

# CHAPTER 3 — STUDENT SERVICES

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## INTRODUCTION

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### IN THIS CHAPTER:

- ACTIVITIES AND CLUBS
- ASSOCIATED STUDENTS
- CALWORKS
- CAMPUS STORE
- CAREER/TRANSFER CENTER
- CARR PROGRAM
- COLLEGE INFORMATION AND RECRUITMENT
- COUNSELING CENTER
- EDUCATIONAL PLANS
- DISABLED STUDENTS PROGRAM AND SERVICES (DSP&S)
- EOP&S/CARE
- INTERNATIONAL STUDENT SERVICES
- JOB PLACEMENT OFFICE
- PHI THETA KAPPA INTERNATIONAL HONOR SOCIETY
- OFFICE OF STUDENT LIFE
- CHILD DEVELOPMENT CAREERS PROGRAM (FORMERLY TANF-CDC)
- TRANSFER ADMISSION AGREEMENT(TAA/TAG)
- VETERANS INFORMATION
- WIN PROGRAM
- FINANCIAL AID

Student Services are designed to assist students to meet their educational needs. Through the use of online services such as registration, a Web-based catalog, online schedule of classes, and flat screen monitors throughout the campus, students are provided with current information about programs, course offerings, and activities.

Resources are available to help students explore possible career options, develop an individualized educational plan, and seek out information regarding financial aid and scholarships. San José City College students have the opportunity to develop the necessary skills for successful learning and career choices by enrolling in an orientation to college course, and/or a course that is designed to prepare them for college or career success.

Student Services offers assistance in addressing both transfer and non-transfer degrees, certificates, and programs. Students have access to the process for guaranteed admission to selected CSU, UC and private institutions, and online information for specific major and/or transfer requirements. Our comprehensive program has been developed to prepare our students for the challenges and the opportunities that exist in Silicon Valley. Student Services at San José City College is committed to excellence and to striving to meet the challenges of the 21<sup>st</sup> century.

## ACTIVITIES AND CLUBS

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A wide range of student activities is encouraged and sponsored by the students, faculty, staff, and administration of the college. Organized activities include intercollegiate athletics for men and women, student publications, cultural programs, music, theatre arts, social and recreational events, and radio broadcasting.

Numerous student clubs representing a variety of interests and purposes are active throughout the year. All students are invited to explore the many opportunities available and are encouraged to organize or select an existing club in which their participation may be of individual value and interest.

Detailed information about student activity programs and organizations is available in the Office of the Student Life, Student Center, Room SC115J, or (408) 298-2181, ext. 3837.

Associated Student Clubs that have been sponsored by the AS are:

- Art Club
- Black Student Union
- Christian Club
- Exceptional Students Club
- English Conversation Club
- Journalism Club
- Latinos Unidos Sobresaliendo
- MEChA
- Mental Health Client Club



- Multicultural Club
- Polynesian Club
- Puente Club
- Sigma Eta Beta (Cosmetology)
- Students for Social Justice
- Vietnamese Student Association

## ASSOCIATED STUDENTS

Students at SJCC have the opportunity to participate in shared governance along with faculty, classified staff, and administrators. The Associated Students (AS) is the student part of the governance of the college. The AS Administrative Council, headed by the Associated Student President, is the governing body of the AS and appoints students to serve on various campus and district committees. The AS Administrative Council provides the student body with a direct voice and vote in determining the operation and direction of the college. Through participation in student government, students will acquire leadership skills, sense of accomplishment, and personal growth.

All enrolled students are members in the San José City College Associated Students. Associated Student (AS) stickers are given to students after the Student Activity Fee of \$5 per semester is paid at the time of registration. A fee waiver may be requested. AS stickers are used for discounts to various campus activities, merchandise at the Campus Store, and merchants in the community. AS stickers are required of all students who receive emergency loans and scholarships through the Student Accounts Office. They are also required of all officers of various clubs and organizations. The funds from the AS Student Activity Fee are used to support campus events and various educational, academic, cultural, athletic, social, and recreational activities.

## CALWORKS PROGRAM

(California Work Opportunities & Responsibility to Kids)  
 Program Eligibility Requirements: TANF (formerly AFDC)  
 Recipients

Support services offered by the CalWORKS program, in coordination with Santa Clara County Social Services CalWORKS Employment Services Program, include childcare, transportation, books, supplies, and other school-related expenses. In conjunction with the Second Harvest Food Bank, a monthly food distribution is provided for our students. In addition, college orientations, assistance with registration, financial aid, academic and personal counseling, referrals to campus and community services, guidance classes, paid work experience, job placement assistance, and employment retention services are provided during training and continue beyond employment.

The CalWORKS support staff at SJCC consists of a CalWORKS liaison, a counselor, a job placement officer, a work experience coordinator, and program assistants who work together to make each student's school-to-work transition a rewarding experience.

Vocational training programs are linked to career ladders, which allow students the opportunity to continue their educational and professional goals while employed.

The CalWORKS office is located in the Student Center. Office hours are Monday – Friday, 8 a.m. – 5 p.m. or call (408) 288-3743.

## CAMPUS STORE

The Campus Store is proud to serve students, faculty and staff. We carry course materials, school supplies, logo products, backpacks, greeting cards, candy and gifts.

We are committed to keeping the cost of textbooks down by making available as many used books as possible. Our textbook buyback program enables students to recycle their books and to receive cash back on the spot. We pay the highest dollar value during finals week but also offer buyback at national wholesale prices every day. We buy back every college textbook for which there is a resale market. To qualify for buyback, a book must be the correct edition, in good condition with all the original pages and components, and have limited highlighting and writing. Please check the store for details.

Students may now order books online from the SJCC Campus Store at <http://campusstore.sjcc.edu>. Books can be shipped to students or held in the store for pickup.

The Campus Store is located in the Student Center at Leigh and Moorpark. For more information, contact the Campus Store at (408) 288-3737.

## CAREER/TRANSFER CENTER

The Career/Transfer Center (CTC) provides students with valuable information on career exploration and college/university requirements. In addition to career exploration resources, the CTC also assists students who are transferring to four-year colleges or universities. The CTC provides transfer reference materials, brochures, college catalogs, and Internet access and many additional resources. Career and transfer workshops are also offered throughout the academic year. CTC Services include:

- Assistance in exploring majors, colleges/universities and career options
- Access to admissions information for private colleges and universities
- Assistance with CSU, UC, and private college/university admission applications.
- Extensive resource library with information on careers and four-year institutions
- Visits from representatives of four-year colleges and universities



- EUREKA- a computer database for researching occupations, majors, colleges and scholarships
- Internet access for educational research
- Information on how to get guaranteed admission to selected four-year colleges and universities
- Current information about transfer-related events at SJCC and at four-year colleges
- Transfer Preparation Workshops which include:
  - UC/CSU and private college/university admission requirements and application procedures
  - Writing the personal statement for UC and other colleges/universities
  - Financial Aid
  - ASSIST (online database program)
  - Writing Skills Test (WST) preparation
- Transfer College Fairs
- Bus tours to selected four-year colleges

The CTC is located in the Student Center. Visit our Web site for updated transfer information and links: <http://www.sjcc.edu/SServices/Services/Transfer/transfer.html> or call (408) 298-2181 ext. 3763

## **C.A.R.R. PROGRAM CREATIVE ATHLETIC RETENTION RESPONSE**

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### **MISSION STATEMENT**

The San José City College C.A.R.R. Program is committed to providing student athletes with the proper resources necessary to insure their growth and development while maintaining the highest levels of integrity, equity, pride and tradition. San José City College is committed to representing a unit composed of a comprehensive set of student assistance programs designed to facilitate successful student persistence through the completion of the Associate in Arts degree and the Associate in Science degree. The C.A.R.R. Program provides opportunities for academic, athletic, and personal development, which fosters growth in decision making and planning, and the fulfillment of career and life goals.

The main purpose of the C.A.R.R. Program is to provide an alternative learning resource center for San José City College students, with a special emphasis on student-athlete population, a comprehensive array of academic support services and programs designed to enhance academic achievement, cultivated good study habits and skills, and also assess the needs of students. Improving and/or maintaining academic success is the central theme, and resources are designed and implemented with this theme at its core. The C.A.R.R. Program is designed to guide students in the development of their academic potential and motivate them to become self directed learners.

The academic progress of student athletes is encouraged through academic counseling, encouraging compliance, academic

eligibility requirements, carefully monitoring degree progress, providing opportunities and support to all student athletes in their integration into the academic community of San José City College.

For more information, contact the C.A.R.R. Program at (408) 288-3739

## **COLLEGE INFORMATION AND RECRUITMENT**

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The College Information and Recruitment Office is dedicated to providing information to the community regarding San José City College's academic and vocational programs. The College Information and Recruitment staff recruits prospective students at local high schools, community agencies, and community events. Our staff provides personal assistance with the admission and registration process.

The College Information and Recruitment staff encourages all new students to register for Guidance courses: Orientation to College, College Success, Career and Life Planning, and College Study Techniques during their first year in college.

For assistance, contact the College Information and Recruitment Office located in the Student Center at (408) 288-3708.

## **COUNSELING CENTER**

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The Counseling Center at San José City College helps students identify their strengths and achieve their potential. The counseling staff is available to assist students in planning an academic program that meets the requirements for certificates, graduation, transfer to four-year institutions, or supports personal interest. Students at San José City College are encouraged to develop an educational plan with a counselor to help achieve their educational goals. Counselors are available to assist students by appointment or during specific drop-in hours.

## **EDUCATIONAL PLANS**

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All students will be required to declare an educational goal. A specific educational goal with an Educational Plan must be declared by the time the student has completed 15 semester units. It is the responsibility of the student to schedule an appointment with a counselor to complete an Educational Plan. Failure to specify the goal, complete the Educational Plan, diligently attend classes, complete assignments and maintain progress towards that goal, may result in denial of further services to the student by SJCC and SJECCD.

In addition to counseling services, guidance courses are offered to ensure students' personal, academic, and career success. For more information, contact the Counseling Center at (408) 288-3750



## **DISABLED STUDENTS PROGRAM AND SERVICES (DSP&S)**

The Disabled Students Program and Services (DSP&S) provides support services and instruction for students with disabilities attending San José City College. The goal of our program is to provide student services to insure success in academic and vocational programs.

Services offered through DSP&S are in compliance with Section 504 of the Federal Rehabilitation Act of 1973 as amended, Title V of the State of California Education Code and the Americans with Disabilities Act and Section 508 of the Rehabilitation Act of 1973.

The following services are available to students: academic, personal and vocational counseling, interpreters, mobility assistance, readers, parking, individual assessment, large print books, registration assistance, tutoring and learning ability assessments.

Specialized courses offered through DSP&S are Diagnostic Learning, Writing and Reading Strategies, Introduction to College, Career Planning, Adaptive Physical Education, Adaptive Word Processing and Computer Assisted Instruction.

For more information, contact DSP&S in the Student Center or call (408) 288-3746 (Voice), (408) 294-3447 (TTY). The DSP&S office is located on the first floor of the Student Center. The DSP&S office hours are Monday – Thursday, 8:30am – 6:00pm and Friday, 8:30am – 5:00pm.

## **EXTENDED OPPORTUNITY PROGRAM AND SERVICES/COOPERATIVE AGENCIES RESOURCES FOR EDUCATION (EOP&S / CARE)**

EOP&S and CARE are comprehensive programs designed to assist low-income students with their educational pursuits. The goals of the programs are to provide eligible students the opportunity and support necessary to undertake and complete their education at San José City College. The EOP&S Program provides support with additional financial assistance, application fee waivers, tutoring, transfer services, career and academic counseling. The CARE program provides support with subsidized childcare, workshops, assistance with transportation, and transfer planning. Students who qualify for these programs are expected to demonstrate satisfactory academic progress toward their educational goals.

All interested students will need to meet income program requirements. Contact the EOP&S/CARE Program (408) 288-3788 or TTY (408) 294-3447 (Hearing Impaired) to obtain additional information. The EOP&S/CARE office is located in the Student Center. The office hours are Monday–Thursday, 8 a.m.–6 p.m., and Friday, 8 a.m. – 5 p.m.

## **HEALTH SERVICES**

The San José/Evergreen Community College District provides access to a medical provider (Medical Doctor, Nurse Practitioner or Physician Assistant), mental health counselor, and a public health nurse to assist students in various health-related matters. The Health Services fee is assessed to cover the cost of the medical services that include health information, health and personal counseling, short-term adjustment counseling, family planning, TB skin tests, and immunizations. Pregnancy tests, STD testing, pap smears, laboratory services, and other medical care are available for a minimal fee. First aid is also offered to students during Student Health Services office hours.

Not included in the Health Fee are X-rays, hospitalization, ambulance, pharmacy services, off-campus care, family coverage or on-going medical care. These are the responsibility of the student and not included in the basic Health Services fee.

### **FINANCIAL AND LEGAL LIMITATIONS**

Although the College provides health services for enrolled students, it is in no way financially responsible for the total medical care of the student nor is it legally liable for accidents occurring on campus.

Illness or accidents incurred on campus should be reported immediately to the Student Health Services office. Students with serious chronic health problems are advised to inform the Student Health Services office so that in case of an emergency, the best possible medical care can be administered.

Health Services supports the civil rights of all students by providing access to health professionals. The provision of services is provided to all students of SJCC without regard to age, race, color, national origin, sex or disability.

Health Services includes, but are not limited to, birth control counseling, pregnancy tests, and referrals for prenatal care, adoption services and termination of pregnancy. Pregnancy, termination of pregnancy, and childbirth are considered temporary disabilities. Health Services supports the student's participation in any Career Technical Education Program.

Health Services provides memorandum excuses/ instructions for Students based on medical triaging for contagious disease or temporary disability, including on the basis of pregnancy, childbirth, termination of pregnancy or recovery there from, the memorandum includes:

- time off to access services
- no/limited/ may resume participation excuse
- excuse from class, excuse tardiness

SJCC Health Services ensures the privacy and security of all health information. All services are confidential as defined by the Federal regulations Health Insurance Portability and Accountability ACT (HIPAA).



The Student Health Services Office is located in the Student Center. Office hours are Monday – Thursday, 8:30 a.m. to 8:00 p.m., closed for lunch from 12:00 p.m. - 1:00 p.m., and closed on Fridays. For more information on community links, click on the Services button and choose the Health Services page at [www.sjcc.edu](http://www.sjcc.edu).

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### **INTERNATIONAL STUDENT SERVICES**

San José City College offers many programs, services and opportunities for international students to excel in their academic studies and assists our students to transfer to a college or university of their choice. All international students are eligible for the college's international student services. International Program Staff assists international students through academic, personal and occupational counseling.

For more information, contact the International Student Program Office at (408) 288-3149.

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### **JOB PLACEMENT OFFICE**

Job Placement provides students and alumni individualized assistance in the job search process: job search techniques, current job binders/board, Internet access, job/internship referrals, resumé development, mock interviews, workshops, fax, and other job-related resources for gaining meaningful employment. Job Placement is located on the second floor of the Student Services Center in Room 216. Patricia Greene, Job Placement Specialist, is available:

- Monday–Thursday, 10 a.m. – 6 p.m.
- Friday, 8:30 a.m. – 4 p.m.

Please call (408) 288-3783 for additional information.

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### **PHI THETA KAPPA INTERNATIONAL HONOR SOCIETY**

San José City College is a chartered member of Phi Theta Kappa International Honor Society. Students who participate in the SJCC Honors Program may be eligible to join our chapter, Beta Epsilon Nu. Membership in Phi Theta Kappa expands the student's knowledge in the four hallmarks of excellence: scholarship, leadership, fellowship, and service. In addition to the bond of membership, scholarships are available at many four-year institutions for Phi Theta Kappa transfer students.

For more information, contact the Office of Student Life at (408) 298-2181, ext. 3837.

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### **OFFICE OF STUDENT LIFE**

The Office of Student Life provides students with activities and events that enhance their educational experience at San Jose City College. It is the center of all student related activities. Student Life supports and coordinates, in collaboration with the Associated Students, student clubs and campus organizations, the planning, development, and implementation of social, cultural, and recreational activities. All students are invited to explore the many opportunities of involvement available to them. Students are encouraged to select and participate in activities that are of value and interest to them.

The Office of Student Life is responsible for:

- Associated Students (Student Government)
- Cyber Cafe
- Information Center
- Phi Theta Kappa International Honor Society
- Information/Event Postings and Signage
- Student Ambassador Program
- Student Clubs
- Student ID/ Photo ID
- Student Lounge
- Vendors

The Office of Student Life also manages the College Information and Outreach department and Student Discipline. For more information, contact the Office of Student Life at (408) 298-2181, ext. 3837.

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### **CHILD DEVELOPMENT CAREERS PROGRAM (FORMERLY TANF-CDC)**

The Child Development Careers Program is a collaboration of organizations with a common goal and vision to offer the opportunity of a life long career path as an Early Childhood educator. Through an integrated training program of classes and work experience, participants are prepared to become an Associate Teacher or a Teacher through the California Child Development permit process. Participants receive the highest quality preparation, training and education.

Requirements:

- Individuals must be a current or former CalWORKs recipient
- Individuals must express a genuine interest in pursuing a career in Early Care and Education field
- Must be enrolled at SJCC and declare ECE as their major
- Will participate in specially designed workshops, work experience, job interviews, monthly support meetings and cohort meetings
- Must have the ability to pass fingerprint and background clearance and TB test
- Must be a US citizen or permanent resident



Benefits of Participation:

- Receive education, training and certification in the field of Early Care and Education
- Help with tuition and books
- Help to gain experience by providing placement at a high quality Child Care facility
- Career counseling and an educational plan
- One-on-one support from an Early Childhood Mentor Teacher
- Networking with other ECE students

For more information please contact Cam Martian at (408-298-2181x3565) or the WIN Program at (408) 288-3150.

**TRANSFER ADMISSION AGREEMENT (TAA)**  
**TRANSFER ADMISSION GUARANTEE (TAG)**

San José City College and selected four-year colleges and universities have joined together to enhance the transfer process for students by developing TAA/TAGs. Students are GUARANTEED admission to partnered four-year colleges and universities by completing the requirements of the TAA/TAG.

For more information, please visit the Counseling Center or call (408) 288-3150; or contact the Career/Transfer Center at (408) 288-3763.

**VETERANS INFORMATION**

Assistance to veterans on campus is provided by the Veterans Coordinator located in the Financial Aid Office. The Veterans Coordinator is available to aid students in obtaining educational benefits for veterans or their dependents and widows.

**CREDIT FOR MILITARY SERVICE**

Upon submission of a copy of the DD-214 (Discharge), persons who have completed a minimum of 185 days of active duty in the United States Armed Forces may receive two units of credit for Physical Education, two units for Health Education, and two units for Military Service. Additional units, for certain military technical schools, may be granted upon evaluation of the DD-214.

Students receiving Veteran’s benefits must file the DD-214 with Admissions and Records and the Veterans Coordinator within the first eight weeks of the semester. Credit granted for military schools is based on recommendation of the American Council on Education.

**FINANCIAL AID - VETERANS INFORMATION**

In compliance with the Code of Federal Regulations Section 21.4253 (d)(4) a veteran or eligible person receiving GI Bill Educational Benefits and placed on academic probation for unsatisfactory progress shall have their benefits terminated if

his or her grade point average remains below 2.0 at the end of two terms on probation. Benefits may be reinstated when the student’s progress is satisfactory (i.e. grade point average is 2.0 or above).

**WORKFORCE INITIATIVE NETWORK  
(WIN PROGRAM)**

San José/Evergreen Community College District’s Workforce Initiative Network (WIN) Program offers work force education programs to students. This innovative program provides students an opportunity to obtain an education and earn a certificate or degree in a variety of high demand occupations.

The WIN Program provides free childcare, transportation, academic and personal counseling, guidance classes, paid work study, job placement assistance, High Tech Career Center, and employment retention services. The WIN support staff at SJCC consists of a WIN liaison, job placement officer, work experience coordinator, and program assistant who work together to make each student’s school-to-work transition a rewarding experience. The WIN Program serves CalWORKs students.

For more information, call (408) 288-3743 or visit the office in the Student Center.

**FINANCIAL AID**

**MISSION**

The mission of the Financial Aid Office is to help students pursue their educational goals by making college affordable. We are committed to providing quality service to students and assist them through the financial aid process. As a division of Student Affairs, our goal is to nurture, support and empower students in developing and meeting their educational, career and personal goals at San José City College. The Financial Aid Office looks forward to assisting students and making the process a positive experience!

**ELIGIBILITY**

Financial aid and scholarships are available to those who qualify. In order to qualify for Federal Aid students must:

- Submit a complete Free Application for Federal Student Aid (FAFSA)
- Demonstrate financial need as defined by Federal Regulations and calculated by the FAFSA
- Be a United States citizen or eligible non-citizen
- Have a valid Social Security Number
- Have earned a high school diploma, GED, passed an Ability to Benefit Test (ATB), or completed 6 units applicable towards their current degree or certificate of study
- Register with Selective Service if applicable (males between the ages of 18-26)



- Enroll in an eligible degree or certificate program
- Maintain Satisfactory Academic Progress as defined by the college
- Not have defaulted on a prior Federal Student Loan or owe a refund on a Federal Student Grant

It is possible for the eligibility criteria to vary from one program to another. The criteria listed above outline the eligibility criteria for Federal Student Aid. Eligibility criteria for other types of aid such as scholarships may vary. Please visit the Financial Aid Office or the SJCC web-site for more information.

### APPLYING FOR FEDERAL STUDENT AID

To apply for federal aid, student must:

- Submit a Free Application for Federal Student Aid (FAFSA); complete and submit on-line at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Forms are also available in the Financial Aid Office
- Submit requested documents to the Financial Aid Office; students will receive an e-mail or letter requesting certain documents – available on the SJCC web-site and in the Financial Aid Office
- Academic transcripts may be required from all previously attended postsecondary institutions (even if the student did not receive any aid from the other institutions). Transcripts are evaluated and prior credits applied through the Admissions and Records and counseling offices.

### WHEN TO APPLY

A FAFSA is valid for one academic year. Students who wish to receive aid from one academic year to the next must renew their FAFSA each academic year. The FAFSA is valid from July 1 through June 30 each year. This means that the FAFSA will be in effect for Fall, Spring and Summer in that order – for example: the 2009-2010 FAFSA is valid from July 1, 2009 through June 30, 2010; this FAFSA will be considered during the Fall 2009 and Spring 2010 semesters as well as Summer 2010.

Students may submit a FAFSA starting on January 1 each year, which will take effect the following academic year – for example: starting January 1, 2009, students may submit their FAFSA for the 2009-2010 Academic Year. For that year, students may submit their FAFSA as late as June 30, 2010.

Other types of aid have various deadlines and timelines for application and award. Please visit the Financial Aid Office or the SJCC web-site for more detailed information regarding timelines and deadlines.

### HOW FINANCIAL NEED IS DETERMINED

For student aid, need is defined as the difference between the cost of attendance (COA) and your expected family contribution (EFC):  $COA - EFC = \text{Need}$

### Sample FAFSA NEED Analysis

Total Cost of Attendance:	\$11,000.00
- Expected Family Contribution:	\$ 2,000.00
= Financial Need:	\$ 9,000.00

In order to qualify for Federal Aid, students must demonstrate financial need. In simple terms, the COA must be greater than the EFC

### EXPECTED FAMILY CONTRIBUTION (EFC)

Number calculated upon submitting the FAFSA; estimates the amount you and your family may be expected to contribute toward the COA based information reported on the FAFSA such as income, assets and family size as well as other reported information.

### COST OF ATTENDANCE

Cost of Attendance (COA) is a 9-month estimate of expenses that a student incurs. It includes the enrollment fees and an allowance for books and supplies, transportation, and living expenses. The 2009-2010 COA budgets are listed below reflecting standard expenses for a 9-month period.

	Living At Home (no dependents)	Living Independently
Fees**	\$ 728	\$ 728
Book/Supplies	\$ 1,638	\$ 1,638
Personal/Misc.	\$ 3,096	\$ 2,826
Transportation	\$ 1,044	\$ 1,170
Room and Board	\$ 4,644	\$11,160
TOTAL	\$11,150*	\$17,522*

\* Pro-rated for programs shorter or longer than the 9-month academic calendar.

\*\*Fees include enrollment fee @ \$26/unit (28 units per year), AS Activity fee (\$5 per semester), and the Health fee (\$17 per semester). All fees are subject to change.

Non-Resident Fees: \$191 per unit, plus the enrollment fee of \$26 per unit. Extenuating circumstances, as documented by the student and approved by the Financial Aid Office, may yield an adjustment in the COA. Students attending summer session will have a prorated COA

### FINANCIAL AID DISBURSEMENTS

San José City College generally disburses student financial aid checks twice per semester: early-September and mid-October for fall; early-February and mid-March for spring.

- Federal Work Study checks are paid on the 10th of each month



- Cal Grant checks are disbursed once per semester, usually October and March
- Federal Stafford Loan checks are sent to SJCC and are disbursed to students when received.
- Disbursement times may vary based on file completion date and awards being finalized. Please contact the Financial Aid Office for more information

**TYPES OF AID AVAILABLE**

- Bureau of Indian Affairs Grant (BIAG) – Applications available through the tribal regions.
- Board of Governors Fee Waiver (BOGFW) – Waives enrollment fees for eligible students. Application available on-line at www.sjcc.edu and in the Financial Aid Office.
- Cal Grants B & C – Must submit the Cal Grant GPA Verification form and FAFSA by March 2nd to be awarded for the following year.
- Extended Opportunity Program and Services (EOP&S) – Must submit the FAFSA as well as an EOP&S application
- Federal Work Study (FWS) – Must submit the FAFSA, attend a FWS orientation and be hired by a FWS employer (on-campus at SJCC).
- Federal Pell Grant (Pell) – For eligible undergraduate students with high financial need, enrolled in an eligible program.
- Federal Stafford Loan (Loans) – For students, who qualify, enrolled in an eligible program. Submit the FAFSA as well as loan application materials. Must attend a Loan orientation each year.
- Federal Supplemental Educational Opportunity Grant (FSEOG) – For Pell recipients with exceptional financial need.

**FINANCIAL AID PACKAGING POLICY**

Once the student financial aid file is complete (FAFSA and other supporting documents completed and submitted) the financial aid office will determine eligibility for all types of aid. The student will then be packaged. The financial aid package includes all types of aid the student is eligible for and interested in. The financial aid office will then inform the student of their financial aid package or award.

The award will include the types of aid and amounts the student is eligible for based on full-time attendance for the Academic Year. Packaging may consist of one or more of the following types of aid: Pell, FSEOG, FWS, and/or Loans. Students may choose which types of aid they wish to receive or not (i.e. loans, FWS). Award amounts may change based on less than full-time enrollment per semester.

All students submitting COMPLETE application packets by the June 30 priority deadline will be packaged in the order received, depending upon the student’s eligibility for each program and in some cases, availability of funds.

**BOARD OF GOVERNORS FEE WAIVER – BOGFW**

The Board of Governors Fee Waiver Program helps students, who qualify, pay for enrollment fees. California residents who meet one of the following eligibility criteria may be eligible for the BOGFW:

- The student or student’s family is receiving AFDC, SSI, or General Assistance.
- Dependents of deceased or disabled veterans who are eligible for benefits under the California Veterans Dependents Educational Assistance Program and Dependents of deceased or disabled California National Guard members certified by the Adjutant General’s Office.
- The student’s household meets the following income standards:

Number in Household (Including student)	Total Family Income (2008 Adjusted Gross Income and/or Untaxed Income)
1	\$ 15,600 or less
2	\$ 21,000 or less
3	\$ 26,400 or less
4	\$ 31,800 or less
5	\$ 37,200 or less
6	\$ 42,600 or less

Add \$5,400 for each additional dependent.

- The student has demonstrated need as defined by the FAFSA

Once qualified for a BOGFW, a student’s enrollment fees are waived for the remainder of the academic year.

**SATISFACTORY ACADEMIC PROGRESS**

To be eligible for Federal Student Aid, the US Department of Education requires that all students meet and maintain Satisfactory Academic Progress (SAP) towards a degree or certificate. The Financial Aid Office at San Jose City College has established a policy that evaluates SAP using the following methods:

**Qualitative:** The Financial Aid Office has established a minimum, cumulative grade point average (GPA) of 2.0 for students who have attempted 48 units or more. This is to ensure that the students’ GPA is consistent with requirements for receipt of degree, certificate or transfer status.

**Quantitative:** By Federal Regulation, a student’s eligibility is limited to 150% of the advertised program length. This is to ensure that students complete their program within the maximum period of time (Max Time-Frame).

**Incrementally:** Incremental completion requirements are established consistently with Max Time-Frame rules. This is to ensure that students complete a sufficient percentage of units from term to term in order to complete their educational objective within the Max Time-Frame.



**Meeting Satisfactory Academic Progress**

1. SAP in college will start the first semester of enrollment
2. All financial aid applicants must have a declared academic program with the Admissions & Records Office (A&R) that:
  - a. Leads to an Associate Degree, or
  - b. Is at least a two-year program which is acceptable for transfer to a four-year institution, or
  - c. Is an approved Certificate program of at least 15 weeks requiring a minimum of 16 semester units or 600 clock hours
3. Students who have attempted 48 units or more must maintain at least a 2.0 GPA
4. The Max Time-Frame is set at 90 attempted degree applicable units for completion of a two-year academic program – about 60 units required for two-year programs. The time frame is prorated for programs that are less than or greater than 60 units and/or for programs measured in clock hours. Degree applicable units that are transferred in from another institution will be used toward the Max Time-Frame and prorated accordingly
  - a. Students who are required to complete basic skills English and/or Math courses in order to meet their educational goals are allowed up to 30 units or two full-time semesters in addition to their program length. Students who require English as a Second Language (ESL) courses as a prerequisite to their degree/certificate program will have additional semesters/units in their Max Time-Frame calculation
5. In order to complete a Degree, Certificate or Transfer program within the Max Time-Frame prescribed by Federal Regulation, students are required to complete a minimum number of units per semester, based on enrollment status at the end of the add/drop period:

**Required Completion**

- Full-time (12 units or more) – must complete at least 10 units
- ¾ -time (9-11.5 units) – must complete at least 7.5 units
- ½ -time (6-8.5 units) – must complete at least 5 units

Failure to meet the above completion requirements, per semester, will result in a student being placed on probation or denial status

- a. Only units with grades of A, B, C, D and P are considered completed units
- b. F, NC, W, RD and I grades are considered attempted and not completed. I and RD grades should be reported to the Financial Aid Office once records are updated

- c. Course repeats are limited to the quantity stated in the College Catalog. Students may repeat courses only when an unsatisfactory grade was received. Repeated courses are counted as part of the Max Time-Frame evaluation
6. Students who complete less than 50% of their attempted units in any semester will be denied financial aid for the following semester
7. Applicants who were previously denied and have successfully appealed must comply with the terms and conditions of their reinstatement for continued eligibility

**Probation Status**

Students will be placed on probation status if any of the following apply:

- Completing more than 50% but less than the minimum required per semester
- Cumulative GPA is less than 2.0 with less than 48 units attempted
- Placement on Academic Probation by A&R

Students may receive aid while on Probation status, however, Probation status will be removed the following semester only if the minimum unit requirement for the semester is met and their cumulative GPA is above 2.0. Students are notified of their probation status by mail or e-mail.

**Denial Status**

Students will be placed on denied status if any of the following apply:

- A&R places them on Academic/Progress Dismissal
- Cumulative GPA is less than 2.0 after attempting 48 units or more
- Attempting 150% or more of the required units for their program
- Completing less than 50% of the attempted units during a semester
- Failing to meet the conditions previously set by the Financial Aid Appeals Committee
- Failing to meet the minimum unit completion requirement or their cumulative GPA is less than 2.0 while on probation status

**Appeal Process**

Students not meeting SAP standards are notified of their Financial Aid Denial by mail or e-mail. The letter will be sent with the Petition for Reinstatement of Financial Aid, instructions on how to complete the form and the deadline date (students are still encouraged to submit a complete petition as soon as possible, by or before the deadline).



Students may petition for reinstatement of Financial Aid if there were extenuating circumstances that impeded their academic progress. On the petition form students should describe, in detail, the circumstances that contributed to their denial as well as a specific plan on how to improve and continue to progress academically.

During the appeals process, the Financial Aid Office may request additional documentation based on certain circumstances. Among those circumstances that may require additional documentation are:

- Student medical issues/conditions
- Family emergencies
- Other various circumstances that may be out of the student's control

Students who have exceeded the Max Time-Frame must submit an Educational Plan. This should be developed, reviewed and signed by a counselor. The Educational Plan should outline the courses that remain to be completed in order for the student to complete their educational objective at SJCC.

Only complete petitions will be reviewed. The committee will review all documentation received as well as transcripts and other financial aid records. Students wishing to receive recommendations for reinstatement from instructors, counselors and others must submit written recommendations from these sources. The committee will not contact others for recommendations.

All Petitions for Reinstatement of Financial Aid will be evaluated on a case-by-case basis.

If the appeal is approved, the committee will inform the student of the approval and the conditions which must be met in order to retain their award for the following semester. Failure to meet the conditions will result in continued denial status.

Students whose appeals are denied must meet all standards of SAP in order to be reinstated for the following semester.

All Petitions for Reinstatement of Financial Aid must be signed by a counselor. Students are required to schedule an appointment with a counselor to review their petition, plan for improvement and Educational Plan (if applicable). Drop-in sessions will not be accepted by counselors to review petitions.

## FINANCIAL AID CONSORTIUM AGREEMENT

As part of the same district, SJCC and EVC have the same COA, SAP policies, enrollment status and procedures for awards and disbursements. The institution that awards a student is responsible for keeping records, monitoring SAP and disbursing funds. If a student is enrolled in an eligible program at either SJCC or EVC they may take courses at either campus, as long as the courses apply towards that eligible program. The institution that a student bases their program of study (degree or certificate) will calculate and pay their financial aid award. The institution that calculates and pays aid must take into account courses taken at both institutions in determining enrollment status and cost of education.

The Financial Aid Office is located in the Student Center, SC-103. For detailed information, contact the Financial Aid Office, (408) 288-3741 or e-mail at [sjccfa@sjcc.edu](mailto:sjccfa@sjcc.edu).

