Located in Student Union 203.

The Link Center

The Link Center, linking learning and action, is located in MUB 301 on CCSF's Ocean Campus, overlooking Unity Plaza. Open to all, the Health Education Department's resource center is home to the Addiction and Recovery Counseling, Community Health Worker, Community Mental Health, Healthcare Interpreting and Peer Health Educator certificate programs along with the Gender Diversity Project. The center serves as a laboratory for applied learning and action on community health issues. We offer workspaces for computer use, individual and group study, and club meetings. We also provide masks, menstrual products, safer sex supplies, and resources for food, jobs and health promotion information including HIV/STI prevention. We are open Monday through Thursday, 10:10 AM-5 PM, during spring and fall semesters. We also offer virtual drop-in hours via Zoom for remote support, which varies by semester. Check our website at www.ccsf.edu/link for current hours.

Veterans Services

The Veterans Services is located in Cloud Hall, Room 332/333. Please visit the college website at www.ccsf.edu/veterans for more information about the VRC.

Veterans, veterans' dependents, and eligible persons may apply online for their VA benefits by visiting the VA's website at www.gibill.va.gov for or call the GI Bill directly at 1-888-442-4551 for assistance. For Veterans Readiness and Employment (VR&E) visit, <https://www.va.gov/careers-employment/vocational-rehabilitation/how-to-apply/>.

In order to have VA benefits certified at CCSF, students must:

Step #1 Apply for their VA Benefit

Step #2 Apply to CCSF: save student ID (WA/@) set up myRam portal account, and student email (Gmail) account.

Step #3 Complete the New Student Veteran Orientation (this is an Online orientation) in-person orientations starting soon.

Step #4 Submit documents: DD214, Certificate of Eligibility (COE) if using Post 9/11, Unofficial* and JST Transcripts (if applicable). Email documents to Veterans@ccsf.edu. If using VR&E there is not COE, your Rehabilitation Counselor will send your authorization (VA Form 22-1905) to our School Certifying Officials and the Bookstore

Step #5 Complete the Online Assessment Form to get a Math and English Placement, a Course Placement Report will be sent to your CCSF student Gmail. This is not an actual test, you will self-report your highest level of Math and English completed in high school or college. You will need to submit your HS or College Unofficial transcript for this

Step #6 Fill out the Student Veteran Intake. This only needs to be completed once.

Step #7 Declare their major at CCSF. Do this step in your myRam Portal before seeing a counselor.

Step #8 Develop an Education Plan with a Veterans Academic Counselor. If you schedule yourself before completing steps 1-7 you will be required to finish the steps and reschedule once complete.

Step #9 Register for Classes. If your registration does not match your education plan, your certification may be delayed.

Step #10 Submit Certification Request Form (EVERY Semester)

If a student veteran using VA Educational Benefits adds or drops any class after they have been certified for the semester, the VA requires the student to inform the School Certifying Officials. At CCSF student veterans do this by completing the: *Change of Enrollment form found on at www.ccsf.edu/veterans under the Certification Forms page.*

*Please send official transcript to Admission and Record Transcript Department and request Domestic Transcript Evaluation

**Post-9/11 GI Bill® students attending IHL facilities who receive Monthly Housing Allowance (MHA) and/or kicker payments are required to verify enrollment at the end of each month

**Not using VA education benefit but would like to get Priority Registration date, please complete steps 2,3,5,8 and provide DD214.

For assistance on completing the admissions process, contact the Office of Admissions and Records, MUB 188 or via email at admit@ccsf.edu or the Veterans Services at veterans@ccsf.edu.

Available Benefits:

1. GI Bill ** – Montgomery GI Bill Active Duty (MGIB-AD) (Chapter 30)
2. Veteran Readiness and Employment (Chapter 31)
3. Post 9/11, (Chapter 33) Detailed chapter 33 information is online at 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

**GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by the VA is available at the official U.S. government website at <http://www.benefits.va.gov/gibill>.*

For further details regarding benefits, please visit the VA Web site (www.gibill.va.gov) or the Veterans Services. 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 Service/Training.

Students interested in Credit for Prior Learning using Joint Service Transcripts shall receive credit as recommended by the American Council on Education (ACE) Directory and approved by the appropriate discipline faculty of the college under the following circumstances:

- Credit for Military Training: City College will grant six semester units of credit to 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 equivalent to courses offered at City College will be awarded up to a maximum of ten 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.

- Official transcripts must be on file in the Admissions and Records Office. Unofficial military transcripts need to be provided to the Veterans Services Office.

These may include Joint Services Transcript (JST), Sailor/Marine American Council on Education Registry Transcript (SMART), Army and American Council on Education Registry Transcript Service (AARTS), Community College of the Air Force (CCAF), Coast Guard Institute (CGI), DANTES/USAFI, Defense Language Institute Foreign Language Transcripts (DLIFLC), Defense Manpower Data Center (DMDC), DLPT Examinee Results, DA Form 330 Language Proficiency Questionnaire, or verified copies of 00214 or 00295 military records.

- Credit course equivalency shall be determined by the faculty of the appropriate discipline

Transcripts and VA Education Benefits Certification.

Pursuant to Section 55050 of Title 5 and Title 38, Code of Federal Regulations, Sections 21.4253(d)(3) and 21.4254(c)(4) Veterans who have previously attended college must file official copies of all college and military unofficial transcripts with the Veterans Office within their first semester of attendance. Veterans utilizing VA Educational Benefits must submit a request for transcript evaluation if their prior transcripts are going to be used to obtain a degree at CCSF. Submitting a Transcript Evaluation of your prior college courses will help avoid overpayment or penalties from the VA.

Assessment Center steps.

All students must complete the matriculation process, which requires placement testing in both Math and English, or a CCSF Veterans Academic Counselor can approved a request to be Exempt from Enrollment steps. You can find the Criteria to Exempt Form Enrollment Steps at: <https://www.ccsf.edu/student-services/assessment-center/criteria-exempt-enrollment-steps>.

- Admission to CCSF
- Attend New Student Veteran Orientation
- Get Math and English Placement
- Create an Education Plan with an Academic Counselor
- Plan your schedule and register

OFFICIAL TRANSCRIPTS:

All official transcripts must be submitted before any prior units can be evaluated. Educational entitlements will not be processed until all official transcripts have been submitted.

EDUCATIONAL PLAN:

All veteran students must have on file a CCSF Educational Plan completed with the CCSF Veterans Academic Counselor. Courses will be certified only if they appear on the approved education plan.

PREREQUISITES:

All prerequisite requirements must be met. Prerequisite challenge process can be found at <https://www.ccsf.edu/student-services/assessment-center/prerequisite-challenge-process>.

ELECTIVES:

Elective units in the major are not authorized for payment if you have completed 60 or more units. However, they are authorized for payment if they are required to complete a total of sixty (60) units to graduate

with an AA/AS degree or seventy (70) transferable units to a four (4) year Institution. NOTE: Most program requirements do not leave room for elective units.

CHANGES IN ENROLLMENT:

All enrollment changes such as ADDS/DROPS, Withdrawals or Switching of Courses MUST be reported "IN WRITING" by completing the Change of Enrollment form to the School Certifying IMMEDIATELY following any changings after certification. Failure to do so may result in an overpayment that YOU are responsible for paying back fees to the federal VA.

SHORTER CLASSES:

These shorter classes have the potential to reduce the amount of benefits you receive. If one or more of your classes meets less than the full length of the term, the VA requires that the actual beginning and ending dates of the class be reported when your benefits are certified each term.

CHANGE OF MAJOR:

To change your major (goal) you must meet with the CCSF Veterans Counselor to develop a new Educational Plan before certification can be processed for the new major. The VA will make the final approval on all educational goal changes. (Some programs at City College are not approved for VA payment of educational benefits.)

COMPLIANCE:

In the event that a final grade of "F" is issued for any class during a semester, an "F Grade Letter" notice will be sent to you from the Veterans Services. It is mandatory that a response to the notice be sent to the CCSF Veterans Services via email (veterans@ccsf.edu) within two weeks from the date on the notice. Any failure to respond will result in a reduction of units that must be reported to the VA. Once a reduction of benefits is processed and reported to the VA, all students who have concerns of the status of the report need to directly contact the VA Processing Center in Muskogee, Oklahoma at (1-800-698-2411)

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 educational benefits must be submitted and addressed to the Veteran Services Appeal Committee. All appeals will be reviewed on a case-by-case basis. In order to be reinstated, a student veteran not meeting Satisfactory Academic Progress (SAP) standards must raise their GPA to a 2.0 or higher and complete the following semester by passing 67% or more of the attempted units for the term.

Military Withdrawal (MW):

Military withdrawal shall be assigned to students who are members of a reserve or active military unit and received orders to report to active duty, requiring a withdrawal from all courses. (This does not apply to Basic Training assignments.) The student must bring a copy of their orders to the Office of Admissions and Records located in MUB, Room 188, prior to departure, if possible, to have their military withdrawal processed. All courses will be withdrawn without fee assessment. Military Withdrawal does not count against a student for the purposes of progress probation and academic dismissal calculations.

In-Person/Residence

In-person classes means, that there is physical presence requirement to show up at the building location on the days and times listed in the schedule

Parent School Policy.

Veteran students are required to complete a majority of their coursework at City College of San Francisco (CCSF) in order for the institution to approve certification as a Parent School. Each term, a minimum of 75% of the semester units must be taken at CCSF. Appeals must be submitted and addressed to the Department Chair/Dean overseeing the Veterans Benefits Office. All appeals will be reviewed on a case-by-case basis.

Out of State Fees

If you enroll at CCSF effective July 1, 2017, the VACA ACT and California Education Code (68075.7) grant full exemption from the nonresident fee for all students verified to be "covered individuals" that qualify to use post-9/11 GI Bill®, Montgomery GI Bill®, DEA, VR&E, TOE and Reservist (Chapters 33,30,35,31,1606) while living in California. For any further questions regarding out-of-state fee waiver, please contact the Veterans Services at 415-239-3486 or in person on the Ocean Campus in Cloud Hall 333.

Out-of-State Students:

SARA – the State Authorization Reciprocity Agreement – is an agreement between member states, territories and districts of the United States of America. As of July 2019, 49 states (all but California), the District of Columbia, Puerto Rico and the U.S. Virgin Islands have joined SARA.

Because California is not participating in SARA, students who do not physically live in California are not permitted to take distance education classes (fully online or online courses with required on-site meetings) at City College of San Francisco.

Federal regulations require institutions offering distance education to acquire authorization from any U.S. state in which it "operates." City College does not have the required permission for students from other states to take courses at City College. This permission is required to maintain eligibility for students of that state to receive federal financial aid.

At this time, City College is not filing for authorization to operate in other states. We recommend that out of state students seeking community college courses look for classes offered from an institution in their state of residence.

Residency

Veterans who are coming to California to go to City College of San Francisco must establish California Residency within the first semester of attendance at CCSF. The California Residency Requirement Criteria can be found at: <https://www.ccsf.edu/admissions-records/registration/residency-tuition-purposes>. Under Physical Presence you will find the documents that may be used to clearly demonstrate physical presence in California. A Reclassification Request Form may be submitted to the Residency Office. For more questions please contact the Residency Office at resident@ccsf.edu, they are located at MUB 188.

Priority Registration for Veterans:

Veterans will receive Priority Registration once they have submitted the following: copy of DD-214, online assessment placement, online orientation, meet with a Veterans Academic Counselor to develop student education plan. For more information contact Veterans Services at (415) 239-3712 or in person Cloud Hall 333.

Veterans Resource Center

Veterans Resource Center (VRC) located on the main Ocean Campus in Cloud Hall room 332 (next door to the VETS Office) serves as a student space on campus for Veterans, dependents, active duty or reserve

service members, and all students to build a meaningful community while committing to a common goal, excel, and succeed in the Higher Education Area by providing a quiet study space, a computer lab with 10 desktop computers (access to the internet and Wi-Fi) microwave & refrigeration, a snack bar and Coffee. In our VRC you will meet our staff and VA Work-Study student Veterans who help answer any questions and can direct you to on or off-campus resources quickly.

Student Veteran Health Program (SVHP)

A collaboration between the San Francisco VA Health Care System and City College of San Francisco (CCSF), the Student Veteran Health Program (SVHP) began in August 2010 and has led the nation in providing an array of comprehensive services to student veterans on campus. Our Student Veteran Health Program Team consists of SF VA Health Care Enrollment Services, Social Work and Psychiatry.

The SVHP is one of ~26 funded VA programs under the Veterans Integrative To Academic Leadership (VITAL) initiative, part of the VA's national effort to outreach and provide services to support student veterans.

The SF VA Student Veteran Health Program at CCSF helps CCSF veterans with the following:

1. Assist you with your enrollment in SFVA health care.
2. Assist you in scheduling medical and mental health appointments.
3. Aim to ease the experience of asking for and receiving help from the VA.
4. Coordinate and provide a series of lectures on relevant topics for student Veterans
5. Aim to support your well-being in an academic environment.
6. Provides some on-campus mental health services.

Services are available for:

- Time management
- Attention and/or memory difficulties
- Sleep issues
- Smoking Cessation
- Adjustment
- Stress Management
- Posttraumatic stress
- Depression
- Substance use
- Anxiety.
- TBI (traumatic brain injuries)
- Medication Management
- Social Work Services / Referrals to VA, Community, and/or Campus Resources Consultation with and Training of Faculty and Staff (release of information by veteran student is required for any release of specific veteran information)

Department of Veterans Affairs Student Work-Study Allowance Program

CCSF is a proud participant of the VA Work-Study Allowance Program. VA Work-Study Allowance Program, in addition of providing an option for extra financial resource for Veterans, allows a student Veteran who is receiving VA education Benefits as a $\frac{3}{4}$ time student

or more to gain insight into the CCSF enrollment process and policies through extensive training and hands on experience. Learning about VBA and the VA Education Benefits, giving them the opportunity to pass on accurate knowledge to fellow student Veterans and their families. For any further questions regarding VA Work-Study, please contact the Veterans Services at 415-239-3486 or in person Cloud Hall 333.

Women's Resource Center

The Women's Resource Center is a welcoming safe space for women and all students, providing information 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 workshops and programs. The Center is run by students who work closely with a faculty advisor from the Women's and Gender Studies department. For more information, call (415) 239-3112 or email sfwrc94@gmail.com. Located in Student Union 104A.

