Frequently Asked Questions

City College San Jose

2010 - 2011
Non-Discrimination Policy

San Jose/Evergreen Community College District does not discriminate on the basis of race, religion, color, gender, national origin, age disability, marital status, sexual orientation, organizational affiliation, political beliefs or status as a Vietnam-era Veteran. The lack of English language skills will not be a barrier to admissions to or participation in vocational education programs. SJECCD is subject to Title IX of the Education Amendments of 1972, Title VII of the Civil Rights Acts of 1964 as amended, Sections 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

If you would like this guide in an alternative format, such as large print, Braille, or computer file, please call the Disabilities Support Program and Services.
Voice: (408) 288-3746; TTY: (408) 294-3447
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Mission Statement

"The mission of San Jose City College is to effect social justice by providing open and equitable access to quality education and programs that both challenge and prepare individuals for successful careers and active participation in a diverse, global society.

To fulfill our commitment to student learning and to assist students of all ages and backgrounds in achieving their education, employment, and life-long learning goals, we offer the following:

- Two year college degrees and certificates
- Lower-division transfer and general education courses
- Basic skills and English as a Second Language instruction
- Career and technology training

The Mission Statement was adopted by the College Planning Council on May 8, 2009 and approved by the San José/Evergreen Community College District Governing Board."

Vision Statement

Inspiring Success...
One Student at a Time

ALMASS (Advocacy, Leadership for Migrant Access and Services)

1. What services does ALMASS offer?
ALMASS offers assistance to AB540 students who are seeking to enroll into San Jose City College. The programs provides support with Academic, Career, and Personal counseling, legal status referrals to local agencies, lending library, transfer assistance, and much more.

2. What are the qualifications for the program?
To qualify for ALMASS you must meet all of the following requirements:
• Must be an AB540 student

3. What is AB540?
This is a law meant to support students who are California residents but may not have a legal status. Assembly Bill 540, protects student who do not have a legal status by allowing them to pay in-state tuition fees.

4. AB540 Requirement:
• Attended 3 years of high school or more in the state of California.
• Student must have graduated from a California high school (private or public), earned a GED, or passed the California High School Proficiency exam.
• If qualify, you must fill out a SJCC application online and turn in an affidavit to declare your status of an AB540 student (all info provided is kept confidential and will not be shared with anybody).

5. General Information:
• Students who are non-immigrants [for example, those who hold F (student) visas, B (visitor) visas, est.] are not eligible for this exemption.
• AB540 does not provide financial aid eligibility for AB540 students. These students remain ineligible for state and federal financial aid.
METAS (Title V)

1. **What is METAS?**
The Metas Program is a student support service dedicated to increasing the graduation and transfer rates of our Latino/a student population. Metas is the Spanish word for “goals” and the Metas Program focus is helping Latino/a students determine a clear path to successfully achieve their academic goals.

2. **What services does METAS offer?**
Metas offers Learning Communities; tutoring; academic and career counseling; assistance with textbooks; a summer bridge program; math refresher labs; and workshops to assist students with financial aid, educational plans and placement exams.

3. **Who can join METAS?**
The SJCC Metas Program was established through a Title V grant. The Developing Hispanic-Serving Institutions (HSI) Program (referred to as Title V) assists eligible Hispanic-serving institutions of higher education to expand their capacity to serve Hispanic and low-income students. San José City College Metas Program goal is to realize institutional change for the increased success of our Latina/o student population. The Metas Program is open to all San José City College students.

Matriculation

1. **What is Matriculation?**
Matriculation is a process that enhances student access to the California Community Colleges and promotes and sustains the efforts of credit students to be successful in their educational endeavors.

Components include: Admissions, Assessment, Orientation, Counseling, & Follow-up

2. **What are the Goals?**
The goals of matriculation are to ensure that all students complete their college courses, persist to the next academic term, and achieve their educational objectives.

3. **Matriculation is proven to increase student success.**
Research conducted on data from over 25 colleges from six districts with 100,000 student sample size from the year 2001-2004.

When Students Don’t Remember Their Student ID #

**Follow the steps below:**

1. Go to [www.sjcc.edu](http://www.sjcc.edu)
2. On the left side of the page, click on *MyWeb*
3. At the bottom right of the page, click on *Account Information*
4. Click on *What’s My User ID*
5. To retrieve your password, click on *What’s My Password* (If this is your 1st time using MyWeb, click on *I’m New to Web Advisor, set up my password*)
6. With the User ID # and student password, *Log In*
7. Once logged in, click on *Students*
8. Then under Academic Profile, click on *My Profile*
9. Your student ID # will be there

Still Need Help?
**ITSS Support Center Helpdesk**

**Phone Number:** 408-270-6411  **E-mail:** helpdesk@sjeccd.edu
**Hours:** Monday-Thursday 7:00am-9:00pm; Friday 7:00am-5:30pm
New Student Registration
Steps to Success

1. **Admissions**: Complete & submit your Application for Admission online at [www.cccapply.org](http://www.cccapply.org).


3. **Assessment**: Sign up for Math & English/ESL assessment: visit the Assessment Office in SC-203 or call (408) 288-3170; have a college application on file and your student ID# available. Assessment is required of all new students unless you have proof (transcripts indicating appropriate course completion or test results from another college) that you must bring to the Counseling Center to clear the prerequisites. An appointment may be necessary.

4. **Orientation**: Register for & attend a GUID-097 “Orientation to College” course. Students planning to take the ESL assessment are required to take the assessment as least 1 week prior to orientation date.

5. **Register**: Register for classes & attend. Bring a copy of your class schedule the 1st day of class.

   **StarReg**: (408) 223-0300
   **Online**: [http://myweb.sjeccd.edu](http://myweb.sjeccd.edu)

6. **Counseling**: Schedule an appointment during your 1st semester to create an educational plan.

7. **Follow Up**: Schedule an appointment with a counselor each semester to be sure you are making progress toward your certificate, degree and/or transfer goal.

8. **Attend your classes!** Attending the first day secures your spot in your classes.

**In addition, be sure to:**

- Pay your fees by the established deadline. If you are approved for a BOGFW, your enrollment fees will be waived. However, you are still responsible for the $17 Health Fee, $5 Associated Student Activity fee and any class material fees.
- Obtain a free student I.D. card (without picture) or $5.00 with picture, at the Information Center (Student Center-1st Floor)
- Purchase a parking permit online at [http://myweb.sjeccd.edu](http://myweb.sjeccd.edu)
- Buy your books: Online at [http://campustore.sjcc.edu](http://campustore.sjcc.edu) or the Campus Bookstore (SC-107)

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**Academic Affairs - continued**

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**Student Affairs & Services**

**San José City College**
Main Campus 408-298-2181

**Services**

- Admissions & Records 408-288-3700
- Assessment 408-288-3170
- Career/ Transfer Center 408-288-3763
- Counseling 408-288-3750
- Financial Aid 408-288-3741
- Health Services 408-288-3724
- Information Desk 408-288-3708
- International Students 408-288-3149
- Job Placement 408-288-3794
- Outreach 408-288-3708

**Programs**

- Extended Opportunity Programs & Services (EOPS) 408-288-3129
- Cooperative Agencies Resources for Education (CARE) 408-288-3877
- Disabled Students Program & Services (DSPS) 408-288-3746
- California Work Opportunities & Responsibility to Kids (CalWORKs) 408-288-3150
- Student Life 408-288-3708
- Student Government (AS) 408-288-3708
- Transfer Express 408-288-3749

**AUXILIARY SERVICES**

- Bookstore 408-288-3744
- Campus Police 408-288-3735/270-6468
- Cafeteria 408-288-3727

[www.sjcc.edu](http://www.sjcc.edu)
Admissions and Records (A&R)

Picture ID is required for all requests.

MyWeb: myweb.sjeccd.org. StaReg: (408) 223-0300

1. How do students enroll for college?
Submit an application on-line at www.cccapply.org, take an assessment test, meet with a counselor, and register for classes.

2. Where can students get an application for admissions?
Applications are no longer mailed. You are encouraged to apply on-line at www.cccapply.org.

3. Do students need a GED or High School Diploma to enroll?
No. You may enroll as long as you are 18 years of age or older.

4. What constitutes a California Resident?
Being a legal resident of CA for 1 year and 1 day prior to the first day of the semester. See SJCC Schedule of Classes, Catalog or website as additional criteria may apply.

5. How do students register for classes?
On MyWeb, StaReg or in person at A&R before the first day of classes.

6. How much does it cost per unit?
Starting Fall 2011, CA residents pay $36 per unit; International and out of state students pay $235 per unit.

7. When do students have to pay for their classes?
Payment is preferred upon registration. However, all fees must be paid by the deadline to add classes. See schedule of classes for add date.

8. When do classes begin?
Check the SJCC Schedule of Classes or SJCC website.

9. What is the process for a refund?
Refunds are not automatic. You must submit a request for refund form to A&R by the posted deadlines (see schedule of classes on-line).

10. How and where can students request their transcripts?
Submit a Request for Transcript form to A&R: in person, by fax or mail, or drop box (under the stairs by A&R or by the backdoor entrance of A&R outside of the Student Center). The form must have the student’s signature before it will be processed. You can also print an unofficial copy of your transcript from MyWeb.

11. Do students need to change their address if they move?
Yes. SJCC may need to send you important information. Update your address online via MyWeb or submit an address change form to A&R.

12. What do students need to know about Add Codes?
- Add Codes can be processed via StaReg or MyWeb.
- Add Codes expire at 11:50pm the night before census date. Instructors can refer to the add code sheet for census date.
- Add Codes will not work if you have holds, repeats, excess units, unmet prerequisites or class conflicts. Visit A&R to process your add code once the issue has been cleared.
- High School students must get their add code processed by A&R.

Academic Affairs

Applied Science & Technology 408-288-3781
Air Conditioning/Refrigeration Technology
Construction Technology
Electrician Apprenticeship
Facilities Maintenance
Laser Technology
Machine Technology
Solar
Transit
Work Experience

Business & Service Careers 408-288-3131
Accounting
Business
Computer Applications
Computer Information Systems
Cosmetology
Dental Assisting
Health Education
Health Science (EMT/Clinical Tech/Sleep Tech)
Real Estate
Social Science

Humanities and Social Sciences 408-288-3785
Humanities
Art
Dance
Drama
Music
Philosophy
Photography

Social Sciences
Administration of Justice
Alcohol & Drug Studies
Economics
Child Development
Family and Consumer Studies
History
Labor Studies
Psychology
Teach for Tomorrow

Language Arts 408-288-3719
Communication Studies
English
Concurrent Enrollment

1. **What is concurrent enrollment?**
   Concurrent enrollment provides students the opportunity to take SJCC courses while enrolled in high school.

2. **Who is eligible for Concurrent Enrollment courses?**
   Starting Summer 2011, only incoming High School 11th and 12th graders may concurrently enroll. Your eligibility for concurrent enrollment is determined by your high school Administration.

3. **How do students enter the Concurrent Enrollment Program?**
   Contact your high school counselor to:
   1. Determine the class you will take
   2. Complete the Special Admissions Form (R-40) and Admissions Application. Be sure to read the forms and follow instructions
   3. Schedule and take assessment for English and Math
   SJCC Admissions Application and the Special Admission Form (R-40) can be downloaded from on-line at www.sjcc.edu

4. **What's the difference between Concurrent Enrollment and Advanced Placement?**
   Concurrent high school students are admitted and registered for classes at SJCC. They earn their grades by completing assignments and taking tests during the course. Grades are recorded on a permanent SJCC transcript. Concurrent Enrollment courses apply to degrees at SJCC and may also apply to other educational institutions as determined by the other institutions.

5. **Do classes taken at SJCC count for high school credit?**
   The high school will determine if credits taken at SJCC will also count for high school credit. It is very important that students check with their high school counselor, prior to taking the class, to determine if they will receive credit at their high school for classes taken at SJCC.

6. **How much does it cost to attend SJCC?**
   High school students are not charged tuition while Concurrently enrolled. Students may take free college classes throughout their high school years for up to 11 units in Spring or Fall, and up to 3.5 units

   **Assessment**

   1. **Can placement scores from a previous college be used?**
      Bring a copy of your scores from your previous College to the Counseling Department and ask to see a Counselor.

   2. **How do I schedule an appointment for Assessment?**
      Call (408) 288-3170 for an appointment. Assessment is done by appointment only. The closer it gets to the beginning of the semester, the less availability there is for appointments. Please allow two hours to complete the COMPASS assessment.

High School Students Requirements

To save you time from waiting to see a counselor, note the following:

If you are interested in taking classes at SJCC, you are required to assess at the college level English and/or Math to take English/Math here. You will not be recommended by a counselor to take other classes as well if you do not assess at the college level English and/or Math.

You may also want to check to make sure the class you are interested in taking is still available.

**College Level Math**
MATH-013 (Intermediate Algebra) or higher

**College Level English/Reading**
ENGL-092 or ENGL-001A

**High School Students**
CANNOT TAKE THE FOLLOWING COURSES AT SJCC

**ART 014, 024, 025, 046A, 046B, 055A, 055B, 060, 061, 089, 095, 100A, 100B**
(ANY ADDITIONAL HANDS ON ART COURSES NOT ALLOWED)

**CA 005, 010A, 011, 015A, 020A, 030A, 302, 303, 080D, 100D, 304, 305, 306**
DANCE (ALL PERFORMING DANCE COURSES NOT ALLOWED)

**ENGL-335**

**ESL** (ALL COURSES NOT ALLOWED)

**MATH 310, 311, 011A, 11S**

**MUSIC 020, 028, 050A, 058A, 058B**
(ANY ADDITIONAL PERFORMING MUSIC COURSES NOT ALLOWED)

**IPED** (ALL COURSES NOT ALLOWED)

**READ 350, 301, 101**
2. Contagious or infectious illness which creates a medically-documented serious threat to the health of the student and/or other students.

3. Psychological or physical disability that causes the student’s attendance to have a serious adverse effect on the welfare of the student and/or other students.

**J. Appeals**

1. A student may appeal the decision of the Hearing Committee to the President within 10 days of the date the student receives the committee’s recommendation. The President may overturn the Hearing Committee’s decision if any of the following conditions can be substantiated satisfactorily:
   a. The right of procedural due process had been denied to the student by any or all of the proceedings;
   b. Compelling new evidence warranting the exoneration of the student is presented;
   c. The judgment of the hearing committee was capricious and/or arbitrary.

2. A student may appeal the President’s decision to the Chancellor within 15 days of the date the student received the President’s decision. Within 15 days of receipt of notification from the student, the Chancellor will review the appeal:
   a. All deliberations must occur in closed session to protect the student’s right to privacy.
   b. The student must be notified in writing by mail, or certified mail, of the intent of the action.

3. When the student has exhausted rights to appeal, the student may appeal to an appropriate court of law. Students shall be notified of their obligation to exhaust the District’s hearing and appeal process prior to filing a legal action.

**Assessment - continued**

3. **Should I prepare before taking my Assessment?**

Your Assessment will help to determine what level of classes you will place into as a beginning student. If you are planning to transfer to a university, a higher score will mean you can begin taking transferable classes sooner. Also, if you start taking classes based on your scores, you will not be eligible to retake the assessment. If you have not started taking classes, you will need to wait 12 months from your assessment date to re-take the assessment.

4. **Are High School students required to take the English and Math assessment?**

Yes, all high school students interested in attending classes through SJCC are required to take both the English and Math assessment and meet with a SJCC Counselor for course placement, when the class is being offered at San Jose City College or on-site at the high school. Review the “PROCEDURES” section of your “R40 form” for more information.

**Health Services**

1. **What resources are available for students?**

   Students are able to receive Medi-Cal health insurance coverage by downloading an application from the Medi-CAL website at http://www.dhcs.ca.gov/services/medi-cal/PagesMediCalApplications.aspx OR mailing application to your Local Department of Social Services. You can also call your local Department of Social Services and ask for an application.

2. **How does a student make an appointment?**

   You can make an appointment by visiting the Student Health Center in the Student Center room SC-109 or by calling at 408-288-3724. Appointments are required for Personal Counseling & Doctor visits. Some walk-ins can be accommodated for nursing services, but appointments are strongly encouraged.

3. **Where do students pay the health fee?**

   The health fee is paid at the time of registration. The health fee may not pay for all services, such as some medications, labs, x-rays, etc.

4. **Is Health Services the same as insurance?**

   No. Health Services provides a range of medical, nursing, and personal counseling services to students during fall & spring semesters only. It does not cover emergency medical services or provide services during semester breaks and inter-sessions. Information of insurance plans for students are available at the Student Health Center.
Counseling

1. **Do students need an appointment to speak to a counselor?**
   It is recommended that you schedule an appointment with a counselor to develop an educational plan, discuss course selection or petitions. You may visit our counseling center during drop in hours for quick questions.

2. **Do students have to be enrolled to speak to a counselor?**
   No. However, you must have a application on file & a SJCC student ID to make a counseling appointment, or for a drop-in appointment.

3. **How can students get detailed information about a specific academic program?**
   Academic Program sheets list a specific person to contact. Contact the department office directly.

4. **What is a program academic sheet? (Formerly Major Sheet)**
   This form lists the required courses for a specific program certificate or degree. Forms can be obtained in the Student Center (next to the Information Desk). The catalog provides this information in Chapters 5 and 6, or check your Student Success Guide and Planner. You can also download sheets from website: http://www.sjcc.edu/Acad/Degree/Degreelist.html

5. **Where can students print a copy of my class schedule?**
   If you have access to MyWeb, you may print a copy at the:
   - Job Placement Office (5 page limit)
   - LRC/Library (with a Go Print card)

6. **How do students satisfy a prerequisite?**
   Provide documentation of previous course work (transcript, report card, certifications, diploma, etc.) to a counselor.
   Life experiences – contact the Division Dean to explain any training or work experience. The Dean can enter the prerequisite code upon approval and then you may register.

7. **What is “challenging a course”?**
   This is formally called Credit by Exam; you arrange to take the exam with the department. If you pass the exam you are awarded credit for the course and assigned a grade. It is not an attempt to waive a prerequisite course.

8. **Where can students find out which courses fulfill CSU General Education requirements?**
   - By meeting with a counselor, or
   - By referring to Chapter 7 of the San José City Catalog, or
   - By obtaining a CSU General Education Breadth Pattern handout at the SJCC Information Desk.

Student Code of Conduct - continued

All committee recommendations should be reached through consensus, if possible. The hearing committee will make recommendations or offer solutions to the Student Discipline Officer to resolve the grievance or make recommendations to the College President.

H. **Composition of the Hearing Committee**
   The Hearing Committee is a standing college committee. Members shall serve a two-year term, except the Associate Student representative, who may serve a one year term. The committee shall consist of the following representatives:
   1. One Administrator appointed by the College President to chair the Hearing Committee.
   2. Up to two members of the faculty appointed by the Faculty Senate.
   3. Up to two students appointed by the Associated Students.
   4. Up to two members from the Classified Staff appointed by the CSEA Council.
   The Student Discipline Officer shall act as a resource person to the Hearing Committee. If for whatever reason, the President of the Faculty Senate, Classified Council, and/or Associated Student President cannot select their representatives for the hearing committee, the Administrator responsible for discipline will select representatives for them.

I. **Suspension and Expulsion**
   In addition to the conditions outlined above, pursuant to Education Code 76020, 76021, 76032 and 76037, a student may be suspended by the President and/or suspended by the Governing Board, for any of the following reasons related to college attendance or activity at any time or place:
   1. Good cause, defined by Ed Code 76033 includes but is not limited to:
      a. Continued disruptive behavior, continued willful disobedience, habitual profanity or vulgarity, or the open and persistent defiance of the authority of, or persistent abuse of, college personnel.
      b. Assault, battery, or any threat of force or violence upon a student or college personnel.
      c. Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the Governing Board.
   2. The use, sale or possession on campus of, or presence on campus under the apparent influence of, any controlled substance, or any poison unclassified as such by Schedule D. Section 4160 of the Business and Professions Code.
   3. Willful misconduct which results in injury or death to a student or college personnel or which results in cutting, defacing or other injury to any real or personal property owned by the District.
   4. The use, sale or possession on campus of, or presence on campus under the apparent influence of, any controlled substance, or any poison unclassified as such by Schedule D. Section 4160 of the Business and Professions Code.
   5. Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the Governing Board.
   Persistent, serious misconduct where other means failed to bring about proper conduct.
Student Code of Conduct - continued

4. The accused person shall be given the right to be represented by an advocate of his/her choice.
5. No committee member who is proved to be biased in favor or against either party may participate in the hearing. The party alleging bias shall have the burden of proving that a bias exists.
6. The Student Discipline Officer shall deliver to the accused person, via certified mail, a copy of all charges against her/him, statements from adverse witnesses, and materials intended to be used against that person. Materials must be delivered at least 10 days prior to the hearing.
7. The person making the charge against the accused shall have the burden of proof.
8. Students with disabilities, upon recommendation by the Disabilities Support Program and Services may be heard by a smaller committee in order to reasonably accommodate the student’s disability.
9. The accused person shall be afforded the right to present her/his defense, present witnesses and relevant evidence in her/his defense.
10. Final deliberation of the committee must be based solely on evidence presented during the hearing. The accused shall not be present during the final deliberation. Deliberations of the committee will be communicated to the student within ten working days of the hearing.

G. Objective of the Hearing Committee
1. The Hearing Committee is responsible for conducting a hearing according to due process.
2. Hear and examine all supporting facts to determine whether the complainant’s grievance should be sustained or in more serious cases, the victim’s allegations are warranted.
3. Examine all relevant written and oral statements presented. Any prior knowledge or information concerning any of the parties involved shall not be discussed.
4. Conduct all proceedings with a high level of confidentiality to insure the rights of all parties.

Counseling - continued

10. What are the requirements for a major or degree? Requirements vary by major and degree. Details will be discussed with a Counselor and can be found in the College Catalog.

11. Where can students get a catalog or schedule of classes? At the Bookstore, or SJCC website

12. How can students get information about International Students? Visit the counseling department and ask to speak to the International Students counselor or academic advisor

13. Can students obtain information for vocational programs at the Counseling Office? It depends on the program. Some vocational programs have a one to two year wait list. Check with the individual program or division for details.

14. Are there night classes available? Yes. There are a variety of night classes available each semester.

15. How do students petition for graduation or certificate or for? You must make an appointment to see a counselor and complete the Graduation/Certificate Petition form. Be sure that Admissions & Records has all non-SJCC official college transcripts.

Career/Transfer Center (C/TC)

1. Where is the Career/Transfer Center located? C/TC is located in the Student Center 2nd floor, room SC-216A

2. What services are available through the Career/Transfer Center?
   • Assistance in exploring major, college/university, and career options
   • Bus Tours to four-year colleges/universities
   • EUREKA access: an online computer database for career and educational exploration
   • Internet access for educational research
   • Access to information about Transfer Admission Agreements/ Guarantees and transferring to four-year colleges
   • Transfer Preparation Workshops and Transfer Fairs
   • Visits from four-year colleges/universities representatives and much more

3. What is the transfer application filing period for UC/CSU 4-year university?
   FALL
   UC System: November 1 – 30,
   CSU System: October 1– November 30
   WINTER/SPRING
   UC System: July 1- 31
   CSU System: August 1-30
Directions and Parking

1. Where can students get a parking permit and how much does it cost?
   You must order, verify your address for delivery, and purchase a parking permit on-line via MyWeb. You must be a current student to be able to purchase a permit.

2. Where are student allowed to park?
   Students can only in designated student parking lots and if you have a permit. **DO NOT** park in STAFF lots.

3. How much is a parking ticket?
   Parking violation tickets are usually $35 but can vary.

4. Where is the campus police department?
   On the 1st floor of the Student Center

5. Where is lost and found?
   In the campus police department

6. Where is Traffic School?
   In the General Education Building, GE-113 on Saturdays only. If you need to attend traffic school, please follow instructions on the ticket to sign up for the class.

7. Where is the cafeteria?
   On the 1st floor of the Student Center

8. How can students find a specific buildings, offices, or departments?
   Visit the Information desk, or access a campus map on the class schedule, catalog, online, or on one of the kiosks around campus.

9. How can students get a job on campus?
   You can search for on campus jobs in the Job Placement Center located in the Student Center 2nd floor next to the WIN office.

10. Where are the Athletic offices?
    In the 300 Wing, room SC-115A or call (408) 288-3130

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Student Code of Conduct - continued

3. The scope of authority, nature of enforcement, handling of records and other aspects of a Campus Police Officer’s job are defined in state law or directed by the Police Chief (Ed Code 72330).

4. Student Discipline Officer is not part of the police chain of command.

E. Classroom and college-related disciplinary procedures
   When a student is charged with plagiarism, cheating, or disruptive behavior related to a class, and the instructor has reasonable proof or documentation and/or the student admits to the violation, the instructor or supervising college authority must complete a clear and detailed Disruptive Behavior Report which may include one or more of the following options:
   1. Issue an oral or written notification and warn the student that further acts of this sort will result in additional disciplinary action;  
   2. Issue a failing grade (F) for the assignment in question;  
   3. Issue a failing grade for the course. If this option is selected, the instructor must consult the Dean;  
   4. If the student is dropped after stated date will be assigned a failing grade (F) for the class pursuant to the grading policy;  
   5. Refer student to the Student Discipline Officer for disciplinary action;  
   6. Suspend the student from the class pursuant to Ed Code 76032.

The Student Discipline officer will complete a Disciplinary Action Taken form, send the original to the student and a copy to the instructor. If the student is a minor, as defined by current law, the instructor shall ask the parent or guardian of the student to attend a parent conference regarding the suspension as soon as possible, pursuant to Ed Code 76032. The Student Discipline Officer shall attend the conference, if requested by the instructor and/or the parents. The students shall not return to the class from which she/he was suspended during the period of suspension, without the concurrence of the Division Dean and Student Discipline Officer.

F. Due Process
   1. The Supreme Court maintains that a fundamental requirement of due process is the opportunity to be heard.  
   2. When addressing a conflict, due process typically requires: 
      a. Notification of the charges  
      b. A hearing with an opportunity to defend with knowledge of adverse evidence  
      c. The names of adverse witnesses  
      d. That substantial evidence support any disciplinary action taken  
   3. If a student, faculty or staff member requests a hearing as the result of a grievance they filed against a student, or if a student for whom a grievance has been filed against, request a hearing, then a Hearing Committee shall be convened within 10 working days of the effective date of the filed grievance.
**Student Code of Conduct - continued**

h. Unauthorized possession, duplication, or use of keys on district premises
i. Unauthorized entry to or use of college or district premises
j. Unauthorized copying or an attempt to copy computer software; an unauthorized entry or attempt to enter a system; or intentionally introducing a virus
k. Unlawful possession, sale, use of or under the apparent influence of illegal drugs or alcohol
l. Willful defiance of college officials, faculty, staff, or police officers who are giving lawful direction
m. Disorderly, lewd, indecent, obscene conduct or expressions (including willful profanity and/or vulgarity with intention to threaten, intimidate, or offend)

**D. Preliminary procedures addressing disruptive student behavior**

1. A student may be referred to the Student Discipline Officer by any members of the faculty or staff. A Disruptive Behavior Report shall be completed and submitted to the division Dean and the Student Discipline Officer by the faculty or staff who wishes to report a student.

2. The Discipline Officer will speak with the student and involved faculty/staff members to determine which of the following actions to take:
   a. Behavior that interferes with the normal operations of the college, including obstruction or disruption of the teaching, learning, and administrative process. This behavior is cause for removal from class/college activity.
   b. Dropping the charges for lack of evidence.
   c. Issuance of a reprimand and a warning to the student that continued misconduct may result in more serious disciplinary action.
   d. Refer student to another college or community agency for counseling or rehabilitative treatment.
   e. Suspension of the student for a period not to exceed 14 school days. This option may be invoked unless the Student Discipline Officer and/or Campus Police determine that suspension is required in order to protect lives or property, or in conformance with the requirements of Penal Code Section 626.4 and to insure the maintenance of order pending a hearing.
   f. Recommend to the College President that the student be suspended for one semester, one year or longer period of time, or expelled.

**Financial Aid**

1. **How do students qualify for and receive financial aid?**
   You will need to submit the Free Application for Federal Student Aid (FAFSA). This will help the Financial Aid Office determine what types of aid and how much you are eligible for.

2. **Can students get help applying for financial aid?**
   Yes. FAFSA workshops are held on Friday mornings; workshops are designed to help you complete and submit the FAFSA and give you preliminary financial aid advising. Visit the financial aid office for more details and information about the workshops.

3. **What happens after students submit the FAFSA?**
   The Financial Aid Office will send you an e-mail stating any further actions to be taken in order to complete your file. You will be asked to submit additional documents and in some cases, clarify information on the FAFSA. The Financial Aid Office will review those documents and award you based on your eligibility for various types of aid. If you are eligible, you will receive funds shortly after your file is processed.

4. **How long does that take?**
   Once you submit your documents to the Financial Aid Office, processing can take 4-8 weeks, depending on the time of year and amount of work to be done on your file.

5. **When are the deadlines for financial aid?**
   March 2nd is the deadline to apply for Cal Grant and the priority filing deadline; the FAFSA may be submitted up to June 30 of the current academic year. You are strongly encouraged to submit the FAFSA well before you start classes each year.

6. **Can students use financial aid to pay for books, rent, etc?**
   Depending on what types of aid you qualify for and how much, you may use your aid for books and living expenses.

7. **Can students get their financial aid direct deposited?**
   Yes!! Starting Summer 2011, students who apply for aid and submit documents will receive information on direct deposit from Higher One—visit www.sjcc.edu or mysjccard.com for details.

8. **What if students have additional questions?**
   Call the Financial Aid office: (408) 288-3741 or visit SC-103: Monday-Thursday 8:30am–6:00pm and Friday 9:00am–1:00pm
Student Life

1. What is Student Life?
The Office of Student Life is the center of student activities and student leadership. Student Life organizes, coordinates, and supports cultural programs, music, social and recreational activities. The Office of Student Life oversees the Associated Students, Student Ambassador Program, Phi Theta Kappa Honor Society, College Information and Outreach.

2. What is the Student Activity Fee?
The Student Activity fee is $5.00. This fee is used by the Associated Students to offer student activities such as Welcome Week, Homecoming, Holiday dinners, Club Day, live music, and cultural awareness. It also is used for Student Book Loans, laptop usage at Library, and calculator rentals.

3. What is AS?
The Associated Students (AS) is the student government that advocates and participates in the governance of the college. All students are encouraged to join and participate. The AS is located in the office of Student Life.

4. What is the process for joining a club?
Clubs add to the college experience such as meeting other students, sharing interests, and social justice activities. To start a club, bring together at least 6 students with the same interest, secure a faculty or classified staff member as the club advisor, complete a new charter form, develop a constitution and bylaws and obtain the required signatures prior to attending an AS meeting to charter the club. Visit the Student Life Office for more information.

5. What is the process for joining Phi Theta Kappa Honor Society?
You must submit an application at the office of Student Life in the Student Center, SC-115A and
- have completed at least 12 units of degree applicable coursework (part-time students may be eligible)
- have a grade point average of 3.5
- adhere to the moral standards of the society

6. When can students apply for an A.S. Book Grant?
Submit an application to the office of Student Life in the Student Center, SC-115A 2 weeks prior the first day of class,
- Students cannot be currently receiving any income from a job, CalWORKs or Financial Aid
- Qualifying applications will be put into one of two lotteries, to be drawn two weeks prior to the first day of class.

Student Code of Conduct - continued

e. is obliged to maintain a safe and orderly environment and to take appropriate action against persons whose conduct is disruptive or unlawful to the operation of the college
2. Nothing in this section shall be construed to prohibit an immediate suspension of a student where such a suspension is required in order to protect lives or property, or in conformance with the requirements of penal code section 626.4, and to insure the maintenance of order pending a hearing (Ed Code 66017).
3. In instances where a student is a minor by current legal definition, the student’s parents or guardians shall have all of the rights and privileges guaranteed by Ed Code 76031 in all student disciplinary proceedings involving suspension or expulsion.

C. Prohibited Conduct
A student may be disciplined for misconduct for good cause as defined by Ed Code 76033, including but not limited to the following misconduct violations that may cause suspension or expulsion:

1. Academic Standard Violations
   a. Altering or forgoing college documents, records, or identification
   b. Copying from someone’s test or allowing someone to copy your test
   c. Copying from an author’s work without giving credit (plagiarism)
   d. Doing an assignment (e.g., a term paper or essay) for another student or asking, paying, bribing, or blackmailing someone to do an assignment for you
   e. Sitting in class for someone without proper approval/permission from the student’s instructor
   f. Submitting work previously presented in another class if not authorized by the instructor
   g. During an exam, using or consulting any material or information not authorized by the instructor
   h. Possession of an examination or materials not authorized by the instructor

2. Behavioral Standards Violations
   a. Behavior that interferes with the normal operations of the college, including obstruction or disruption of the teaching, learning, and administrative process
   b. Applying undue/inappropriate pressure on an instructor to alter a grade
   c. Threat or act of physical harm directed against a student, visitor or college employee
   d. Willful damage to or theft of district property
   e. Threat or act of stalking, sexual assault, or rape
   f. Possession of an object used as a weapon to threaten bodily harm
   g. Use of fraudulent identification
**Student Code of Conduct**

San José City College is committed to providing a safe, positive learning environment where students can pursue their educational goals and participate in college-sponsored activities that promote intellectual growth and personal development. It is the policy of SJCC that students, faculty, staff and visitors alike are informed of the specific acts and types of behavior considered to be unacceptable and prohibited. Such acts or behaviors are regarded as grounds for disciplinary proceedings or criminal charges when appropriate.

To the extent possible, SJCC’s response to acts or behaviors prohibited by law or District regulation should be educational, not punitive. District disciplinary procedures shall not be used as a substitute for, or a shield from, civil or criminal law. In any District disciplinary procedure, substantive and procedural due process shall be guaranteed.

**A. Student Conduct**

1. **General Guidelines**
   a. All of the rules and regulations applying to the conduct of students on campus (or any college-operated facility) shall apply to their conduct off-campus only when the student is acting in either or both of the following capacities:
      i. As a student employee, all of whose salary is paid by the College.
      ii. As a participant in a college-approved field trip, club or recruitment activity, or any other college-sponsored event.
   b. Students who violate the law may incur penalties prescribed by civil authorities.
   c. Student are removed, suspended or expelled only if the conduct for which the student is disciplined is related to college activity or attendance.

2. **Academic Honesty Policy**
   a. Students are expected to perform honestly and ethically in completing coursework.
   b. Students who are dishonest in the performance of coursework will be subject to disciplinary action in accordance with Ed Code 70633.
   c. Students accused of being dishonest have the right to request a meeting by contacting the Division Dean.

**B. Principles of Discipline**

1. San José City College:
   a. views itself as the trustee of its students while students are involved with educational pursuits under the jurisdiction of the College
   b. is committed to upholding student’s constitutional rights in all adopted policies and procedures
   c. emphasizes the instructional aspects of disciplinary action
   d. will restrain disruptive student conduct if required by law

**The Extended Opportunity Program & Services**

1. **What is EOP&S?**
   The Extended Opportunity Program & Services (EOP&S) is a state funded program that assists low-income students reach their academic goal.

2. **What services does EOP&S offer?**
   EOP&S provides assistance with priority registration; academic, career and personal counseling; book vouchers; a lending library; graduation cap and gown; transfer assistance; university visits; UC and CSU application waivers; graduation expenses; on-off campus referrals and TAAs (Transfer Admission Agreements).

3. **What are the qualifications for the program?**
   To qualify for EOP&S you must meet all of the following requirements:
   - Be a California Resident
   - Be enrolled full-time (unless co-enrolled in the SJCC DSPS Program)
   - Not have completed more than 70 units of degree applicable college level course work.
   - Qualify for the Board of Governor’s Waiver (BOGW) Program
   - Determined to be educationally disadvantaged according to program standards
   - In addition, to be eligible for an EOP&S grant you need to complete the Free Application for Student Aid (FAFSA) for income verification.

4. **How do students know if they qualify?**
   Complete an application and drop it off at the office. If you have attended another college(s), please make sure to attach a copy of your official or unofficial transcript(s) with your application.

5. **Do students have to re-apply every semester for EOP&S?**
   No, once you are accepted into the program, you don’t have to re-apply unless you are suspended from the program or do not attend college for a semester.
1. **What is CARE?**
   The Cooperative Agencies Resources for Education (CARE) is a state funded programs that further assists EOP&S Students that are single and the head of their household with at least one child under the age of 14.

2. **What services does CARE offer?**
   CARE offers assistance with: book vouchers, child care grants, school supplies, meal tickets, transportation assistance, counseling, UC and CSU application waivers, Transfer Admission Agreements (TAA’s), graduation expenses, and off campus referrals.

3. **What are the qualifications for the program?**
   To qualify for CARE you must meet the following requirements:
   - Be in good standing as an EOP&S student
   - Age 18 years or older
   - Receive “Temporary Assistance for Needy Families” (TANF)
   - A single head of household
   - Have a child or children under the age of 14

4. **How do students qualify?**
   If you are not an EOP&S student, please complete the EOP&S application along with the CARE packet and return it to the office. If you are currently an EOP&S student, simply fill-out the application packet and return it to our office. If you have attended another college(s), please make sure to add a copy of your transcript with your application.

5. **Do students re-apply every semester for CARE?**
   No, once you are accepted into the program, you don’t have to re-apply unless you are no longer a TANF recipient or you are suspended from the program.
Available Resources

Where on campus can students access …

**Computers for student use?**
- Learning Resource Center (LRC) Cesar Chavez Library 1st floor
- Cyber Café on the first floor of the Student Center
- Career/Transfer Center, Student Center 2nd floor, SC-216A
- Job Placement Office, Student Center 2nd floor, SC-216L

**Printers for student use?**
- LRC/Library (with a Go Print card)

**Copiers for student use?**
- Cesar Chavez Library 2nd floor
- Student Center 1st floor (next to the elevator)

**Pay Phone?**
- Outside of General Education Building by room GE-106
- Outside of the Library by the ESL Lab
- Outside by the café in Technology Center
- Outside of the front doors of the Student Center

**Forms**

*Admissions & Records Forms* are located under the stairs in front of A&R, Student Center, first floor or you can go online to www.sjcc.edu, select Admissions, click on Admission & Reg. Forms from the left menu bar.

*Financial Aid Forms* are located online to www.sjcc.edu, select Financial Aid from the Student Services drop-down menu, click on Forms from the Financial Aid Menu on the top right of the page.

*Counseling Forms* are available by meeting with a counselor.

*Degree & Certificate sheets* are available at the Information Desk, Student Center first floor or online at www.sjcc.edu/Acad/Degree/DegreeList.html

*Student Grievance Forms* are available at the office of the Vice President of Student Affairs in room SC-216 of the Student Center, 408-288-3190.

*Disruptive Student Behavior Forms* are available in each division office or in the Vice President of Student Affairs office.

Disabilities Support Program & Services (DSPS)

1. **What is DSPS?**
   The Disabilities Support Program & Services (DSPS) is a state funded program that provides support and services for students with disabilities to assist them in reaching their academic goals.

2. **What services are offered through the DSPS program?**
   **Support services include:**
   - Academic, personal and vocational counseling
   - Priority registration
   **Instructional programs include:**
   - Adapted Physical Education
   - Computer skills instruction (to include adaptive hardware and software)
   - Strategy courses in subjects such as Reading, Writing, and Math
   **Accommodations vary with each student’s needs. Typical accommodations include:**
   - ASL interpreters and real time captioning
   - Alternative media, such as texts in audio, computer, large print, and Braille formats
   - Tutoring, as available for specific courses
   - Loan of equipment: such as recorders, electronic dictionaries, specialized audio players
   - Proctored testing (extra time for testing, distraction-free test environment)
   - Adaptive hardware and software (available in our High Tech Center)
   - Video Phones located in lobby of Student Center and in DSP&S

3. **What are the qualifications for this program?**
   The DSPS program must be provided with verification of the disability including IEP/504 Plan or medical documentation on the DSPS form from a physician or a psychologist. (Please speak with a DSPS counselor for more details.)

4. **Is medical information kept confidential?**
   Yes medical information or documents supporting the disability are maintained confidentially. The information is not presented or shared with anyone without written consent. This means that instructors, staff on campus, and others are not given information about students’ disabilities. Instructors are only informed as to the accommodations students are eligible to receive.

5. **Do students need to re-apply every semester for DSPS?**
   No, once students are accepted into the program, they do not have to re-apply. However, a meeting with a DSPS counselor is required to complete accommodations each semester.

6. **Will the transcript from SJCC show that students are in DSPS when applying to UC/CSU’s or other universities?**
   DSPS status is confidential and will not be shared with out your consent.

Campus Diversity and American with Disabilities Act Coordinator
WIN/CalWORKs

1. **What is WIN/CalWORKs?**
   CalWORKs is the California Work Opportunity and Responsibility to Kids program mandated by the State Chancellor’s office to provide program services to participants receiving cash aid.

2. **What does WIN mean?**
   WIN (Workforce Initiative Network), is the name of the department that CalWORKs and other programs fall within: including CalWORKs Work study, and CDC-WORKs.

3. **What are the eligibility requirements for WIN/CalWORKs?**
   - Student must be registered with Santa Clara County, Department of Social Services as a CalWORKs participant (not their children)
   - Receiving TANF (Temporary Aid to Needy Families) cash assistance from the State of California
   - Be enrolled at the college
   - Have children living in the household

4. **What are some of the services WIN/CalWORKs Program provides?**
   SJCC CalWORKs Program serves parents who are attending school as part of their welfare-to-work plan with the county by providing the following services:
   - Free Child care, job placement, books, supplies, transportation, counseling and other resource referrals, such as mental health counseling, expungment of criminal records, car repairs and housing

5. **What is CalWORKs Work Study?**
   Students who are enrolled in 3 or more units are eligible to work up to 20 hours a week in paid internships on or off campus without the income impacting their benefits. See the CalWORKks Job Developer for more details.

6. **What is CDC-WORKs?**
   The Child Development Careers WORKs program is for current and former CalWORKs recipients interested in becoming Preschool Associate Teachers or Teachers. The program provides student support services, permit application assistance, and site placement assistance. See the CDC-WORKs facilitator for more information.

7. **Where is the CalWORKS office located and what are its hours?**
   In the Student Center, 2nd floor, room SC-215
   Monday through Thursday, 8:00am-5:00pm, Friday: 8:00am-4:00pm

8. **How can I get answers to other questions without coming in to the office?**
   You can send email to (sjccwin@yahoo.com) or call (408) 288-3150

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**Student ID**

1. **How do students obtain a Student ID card?**
   Present your class schedule and/or registration receipt to the Information Desk staff, on the 1st floor of the Student Center to obtain a Student ID card and/or current “AS” sticker.

2. **How much is a Student ID card?**
   The first Student ID card is free. A replacement card without a photo is $5.00. A replacement card with photo is $10.00.

3. **How long can I use my student ID card?**
   As long as you are a registered student.

4. **What is the reason for getting a student ID card?**
   It is required to check-out library materials, use a library computer and to take advantage of other library services. Also, you can get discount on movies, etc.

5. **Do students need to have a picture on their ID card?**
   No, but the picture provides security in case someone tries to use your card.

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**Other Helpful Information**

1. **Is there any information about housing?**
   Housing information is posted on bulletin boards in the Student Center.

2. **Where can students be tested for a learning disability?**
   Visit the DSPS office, first floor of the Student Center.

3. **Are there any mail boxes on campus?**
   Not for US Postal mail. Mailboxes for SJCC for professors, are located in Reprographics next to the Cosmetology Building.

4. **Are the phone numbers of specific professors or offices available to students?**
   Department numbers and locations are available on the SJCC website. Also, instructors usually include this information in their class syllabi.