Student Services
Mission Statement

Glendale Community College recognizes that there are many activities and programs outside of the classroom that enhance the learning process. Student Services provides advocacy and access for all persons who wish to attend the college: physical access to facilities on the campus; access to programs and services; and access to required courses. Consequently, numerous student programs have been established to serve the needs of a diverse population and move students towards the attainment of their goals.

The programs offered by Student Services are designed to help students develop skills in order to identify, clarify and achieve personal, career, and educational goals. These changes are viewed as inter-related factors that determine the present and future quality of each individual's life experience

Board Policy 5010

In this issue

MyGCC

by Sharon Combs*, Dean of Admissions and Records*

MyGCC is getting a facelift! Not only will *MyGCC* look and feel like the college home page, it will be our student's access to apply to the college, register for classes, view grades, receive communications, order transcripts and any other bit of information our students want to access. A person will be able from the login page to view the Schedule of Classes, the current College Catalog, apply to the college, or explore GCC student life. Once a person has a student ID# - becomes an applicant and eventually a student, he or she will be able to receive a Glendale Community College email account. This will become the preferred mode of communication with our students; remind them of paperwork that is needed to complete their financial aid application or when fees are late and due now. The student will be able to register for classes and view grades. Some of the new features will be the ability to change some of their personal information, order a transcript online and connect to ASSIST.

The new *MyGCC* will be in production for a couple of more weeks, testing for a month and will be out "live" in March 2010. We plan to do some demonstrations over the next three months, and I hope everyone will have an opportunity to attend one demonstration.

Student Email

by Arnel Pascua, *Associate Vice President, Information & Technology*

All students (credit and noncredit) will be provided free email accounts through Google beginning December 2009. To access Google Email, students must login to MyGCC first using student ID and PIN. The default PIN for first-time users of MyGCC is the student's birth date (mmddyy). After a successful login to MyGCC, students must click on the drop down box on the top left portion of the screen and select "my email". Instructions on how to access the email account will then be provided. All students are encouraged to activate their email account in preparation for the go-live of PeopleSoft Student Center. Email will serve as a standardized channel for faculty and staff to communicate with students as needed. Official college communications sent to all students will include reminders of important dates such as deadlines to pay tuition and fees, apply for graduation, etc. Students are responsible for checking their official student email regularly and reading college-related communications. In addition, it is Glendale Community College's policy to only respond to student emails originating from the assigned GCC student email address.

New GCC Web Site Launch – The newly redesigned GCC web site was launched on October 26, 2009. The new GCC web site features significant changes in design as well as functionality capabilities in order to promote a user-friendly experience. Some of the key changes and highlights on the new site are:

- Uniform look and feel
- Dynamic homepage
- Consistent navigation with dropdown menus, including "Quick Links" and "I Want To" menus
- Campus-wide calendar including RSS feed links
- GCC news by department including RSS feed link
- Share & Bookmarks, Print Page links
- Document Central
- Breadcrumbs showing user's current path

Please contact the webmaster via email (webmaster@glendale.edu) for any questions or concerns about your web site or page. Kudos to all the web site/page owners who participated in the web editing training classes and who have done good work in updating their respective site or page. Special mention is given to Patricia Chamroonrat, Web Coordinator, who worked hard and diligently to help the college transition to the new design.

PeopleSoft Update - We are about to reach a key milestone in the project. Over the past several months, the project team has been working on getting the system setup to meet GCC needs. This has included the system configuration, application security, converting and validating legacy data in PeopleSoft, developing reports and interfaces, among others. The teams have been conducting the first stage of testing, unit testing, which has encompassed testing within a single module, interface, report, modification, and/or security.

The second stage of testing, system integration testing, will allow us to assess the ability of the various components of PeopleSoft to interact with one another, to ensure technical reliability and usability of the new system, and to assess readiness of the system for production use. This key milestone is about to begin. System integration testing will take place between the end of November 2009 and January 2010 for Financial Aid and Admissions which will be the first areas going live. The final step of testing, user testing, will involve students. They will have an opportunity to test the student center and the online applications.

The go-live dates are firm with Financial Aid and Admissions going live in February 2010 and March 2010 respectively. The testing for Registration is planned to start in late January in preparation for their go-live in May.

Center for Students with Disabilities (CSD)

by Joy Cook, *Associate Dean, Disabled Student Program & Services*

The staff and faculty are energized by three innovative programs in progress this year:

Power Soccer: DSP&S is excited to announce that the power soccer program (power wheelchair soccer), launched in April 2008, has grown and expanded to include two sanctioned USPSA (United States Power Soccer Association) teams - the original Division 1 Glendale Rough Riders are joined by the new Division 2 Glendale Wild Wheelers. The teams are comprised of 12 student-athletes who compete in regional play in hopes of advancing to the National Tournament. The teams are coached by volunteers Cindy Wells (Div. 1) and Sheila Cordaway (Div. 2), and DSP&S specialist, Laura Matsumoto, is the team administrator and program coordinator. The team practices Sundays in the Verdugo Gym in preparation for games against teams from Santa Barbara, San Jose, Hollister, and even Arizona!

Universal Learning Design Across the Curriculum: In an effort to expand student access to multi-modal learning strategies, 15 web-based Kurzweil 3000 text-to-speech software licenses have been purchased using funds from the Basic Skills Initiative. Some of the many features of this software include student use to: hear printed text/course materials; look up and hear definitions of unfamiliar words; and extraction of highlighted text to create study sheets. Although this software is available on campus, the addition of the web-based version will enable GCC students to use this program on their home computers. For more information, please contact Universal Learning Design Across Campus project leaders Susan Hoehn (shoehn@glendale.edu) and Tina Andersen-Wahlberg (tinaa@glendale.edu).

New Course Offerings: Two new courses that incorporate the principles of Universal Learning Design will premier in the Spring, 2010 semester.

ST DV 129 - "Text-to-Speech Software Use for Reading and Writing Assistance" is an 8-week course for students with disabilities to learn how to use the Kurzweil 3000; a program that can assist them in improving skills in reading, study skills, vocabulary development, prewriting, and editing for correct spelling and word usage.

ST DV 130 - "Using Technology to Support Reading Skill Development" is an 8-week course targeted for students enrolled in developmental reading courses. Students will complete group projects designed to improve reading and study skills through the use of such technology as text-to-speech software, web-based research, PowerPoint and pictorial presentation programs.

Health Center

by **Joy Cook**, *Interim Manager of Student Health Services*

The Health Center has extensive hours throughout the week making it student-friendly to use drop-in services and the over the counter medications.

Flu be gone! We administered the last of our 250 seasonal flu shots.

Both students and faculty took part and got inoculated.

Take care of your health with the help of our Cal Poly Pomona dietary interns. Individual nutrition consultations are available by appointment as are presentations for larger classroom groups.

Mental health counseling can be a great source of support in times of stress, frustration and confusion. Mental health interns provide confidential appointments and are available to help address and resolve daily challenges and difficult struggles.

Ongoing weekly MD consultations are designed to provide students with both broad view and specific actions for healing and improvement. A women's health practitioner provides services to address women's health concerns. Students can ask questions, be examined and better informed about their feminine health.

Crisis response is a team effort: nurses, police and staff all contribute to an informed and active response to students' imminent needs.

Library and Learning Center Updates

by **Brenda Jones**, *Library and Learning Resources Director*

Fall semester in the GCC Library started off with a rush of activity in September. Statistical comparisons between September 2008 and September 2009 show 19% more students (84,953) entering the library, 18% more student contacts (27,184) at the Circulation Desk, and 31% more reserve book checkouts (14,954) in September 2009. Faculty are encouraged to continue to donate copies of textbooks to the library's reserve collection so that students who cannot afford to purchase textbooks have access to a copy to use in the library. This is a service that is highly used and greatly appreciated by students.

In addition to services offered at the Circulation Desk, librarians are always available to assist students with their research or other questions at the Reference Desk. The library's information competency workshop program is in full swing for the fall semester with 11 workshops offered each week.

A tutoring referral process has been implemented in the Learning Center for the fall semester. Students seeking tutoring in the Learning Center must have a referral form from their instructor, counselor, or a librarian in order to receive tutoring. The referral form is available from class rosters and also on the Learning Center website.

In addition to tutoring services, the Learning Center provides software in the CAI lab which students can utilize to develop skills in various subject areas. A series of workshops is also offered.

Please stop by and see us in the Library or Learning Center this semester; we look forward to assisting you.

The CalWORKs Program

by Aarin Edwards, *Director of CalWORKs Program*

During these difficult economic times, the welfare rolls in California have grown steadily, and the programs that serve families receiving aid have been forced to stretch and reorganize in order to accommodate higher numbers of clients. The GCC CalWORKs Program, which serves parents who are receiving cash aid, is no different. With over 1,500 unduplicated students during the 2008-2009 fiscal year, the GCC CalWORKs Program is the largest single Community College CalWORKs department in the state.

With the mission of supporting our students with expertise, efficiency, understanding, and appreciation, we continue to enhance services and streamline processes in the following ways:

The GCC CalWORKs website (glendale.edu/calworks) is a brand new method for making the resources of our program available to students, county welfare workers, and the campus at-large, twenty-four hours a day, seven days a week.

Recent state budget reductions have changed the laws pertaining to who is eligible to be served by CalWORKs and which benefits they are entitled to receive. The GCC CalWORKs staff stays abreast of these changes and works with our students to help them understand and strategize for these changes.

As funding within the county agencies becomes tighter, accountability becomes greater and the number of documents students must submit to the county increases. Our office processes this flood of documents so that students can receive their cash aid, money for books and supplies, and child care in a timely manner.

Our staff receives regular training on topics such as domestic violence, homelessness, and working with students in crisis so that we are able to recognize the needs of students and direct them to appropriate resources, on- or off-campus.

The GCC CalWORKs students are rebuilding their lives on a foundation of education, while modeling perseverance and hard work to their children. We salute our students for their commitment to family, school, and a happy and rewarding future.

Financial Aid Office

by Pat Hurley, *Associate Dean, Financial Aid*

This is an exciting year for the Financial Aid Office. Due to the economy, we have a record number of students applying for aid. We estimate that we will receive over 15,000 applications and disburse over $20,000,000 to students in federal and state financial aid programs by the end of the school year. Staff is working diligently to try to keep up with the volume and assist students.

There are several program changes in effect for this year. Pending federal legislation will mandate that all federal student loans be originated directly with the Department of Education under the Direct Loan program rather than through commercial lenders, as we currently do. We will be making this transition as part of our PeopleSoft conversion. The terms of the loans for students remain the same as under our current system, but we believe this conversion to the Federal Direct Lending program will result in a smoother process. We are also implementing the new "Year-Round Pell" grant which allows more students who qualify for Pell Grants to receive funds for the summer.

The US Department of Education is examining many of its operational regulations, so we expect the result will be more changes impacting students and program administration over the next year.

EOPS Program at GCC

by Elmira Nazaryan*, Program Manager, EOPS*

The Goal of the EOPS Program at GCC is to provide supplemental support services to students who need to overcome language, educational, and economic barriers to succeed academically. EOPS - Extended Opportunity Program and Services

EOPS provides support services for students who demonstrate the potential to succeed in higher education. Our program offers a variety of services that may include, but are not limited to priority registration, orientation, tutoring, counseling, instruction, book services and financial assistance. Please visit the EOPS website for more information on program eligibility, limitations and for a list of additional services.

CARE - Cooperative Agencies Resources for Education

CARE is a supplemental component of EOPS created to provide educational support services and activities for students who are single parents. CARE students must be eligible for EOPS services. Please go to the CARE HOME page to learn more about the CARE program at GCC.

EOPS Highlights:

EOPS was established in 1969. This year we're celebrating 40 years of community college EOPS student success.

The passage of the Senate Concurrent Resolution (SCR) 34 designated the month of October 2009 as Extended Opportunity Program and Services Month to honor the mission and purposes of the Extended Opportunity Program and Services.

Greg Perkins, EOPS Counselor, is featured in the Glendale News Press article titled "Counselor Wins Faculty Award". For a complete story, visit http://www.glendalenewspress.com/articles/2009/11/10/education/gnp-award111009.txt

Greg Perkins also presented a Distinguished Faculty Award lecture titled:"Dreams Achievable-Dreams Deferred". For a Power Point presentation visit http://www.glendale.edu/Modules/ShowDocument.aspx?documentid=5032

Congratulations Greg!!!