

# **2015 BOOKLET of STUDENT SERVICES at GLENDALE COMMUNITY COLLEGE**

***When to refer a student-  
Booklet designed for Faculty and Staff***



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***Updated by:***

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## **PURPOSE OF THE BOOKLET**

The importance of this booklet cannot be minimized. Its purpose is to educate and familiarize faculty and staff with the many outstanding services that are available to students on the main campus and on the Garfield campus. It is written in an easy to understand reference style so that faculty and staff will be able to simply determine which service to refer a student to and why.

## **FUTURE UPDATES**

It is anticipated that during the next school term, all Student Services will have an entry in this booklet and that the content of each new and existing entry will be as current as possible.

**UPDATED** by:

(August 2019)

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**Academic Counseling**  
**Third floor of the Sierra Vista Building**  
**818-240-1000 ext. 5918**

Why You Should Refer a Student

- Academic Counseling Appointments
- Drop-in Counseling
- Abbreviated and Comprehensive Student Educational Plans
- Financial Aid Appeals & Changes
- Probation Appointments
- First Year Nursing Appointments
- Personal Issues
- Discussion of career goals and options & Transfer Questions
- Loss of Priority Enrollment F
- Graduation Check and Petitions
- Certificate Petitions
- Academic Renewal Eligibility
- Clearing Prerequisites
- Single semester/intersession planning
- Petition for Pass /No Pass
- Petition to Count the Higher Grade
- Consultation on repeating a class a third time
- Check Open and Closed Classes
- Assessment Test Results Review
- Transcript Evaluation Request
- Questions on whether or not to drop or add a class
- Other Quick Questions



**IMPORTANT NOTES:**

If a student is EOPS, they should be referred to the EOPS office first for services.

Academic counselors assist students in pursuit of higher education. Students may schedule a 30 minute sit-down appointment or ask quick questions at drop-in counseling.

Counselors sign various forms such as graduation petitions, Pass/No Pass authorizations, transcript evaluation requests, academic renewal forms, confirmation of goals for financial aid, and many other documents

Counselor's develop student educational plans, financial aid appeals, review academic programs, review assessment test results, clear prerequisites, interpret transcript evaluation results, and explore other barriers to educational success.

The counseling department also provides self-help workshops, such as Undecided Major Workshops, Probation Workshops, and Academic Advising sessions. Student development classes are also offered.

## Admissions and Records

Third floor of the Sierra Vista Building  
818-240-1000 ext. 5910

Why You Should Refer a Student:

- To request a copy of their transcript
- To petition for graduation & certificate
- To understand their standing in the college (i.e. dismissal)
- To submit a Grade Change Form
- If they have questions about Residency
- To petition to take a class for the third time
- To petition for academic renewal
- To petition for higher grade
- To petition to waive a college requirement due to extenuating circumstances per Title 5 Ed. Code.
- IGETC & CSU Breath certification on official transcript



### IMPORTANT NOTES:

The college policy for the maximum number of units per semester is 16. (Students may register for up to 19 units during open enrollment). A full time student is considered to be one who is taking 12 units in any given semester.

A student will be dropped from a class for failure to attend the first class meeting in the first week of instruction if they did not make prior arrangements with their instructor.

The student is responsible for withdrawing from class(s) in which they are officially enrolled. The student should drop the class using MyGCC @ <https://mygcc.glendale.edu/psmygcc/login.asp>. If they fail to attend a class in which they are officially enrolled and do not drop the class, they may receive a failing grade.

## Assessment

Third floor of the Sierra Vista Building  
818-240-1000 ext. 5329

### Why You Should Refer a Student

- If a student would like to enroll in a Math, English, ESL (CR and NC) or Chemistry class
- To help identify a student's skill level in Math, English, ESL (CR and NC) and Chemistry
- To understand their Math, English or ESL Placement Test scores
- To take a make-up exam in a course they are currently enrolled in



### IMPORTANT NOTES:

• A student must take placement tests prior to enrolling in one of the subjects listed above unless they are transferring from another college/university.

• The Math and English placement tests are computerized. The remaining placements are paper/pencil.

• Once a student takes a class, retesting for that subject is not allowed.

• Retesting Policy

Arithmetic (6 months)  
English (once a year)  
Basic Algebra (once a year)  
ESL-CR (once a year)  
Intermediate Algebra (once a year)  
Pre-Calculus (once a year)

• The Assessment Center offers test proctoring for make-up exams. The instructor must contact the center and make the arrangements.

## The GCC CalWORKs Program



**On the Main Campus: San Fernando Building (SF114)**  
**On the Garfield Campus: Tropico Building, Third Floor (TR300)**  
**818-240-1000 ext. 5846**

### Why You Should Refer a Student

- Refer students who meet **BOTH** these criteria:
  - Parent of children under 18
  - Receiving CalWORKs cash aid (Welfare)

GCC CalWORKs is the program for welfare parents referred to GCC for education that will help them become more employable.

CalWORKs students with GAIN paperwork should be referred to the CalWORKs offices for document processing. Faculty should not complete CalWORKs Documents.

Please visit our website to learn more about the CalWORKs program:  
[www.glendale.edu/calworks](http://www.glendale.edu/calworks).

#### About GCC CalWORKs

- The GCC CalWORKs Program advocates for our students' education. We help students communicate and negotiate with the county workers (DPSS and GAIN) who oversee their benefits.
- The CalWORKs office processes the documents that allow CalWORKs students to receive crucial supportive services from the state, including child care during class hours and reimbursement for school-related costs such as text books, supplies, transportation, and fees.
- We provide encouragement, advice, and honest feedback for a population of students who are rebuilding their lives on a foundation of education, while modeling perseverance and hard work to their children.





Sierra Vista Building • Third Floor • 818-240-1000 ext.5407  
[www.glendale.edu/careercenter](http://www.glendale.edu/careercenter)

#### WHEN YOU SHOULD REFER A STUDENT

- Undecided on a college major or uncertain about career goals
- Would like information regarding a particular career
- Requires assistance determining job skills and interests
- Needs help with resume development and interview preparation
- Needs advice on internship planning, job retention, career advancement

## Success by **CHICE**

When students have a clear and realistic career goal, they progress faster and succeed academically at higher rates.

The California Community Colleges Board of Governors regulations mandate that new college students who wish to maintain their enrollment priority declare a course of study (major) by the time they complete 15 degree-applicable units or their third semester.

#### JOIN THE CAREER CENTER IN HELPING STUDENTS

- A**ssess their unique qualities and strengths
- C**hoose a college major
- H**arvest occupational information
- I**dentify their career goal and path
- E**valuate their development needs
- V**alidate their choices
- E**xecute their Student Educational Plan (SEP)

**Multicultural & Community  
Engagement Center (MCEC)  
Second Floor of the Cafeteria Bldg.  
818-240-1000 ext. 5580**

Why You Should Refer a Student

- For community volunteer service opportunities
- To obtain experience in a given field of interest
- For involvement with special programs offered in local schools by CSI



**IMPORTANT NOTES:**

Some courses offer students extra credit for putting in service learning hours.

Students gain invaluable experience by volunteering that may help them decide their future career goal.

By putting in a certain number of volunteer hours during the semester, the student will receive a recognition certificate.

MCEC maintains a data base of over 180 non-profit organizations, including opportunities in schools, legal services, environmental programs, youth services and many more.

## The Center for Students With Disabilities

(also known as CSD and DSPS)

San Fernando Complex, SF 121

818-240-1000 ext. 5905

### Why You Should Refer a Student:

- Student mentions that s/he needs extra time on exams
- Student tells you that s/he was in Special Education classes some time during K-12
- Student has a visible disability and needs preferential seating in the classroom, a sign language interpreter, a note taker or other accommodation
- Student tells you that s/he is not doing well in college
- Student asks you if there is a place on campus that can test them for a learning disability
- You notice in class that the student is usually inattentive and unfocused

### IMPORTANT NOTES:

One of the best ways to suggest to a student that they see a DSPS counselor is to say, "There is a great support service on campus that can help identify for you what type of help you might need to successfully complete your classes and will address other issues you feel you are facing."

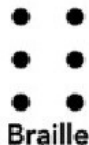
Seeing a DSPS counselor is the first step to determining a student's eligibility for accommodations.

DSPS serves people with all types of disabilities: Learning, Physical, Visual, Hearing, and Psychological.

The Instructional Assistance Center (IAC), High Tech Center (HTC), Adaptive Physical Education (APE) and Alternate Media are part of DSPS.



Large  
Print





Why You Should Refer a Student to EOPS:

- Low income qualifies for BOG A or B
- First generation college student
- Has taken remedial courses
- Does not qualify for English or Math required for college degree
- Uses English as a second language
- Emancipated foster youth
- Needs specialized counseling
- First generation college student
- Member of college identified underrepresented group:  
(African-American/Black, American-Indian/Alaskan Native, Asian/Pacific Islander, and Hispanic/Latino).

**NOTE:** A single head of household may qualify for CARE services

**IMPORTANT NOTES:**

The goal of EOPS is to assist low income and educationally disadvantaged students with supplemental educational support services that are in addition to the traditional GCC student services to help students overcome language, educational and economic barriers to enhance their academic success.

EOPS offers a variety of services that may include, but are not limited to priority registration, orientation, counseling, instruction, book services and financial assistance. Please visit EOPS website for complete eligibility criteria and program admission application [www.glendale.edu/eops](http://www.glendale.edu/eops).

**CARE** is a supplemental component of EOPS created to provide educational support services and activities for students who are a single head of household to help reduce long term welfare dependency and support the needs of the single parent for economic self-sufficiency. CARE students must be eligible for EOPS services first. Please visit CARE website for complete eligibility criteria and program application [www.glendale.edu/care](http://www.glendale.edu/care).

**Financial Aid Office**  
**Third floor of the Sierra Vista Building**  
**818-240-1000 ext. 5916**



Why You Should Refer a Student

- Need money for other school and living expenses
- Student or student's family has had a reduction in income due to loss of employment or other circumstances
- Is transferring to a higher cost school
- Cannot pay for books

**IMPORTANT NOTES:**

Be enrolled in credit classes for the purpose of obtaining a degree, certificate or transfer program offered by GCC (does not apply to CCPG fee waiver).

Be eligible citizens or immigrants (status of Permanent Resident, Parolee, Political Asylum or Refugee) to qualify for federal or state financial aid or meet AB540 eligibility requirements.

Have earned a high school diploma, GED or state equivalency certificate (does not apply to CCPG fee waiver)

Students could be eligible to receive financial aid in the form of federal or state grants, fee waivers, loans, or part-time work study. But they'll never know unless you apply – and it's all handled through a single application

- Fill out the FAFSA (Free Application for federal Student Aid) .....
- Complete the application after January 1, 2019 for the Fall 2019 – Spring 2020 school year. To apply for a Cal Grant, your FAFSA must be filed prior to March 2, 2019.
- Fill out the FAFSA with your parents.
- Include GCC in your list of school choices. Our federal school code is 001203.
- You should receive a Student Aid Report via email within 1-2 weeks. If you have applied to the college and set up your GCC email account you will also receive an email from the college. Be sure to follow up on any additional steps outlined in the report.
- The California Student Aid Commission will receive your FAFSA information automatically for state grants and your high school must also submit your grades prior to the March 2, 2019 deadline. Check with your high school counseling office to verify your grades have been submitted.

Apply for admission to GCC on April 27, 2019 for fall 2019 semester.

⇒ Visit [www.glendale.edu/FinancialAid](http://www.glendale.edu/FinancialAid) for comprehensive financial aid information. Click on the FA TV videos for information on programs and how to apply for financial aid.

## The Health Center

Ground floor of the San Rafael Bldg.  
818-240-1000 ext. 5189



### Why You Should Refer a Student

- Not feeling well
- Has a personal issue they need to talk over with someone
- Needs info on health related issues
- Needs nutrition counseling
- Needs shots or immunizations (e.g. TB)

### IMPORTANT NOTES:

If a student faints or has a seizure in your classroom or office, contact the Campus Police Department at ext. 4000 as well as the Health Center.

Students who are intoxicated or under the influence of a drug are to be immediately reported to the Campus Police Department at ext. 4000

For any student threatening suicide, contact the Campus Police Department at ext. 4000

For any student threatening suicide or threatens harm to anyone else, contact the Campus Police Department at ext. 4000

If a student mentions suicide or threatens harm to anyone else in a paper, contact the Campus Police Department at ext. 4000

If a student mentions suicide in a paper that they have written and turned into you, contact the Campus Police Department at ext. 4000. An officer will contact you at which time you need to provide the paper written by the student. They will then assess the danger to the student or to others and talk with the student and take appropriate action.

***Campus Police Department EMERGENCY - ext. 4000***

## The Learning Center

Second floor of the Administration Building (AD232)

818-240-1000 ext. 5333



You should refer a student when he or she

- Wants or needs a tutor for writing, math, or other subjects (Tutoring is helpful for all students, not only those who struggle in their classes.)
- Wants to attend a writing workshop
- Needs to watch a DVD for a course
- Wants a quiet place to study

### IMPORTANT NOTES:

A referral from an instructor or other faculty member is no longer required in order to receive tutoring. All referrals are submitted electronically when faculty submit their census rosters. For your convenience, optional electronic and printable referrals are found online at [www.glendale.edu/learningcenter](http://www.glendale.edu/learningcenter)

We do not offer proofreading or editing services. Our goal is not to have students rely on tutors to fix their errors; instead, our goal is to match students with a tutor who can help them identify and correct their own errors. That is, we want to create better writers not better essays. We hope to empower students with the knowledge that they can succeed independently.

Students will be required to complete an evaluation form after every tutoring session. This should take no more than 1 minute to complete.

Glendale Community College has partnered with Smarthinking, an online tutoring service, to provide our students with on-demand tutoring online. Seeking help is easy. Student log onto MyGCC, select Main Menu, and click on the Smarthinking link.

**GCC Library - Main Campus**  
**818-240-1000 ext. 5577**

Refer Students Who:

- Would benefit from workshops offered on topics such as research strategies, searching online catalogs, evaluating research on the Web, or locating journal and newspaper articles
- Need help from a librarian on researching a topic
- Need access to a group study room
- Want to use a copy of a course textbook in the Library
- Want to check out books and other materials



**IMPORTANT NOTES:**

A student can ask a librarian a question in person or online.

Up to 10 books and materials may be checked out of the Library for 2 weeks. Students must be registered for the current or upcoming session to have borrowing privileges.

The Library has over 50 computers for student use, all with internet access and MS Office. There are 4 laptops and 5 Chromebooks that students can check out to use in the Library. There are 30 iPads available to check out of the library. Wireless internet access is available within the Library. Students can print from Library computers or from their own laptops

The Library has 12 group study rooms for student use which can be reserved online from the library's home page.

The Library's information competency workshop schedule is available online and students can sign up for workshops via MyGCC.

The Library's web page has detailed information about Library services and provides access to over 50 online databases which students can access from any computer on campus or from their home computer.



## Student Clubs and Organizations

J.W. Smith Student Center- Room 201  
818-240-1000 ext. 3033



### Why You Should Refer a Student

- To assist the student in feeling connected to the campus
- To help the student foster friendships with students who have like interests
- To get an introduction to student government

There are over 50 student clubs and organizations on campus including academic achievement clubs, religious clubs, special interest clubs and cultural organizations

#### Cultural Organizations:

Armenian Student Association (ASA)  
International Students Association (ISA)  
Persian Students Association (PSA)  
Philippine Students Organization (PCO)

#### Religious Clubs:

Christians in Action  
Korean Campus Crusades for Christ (KCCC)  
SGI Buddhist Club  
Inter-Varsity Christian Fellowship

#### Academic Achievement:

Alpha Gamma Sigma  
GCC Scholars Program

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#### Special Interest Clubs:

Aviation and Space Club of GCC  
Alcohol and Drug Studies  
Accounting Club  
Anime Club  
Arts & Writing Club  
Astronomy and Space Exploration  
Biochem Research  
Biopsych Club  
Boxing Club  
Body and Brian  
Circle K International  
Civil Awareness  
Cyber Security  
Creative Writing  
Culinary Arts Club  
Dance Club  
Early Childhood Education  
English Conversation Club  
Eureka  
Environmental Club  
EOPS Club  
Feminist Club  
Film Club  
French Club  
Garden Club  
Game of Thrones Club  
Gay Straight Alliance (G.S.A)  
Glendale College Forensics  
Global Medical Training  
Golden Paws  
Glendale College Leo Club

Hawak Kamay Filipino Club  
The Hip Hop Shop  
I.C.A (Initiating Community Action)  
Imago Dei Club  
Investor's Club of GCC  
Legislation of Marijuana  
Matrix Rising  
Journalism Club  
Knaute Couture  
Model United Nation  
Music Club  
Photography Club  
Phi Beta Lambda  
Pre-Medical Society  
Pencils of Promise  
Pre-Pharmacy Society  
Rotaract Club of GCC  
Raising Smile  
SALMA: Save A Life, Move A Heart  
Student Nursing Association  
Students Providing Assistance Resources and Knowledge (SPARK)  
Sociology Club  
Society of Hispanic Professional Engineers  
Stop Cancer  
Spanish Club  
Speech & Debate Team  
Unity  
UNICEF Campus Initiative  
Theater Guild  
Veteran's Club  
V.O.I.C.E.S.  
YWCA GCC

## Student Development Classes

### Second floor of the San Rafael Building

818-240-1000 ext. 5918

The Student Services Division offers Student Development classes to assist students in reaching their personal and academic goal.

Classes Offered Include:



**ST DV 100 - COLLEGE ORIENTATION-** 1.0 Units—ST DV 100 is an introductory college orientation course for newly enrolled and matriculated students. The course covers the following topics: college academic regulations; four-year schools' requirements for transfer; Associate Degree Requirements for AA, AS, AA-T, AS-T; certificate program requirements; student services and specialized student support services. At the conclusion of the course, the student prepares a Student Educational Plan.

**ST DV 101 - FRESHMAN SEMINAR-** 1.0 Unit—ST DV 101 is dedicated to ensuring students' college success and motivating their journeys toward lifelong learning. Students develop their own plan for personal, academic, and career success through self-evaluation, application of specific techniques, and classroom activities. Topics include effective study strategies, short and long-term goals, time management, and campus resources. This course is about making choices, especially those about setting and meeting personal, academic, and career goals.

**ST DV 103 - COLLEGE ORIENTATION FOR INTERNATIONAL STUDENTS-** 1.0 Unit—ST DV 103 is an introduction to customs unique to the American culture, prevalent American attitudes, United States Immigration regulations affecting F-1 Visa international students, and general principles for living and studying in the United States of America. Additionally, the course covers college academic regulations, requirements for transfer to four-year colleges and universities, college services, and specialized student support services. At the conclusion of the course, the student is able to produce a Student Educational Plan.

**ST DV 125 - CAREER PLANNING-** 1.0 Unit—ST DV 125 is a course that helps students choose a career goal by assessing and analyzing personal values, aptitudes, skills, interests, and traits and relating them to career areas. Decision-making strategies are taught and a tentative career plan is developed.

**ST DV 127 - MAJOR EXPLORATION-** 1.0 Unit—ST DV 127 is a course designed to help students select majors that will lead to a potential career. Emphasis is placed on introducing students to the required education and training within a particular major. Guest lecturers present on various careers. Students explore factors such as interests, values, and skills that influence their choices of a major.

**ST DV 128 - VOCATIONAL PLANNING FOR STUDENTS WITH DISABILITIES-** 1.0-2.0 Units—ST DV 128 is designed to assist students with disabilities prepare a vocational plan and apply decision-making skills to the world in which they live. *Students explore career options and construct a well planned career path, show a thorough understanding of the Americans with Disabilities Act (ADA) and its application to their employment options, and increase their awareness of how to live as independent adults.*

**ST DV 129 TEXT-TO-SPEECH SOFTWARE USE FOR READING & WRITING ASSISTANCE-** 1.0 Unit—ST DV 129 provides instruction in effective use of text-to-speech software. Students with disabilities will learn how to use this program as an assistive device for improving skills in reading, study skills, vocabulary development, prewriting, and editing for correct spelling and word usage. **NON-DEGREE APPLICABLE**

**ST DV 141 - IMPROVING COLLEGE PERFORMANCE AND STUDY SKILLS-** 1.0 Unit—ST DV 141 is an introduction to study skills methods, academic support services, and students' academic assessment. This class is designed to improve such skills as note taking, test taking, and time management.

**ST DV 143 - STUDY SKILLS LAB-** 0.5-2.0 Units—ST DV 143 is a laboratory course designed to meet the individualized needs of students with disabilities. Specialized tutoring is offered to assist students in developing compensatory strategies necessary for success in mainstream classes and daily living. **NON-DEGREE APPLICABLE**

**ST DV 145 - ACADEMIC AND LIFE SUCCESS-** 3.0 Units—ST DV 145 is a survey course designed to increase academic motivation and career success throughout the life span. The primary goal of this course is to examine how an individual's psychological, social, physical, and environmental factors impact academic achievement and academic, career and personal life choices. Topics include learning theory, achievement motivation, identity development, critical thinking strategies, study and time management techniques, career exploration, decision making, and vocational planning.

**ST DV 146 - EFFECTIVE STUDY TECHNIQUES-** 1.0 Unit—ST DV 146 is a lecture course designed to place special emphasis on memory techniques, test preparation strategies, time management, and note-taking skills for students with disabilities. This course helps students develop critical thinking skills as well as compensatory strategies. **NON-DEGREE APPLICABLE**

**Student Employment Services**  
(also known as Job Placement)  
**Third floor of the Sierra Vista Building**  
**818-240-1000 ext. 5194**



Why You Should Refer a Student:

- Find employment
  - ◊ on-campus employment
  - ◊ off-campus employment
- Search for jobs through [www.collegecentral.com/Glendale](http://www.collegecentral.com/Glendale)
- Internships
- Annual job fair

Student Employment Services provides ongoing assistance to all GCC students and graduates in their search for on-campus and off-campus employment.

**IMPORTANT NOTES:**

Requirements for on-campus employment: enrolled in a minimum of 6 units, have a minimum GPA of 2.0, and be authorized to work in the United States.

On-campus Employment is available through Federal work study and the college employment program. These programs offer an opportunity for students to obtain hands on experience in an environment that is friendly and flexible.

Students can apply for off-campus employment by registering as a student on [www.collegecentral.com/glendale](http://www.collegecentral.com/glendale) and uploading their resume and portfolio.

## Student Outreach Services (SOS)

Sierra Madre Building—SM 266

818-240-1000 ext. 4767 or 4SOS

### Why You Should Refer a Student

- If the student is in high school and would like to take a class at GCC as a Jump Start student
- If the student is new to GCC and would like to feel more connected
- If the student has a question and is uncertain where to go for assistance
- If the student has a friend or family member who is considering enrolling in GCC
- If the student needs help with a smooth transition from high school to college
- If the student would like to consider becoming a Student Ambassador for GCC. The Ambassadors give group and individual tours of the campus, they represent GCC at college fairs and regular visits of local high schools, and they also conduct presentations for various groups
- If the student is interested in being trained as a mentor to high school students in Shadow Day Peer Mentoring Program. Shadow Day Program provides high school students with a one-day experience into a GCC student life
- If a student would like to be a mentor or mentee in SPARK (Student Providing Assistance, Resource, and Knowledge) Peer Mentoring Program

### IMPORTANT NOTES:

- This office offers campus tours, college overviews, and Shadow Days throughout the year.



## The Transfer Center

Third floor of the Sierra Vista Building

818-240-1000 ext. 5442



### Why You Should Refer a Student

- Student is uncertain of what is needed to transfer to a four-year college
- Needs information on admissions criteria and how they can be competitive
- Needs to know what courses are required for transfer
- Needs information on which colleges offer their intended major
- Wants to attend a campus tours to universities
- Needs Individual appointments with 4-year college and university representatives. The university representative will provide information concerning program offerings, admission requirements, financial aid, and housing
- Workshops concerning college selection, financial aid, scholarships, and transfer applications
- Personal statement assistance
- College application fee waiver for qualified students
- Information on scholarships
- Information on important deadlines
- Reference materials regarding college majors, programs, etc.
- Counseling for Scholars students
- TAG (Transfer admission guarantee) information and requirements
- Check out our website for a list of up coming activities!

<http://www.glendale.edu/transfercenter>



**Veterans Resource Center**  
**Aviation/Art Building Room- AA1/1B**  
**818-240-1000 ext. 3360**



**Why You Should Refer a Student**

- The student is a veteran or a dependent of a veteran.
- An eligible dependent who has been deemed eligible by the V.A. to receive educational benefits.

**IMPORTANT NOTES:**

An Intent-To-Register form must be submitted to the Veterans coordinator for each semester that they wish to receive the Montgomery G. I. Bill or Post 9/11 Benefits or Vocational rehab benefits.

It is the veteran's responsibility to promptly notify the college Veterans coordinator of any change in program, which would affect his/her V. A. assistance.

Veterans and eligible dependents must provide all official transcripts and an official SEP developed by a Veterans Counselor. Veterans who are taking a course which lasts less than a semester will be paid only for the actual enrollment period.

In order to receive credit for military training, veterans must petition for such credit and present authentic military service and training records including a copy of discharge papers (DD214).

The Veteran Resource Center offers access to computers and limited printing, study corrals, workshops, and Memorial Day and Veterans Day activities.

**Academic Counseling - Garfield Campus**  
**Second floor of the Mariposa Bldg. (MP 221)**  
**818-240-1000 ext. 5035/5055**



Why You Should Refer A Student:

- Determining what credits are needed to complete a high school diploma @ GCC
- Help in deciding between completing high school diploma or taking the GED or HiSET exam
- Help in deciding which GCC noncredit classes to take to meet a particular goal (e.g., Business, Computer, English as a Second Language, high school equivalency exam, Basic Skills, Parent Education, Lifelong Learning)
- Help choosing the appropriate GCC noncredit certificate program to pursue (i.e., Account Clerk I & II; General Office Clerk I, II, & III; Medical Front Office Clerk; Dental Front Office Clerk; Hospitality; Beginning, Intermediate, & Advanced ESL)
- Information about the educational system in the United States
- Guidance for getting foreign transcripts evaluated
- Identifying a GCC credit certificate or degree program
- Help transferring to the GCC credit certificate or degree program
- Identifying additional educational programs (outside of GCC) for a certain career goal

**IMPORTANT NOTES:**

Potential students who do not meet the criteria for California residency or cannot afford to pay for credit classes may be able to take free noncredit classes at Garfield Campus until their residency and/or financial status has changed.

Students may be concurrently enrolled in GCC credit and noncredit classes.

**Career Resource Center - Garfield Campus**  
**Second Floor of the Mariposa Building (MP 221)**  
**818-240-1000 ext. 5035/5055**

Why You Should Refer a Student

- For help creating a resume
- For help writing a cover letter
- For help filling out a job application
- For help with internet job searches
- For current job listings in the community
- For help preparing with job interviews
- For help with researching careers and schools



**Community Resource Referrals - Garfield Campus**  
**Second Floor of Mariposa Building MP221**  
**818-240-1000 ext. 5035/5055 (for appointment)**

Why You Should Refer a Noncredit Student

- Student mentions the need for a resource in the community but they are not sure about how to go about finding it, for example (but not limited to):
  - ◇ low-cost medical, dental, and optical services
  - ◇ low-cost health insurance plans and coverage
  - ◇ low-cost mental health services
  - ◇ domestic violence programs
  - ◇ substance abuse treatment programs
  - ◇ eating disorder programs
  - ◇ child care resources
  - ◇ homeless resources and programs
  - ◇ soup kitchens and food pantries
  - ◇ hotlines
  - ◇ immigration and refugee programs
  - ◇ low-cost legal resources
  - ◇ parenting resources
  - ◇ child abuse prevention/treatment resources
  - ◇ self-help and support groups
  - ◇ services for seniors
  - ◇ services for persons with disabilities
  - ◇ transportation services
  - ◇ volunteering opportunities
  - ◇ youth services
  - ◇ crisis intervention services
- Student mentions that they are unemployed and having financial difficulties
- Student mentions that they have recently become homeless





**Library - Garfield Campus**  
**Second Floor of Tropico Building (TR201)**  
**818-240-1000 ext. 5098**



Refer Students Who:

- Have an information need, academic or personal
- Need a quiet place to study
- Need access to a computer with Internet access and MS Office programs
- Need additional materials to support classroom learning

**IMPORTANT NOTES:**

Students can consult with a librarian in person.

Students may check out up to 10 items; materials are checked out for two weeks.

The Library has 3 computers available for student use, all with Internet access and MS Office.

Students must have a valid photo ID (usually student ID card or CA driver's license) in order to check out materials.

Students must be registered for the current or upcoming session to have borrowing privileges.

The Library has a printer/copier/scanner available to use for a minimal fee.

The Library's web page has detailed information about Library services and provides access to over 50 online databases which students can access from any computer on campus or from their home computer.

**Mental Health Counseling – Garfield Campus**  
**Third Floor of Tropic Building – Garfield Campus (TR 300-L)**  
**818-240-1000 ext. 5035 for appointment**



**Why You Should Refer a Noncredit Student**

- Has a personal issue they need to talk over with someone
- Seems overwhelmed
- Seems depressed
- Has demonstrated a shift in academic performance
- Has demonstrated a shift in demeanor
- Demonstrates problems with concentration or focus
- Mentions that he/she “has a lot on his/her plate” or “is dealing with a lot lately”
- Demonstrates difficulty getting along with fellow students, staff, or faculty

**IMPORTANT NOTE:**

Students who are intoxicated or under the influence of a drug are to be immediately reported to the Campus Police Dept. (ext. 3048)

If a student faints or has a seizure in your classroom or office, contact the Campus Police Dept.

For any student threatening suicide or threatens harm to anyone else, contact the Campus Police Dept.

If a student mentions suicide or threatens harm to anyone else in a paper that they have written and turned into you, contact the Campus Police Dept. An officer will contact you at which time you need to provide the paper written by the student. They will then assess the danger to the student or to others and talk with the student and take appropriate action.