

# STUDENT SERVICES

## Student Services Departments and Programs

We are so pleased to have you as a student at Mt. SAC! In Student Services, our vision is, "Your Success, Our Passion." We are here to serve and support you in your educational journey.

This catalog is a resource to help you to be successful as a student at Mt. SAC. There is a lot of information about services, programs, activities, and policies and procedures.

Every student at Mt. SAC needs to have an educational plan, called a MAP – Mountie Academic Plan. Counselors work with you to develop your MAP which maps out all the courses and requirements needed for you to reach our goals.

What if I'm unsure about my major or my educational goal? We are also here to help you with this! We encourage you to meet with counselors and support staff, and to enroll in Counseling classes.

What if I don't have enough money to apply for my fees and books? Most students qualify for a fee waiver and federal grants. Don't get discouraged! We have friendly staff who can help you to complete all the requirements to qualify for fee waivers, grants, and scholarships.

A wide range of student activities are also available for students: Associated Students government, over 60 student clubs and organizations, and student leadership development activities. Students are encouraged to participate in campus life by engaging in student services and becoming involved in campus activities.

As a Mt. SAC student, we encourage to seek out assistance in our many Student Services and Academic Support Centers (tutoring centers). Mt. SAC has been distinguished as having more support services for student than any other community college in California.

Best wishes in the 2023-2024 academic year!

~Melba Castro, Ph.D., Vice President, Student Services

## Entry/Transitional Services

Students are provided with process-oriented support services ranging from entering the college, completing processes, requirements and forms, qualifying for benefits, and providing information to students.

### Admissions and Records Building 9B, (909) 274-4415

Admissions (<http://www.mtsac.edu/admissions/>)

Admissions and Records is usually the first office prospective students visit and the last office students visit before transferring or graduating. Some of the services provided:

- Admission: All students must submit an application for admission in order to attend Mt. San Antonio College. The admission application generates a Permit to Register and establishes a historical student record for each student. Transcripts from other colleges must be submitted for prerequisite eligibility checks.
- Course Registration: All registration is conducted online. Registration instructions can be found in the current Schedule of Classes or online.
- Admissions and Records is the official custodian of student records. This office maintains student demographic information such as name, address and Mt. SAC student identification number, student academic history, issues I-20's for International Students, processes Petitions for Exceptional Action, transcript and enrollment verification

requests, graduation and certificate petitions, and distributes diplomas and certificates.

- Admissions and Records provides computers for student use located in the Student Services Building. These computers provide access to the student portal for students to print unofficial transcripts, final grades, and copies of the Permit to Register. All services are available online. To use this service, students must have their Mt. SAC Student username.

### Assessment Center Building 9B, (909) 274-4265

Assessment Center (<http://www.mtsac.edu/assessment/>)

The Assessment Center provides assessment services to assure that all students are placed appropriately in Mt. SAC courses. All Mt. SAC students are required to participate in assessment for course placement. The assessment and placement process has been established to enable all students the opportunity to be successful in their coursework. Please complete the Assessment Questionnaire (AQ) at [www.mtsac.edu/aq](http://www.mtsac.edu/aq). Upon completion, you will be given your course placement or will be advised on your next step in the assessment process. For further information, contact the Assessment Center at (909) 274-4265 or visit Assessment online (<http://www.mtsac.edu/assessment/>).

### Financial Aid & Scholarships Building 9B, (909) 274-4450

Financial Aid & Scholarships (<http://www.mtsac.edu/financialaid/>)

The Financial Aid Office provides information and assists students in applying for financial assistance in the form of grants, loans, scholarships, enrollment fee waivers, and work study opportunities. The Financial Aid office helps students complete the Free Application for Federal Student Aid (FAFSA), as well as for the California DREAM Act, and the California College Promise Grant (CCPG) applications. Moreover, our Scholarships program provides students with information about scholarships available within Mt. SAC, as well as external opportunities available throughout the year.

### High School Outreach Building 9A, (909) 274-5906

High School Outreach (<http://www.mtsac.edu/hso/>)

High School Outreach (HSO) provides services designed to support and guide graduating high school seniors through their college transition to Mt. SAC. High School Outreach works with the local in-district high schools by providing a variety of informational and support services such as, informational college presentations, enrollment related workshops, college fair participation, registration assistance, large scale events, campus tours, and more.

### Promise+Plus Program Building 9A, (909) 274-5688

Promise+Plus Program (<https://www.mtsac.edu/promise/>)

The California Promise program, commonly known at Mt. SAC as the Promise+Plus Program, is a combination of financial and support services to help first-time college students that participate in a Mt. SAC Summer Program, be successful in their first two years of college. Open to California Residents/AB540 eligible, first-time college students.

The goal of the program is to guide students through their academic and personal development to achieve their associate degree and/or transfer to a four-year college or university. Eligible students receive comprehensive support services and benefits such as early registration, counseling and advising, workshops, funding for books and groceries,

school supplies, and more. To remain eligible, students must maintain a minimum 2.0 GPA each term, enroll in English or math, attend Promise-approved workshops, and meet with a counselor.

## **General Support Services**

Services that are provided to all students, no pre-qualification necessary, assistance with persistence and guidance to reach educational goals, participation in the life of the college, and interventions to address specific student needs from mental to physical health.

### **Career Center**

**Building 9B - 2nd Floor, (909) 274-4510**

Career Center (<https://www.mtsac.edu/careerservices/>)

The Mt. San Antonio College Career Center supports current students and alumni in all stages of the career development process. Our staff of professionals leverage their experiences and knowledge associated with the workforce to empower students to discern, discover, and pursue meaningful careers in direct correlation with their educational background. In accordance with preparation, we implement career readiness through innovative and tailored programs, services and strategic partnerships.

The Career Center provides a variety of activities, events and resources to help students solidify career goals, sharpen job acquisition skills, and acquire part- and full-time employment.

#### **Career Services include:**

- Employment & Internship Referrals
- Career Fairs & Employment Panels
- Online Employment Portal (Mountie Career Source)
- Workforce Development Conferences
- Career Acquisition Skills Workshops
- Practice Interview Sessions (Zoom/In-Person)
- Resume & Cover Letter Review/Development
- Undecided Workshops

### **Transfer Center**

**Student Services Center, Building 9B |2nd floor| (909) 274-6388|**

Transfer Center (<https://www.mtsac.edu/transfer/>)

The Transfer Center provides comprehensive services, resources, activities, and events to prepare students for successful admission and transition to four-year colleges and universities. It prepares students for the next step in their educational journey.

#### **Transfer services include:**

- Advising
- Workshops
- University tours and transfer fairs
- Representative appointments and information tables
- Annual Transfer Awareness Week and a Transfer Conference, culminating in a Transfer Achievement Celebrations

### **Counseling Services**

**Building 9B, (909) 274-4380**

Counseling (<http://www.mtsac.edu/counseling/>)

The Mt. SAC Counseling Department delivers essential academic, career, and personal counseling services to our diverse student population. We help students reach their educational and career goals by assisting students with the effective use of campus resources, students services, and educational opportunities. All students are encouraged to meet with a counselor at least once each semester to discuss their education and career goals. We conduct new student orientations, MAP workshops, probation workshops, offer individual counseling appointments to create educational plans. The Counseling department also offers a variety of courses providing a more in-depth study of topics related to student success and career planning. Students will find these courses under the heading COUNSELING in the schedule of classes. We are here to help you succeed!

### **Student Health Services**

**Building 67B and 9E, Room 2300 (909) 274-4400**

Health Center (<http://www.mtsac.edu/healthcenter/>)

The Student Health Center helps keep students physically and emotionally healthy so they can perform at their best. Professionals available include physicians, nurse practitioners, chiropractors, counselors, nurses, health education, and clerical support staff. The licensed professionals evaluate and treat minor, temporary physical and emotional conditions that require short term.

### **Student Life Office**

**Building 410, Room 2040, (909) 274-4525**

Student Life (<https://www.mtsac.edu/studentlife/>)

The Student Life Office is dedicated to promote student engagement, responsibility, inclusion, and advocacy. The Student Life Office supports co-curricular involvement, enhances civic engagement, nurtures appreciation of diversity, and ensures due process. Information regarding L.E.A.D. (Leadership Education And Development Program), Fall Leadership Conference, volunteer opportunities, student clubs, and Associated Students leadership is available in the Student Life Office. This office also oversees the Lost and Found Program; and assists in contacting students in emergency situations.

Students who are involved in co-curricular activities are encouraged to complete the Activities Transcript (<https://www.mtsac.edu/studentlife/activities/transcript.html>), which complements their academic transcript and verifies the student's involvement in service and leadership activities outside of the classroom.

The Student Life Office oversees both the Non-Academic and Academic Student Misconduct process, educational outreach for Standards of Conduct, and has joint responsibility for Title IX case resolution involving students. Students are also assisted in understanding their due process rights and Grievance procedures.

### **Student Life Center**

**Building 9C, (909) 274-5959**

Student Life Center (<https://www.mtsac.edu/studentlife/studentlifecenter.html>)

The Student Life Center offers recreation space where students can use game equipment (board games, foosball, and table tennis). The SLC also offers a connection space where students can study and utilize resources (white boards and test supplies). It also serves as a creative space for RSCOs and Associated Student government's functions and activities.

### **Associated Students (A.S.) Leadership Center**

**Building 410, Room 2090, (909) 274-5959**

Associated Students (<http://www.mtsac.edu/as/>)

Associated Students serves as the representative voice for students.

A.S. Vision: To cultivate leaders who advocate for an equitable world!

A.S. Mission: We strive to unite and empower our communities by embracing and fostering our six values and priorities.

A.S. Values and Priorities:

- a. Civic Engagement and Advocacy
- b. Co-Curricular Engagement
- c. Diversity, Equity, Inclusion, Social Justice, Anti-Racism, and Access (DEISAA)
- d. Leadership Development
- e. Recognition of Service
- f. Retention and Transfer

A.S. and subsidiary bodies include but are not limited to the Executive Board, Senate, Student Court, and Inter-Club Council. Students are encouraged to join A.S. by taking on a leadership position within one of the three branches, joining the council, or serving on a campus wide committee.

A.S. Senate and Executive Board meetings are held every Tuesday from 3:00 p.m. - 5:30 p.m. A.S. Student Court meetings are held every first and third Wednesday from 1:00 p.m. - 2:00 p.m. Inter-Club Council meetings are held every first and third Monday from 2:30 p.m. - 3:30 p.m.

### Student Activities Fee

What is the Student Activities Fee? - The \$15 Student Activities Fee provides access to scholarships, leadership opportunities, activities, discounted tickets, funding for student events, and many other co-curricular programs and services for students.

Some of the benefits students receive throughout the semester by paying the Student Activities Fee are:

- Eligibility to apply for A.S. scholarships
- Purchase discounted tickets (available at the SAC BookRac)
- Apply for Leadership Conferences
- Vote during Mt. SAC A.S. Elections
- Hold an A.S. Officer position
- Serve as an officer in a Recognized Student Club or Organization (RSCO) and
- Free admission and free spirit items at all A.S. events

### Student Representation Fee

The \$2 Student Representation Fee, mandated by Assembly Bill (AB) 1504, provides support for student body organizations who may be stating their positions and viewpoints before city, county, district, state, and federal governments.

### Recognized Student Clubs and Organizations (RSCOs) Collaboration Space

Building 410, Room 2085, (909) 274-5959

Clubs (<http://www.mtsac.edu/clubs/>)

The RSCO Co-Lab Space offers recreation space where students can use game equipment (board games, outdoor foosball, and outdoor

table tennis) and a Multipurpose Room for individual or group activities (meditation, prayer, dance, and team building). It is also a connection space where students can study and utilize resources (white boards and test supplies). The space connects to the Associated Students Leadership Center and is a creative space for RSCOs and Associated Student government's functions and activities.

More than 60 RSCOs provide opportunities to make friends, enhance learning, build leadership skills, and have fun. The Inter-Club Council (ICC) is comprised of one representative from each RSCO and meets to discuss activities and formulate procedures to better serve the campus community. ICC hosts an event at the beginning of each semester for students to learn more about co-curricular campus involvement opportunities. A current listing of RSCOs is available online here. (<http://www.mtsac.edu/clubs/>)

## Specialized Programs

Students pre-qualify for services specifically designed to address their academic and educational needs; services are designed specifically for particular groups of students; funding source frequently from grants and other categorical funding.

### Accessibility Resource Centers for Students (ACCESS Center formerly known as DSPS)

Building 9B - 1st Floor, (909) 274-4290

ACCESS (<http://www.mtsac.edu/access/>)

If you have a medical condition or disability that impacts your education, or think you might have one, join Accessibility Resource Centers for Students ("ACCESS" formerly known as DSPS). This office is committed to providing quality programs and services for students who have educational barriers because of a disability. Our mission is to promote equal access on campus. Registration status with ACCESS and any information you provide us will be held in the strictest confidence, and shared with only those whom you give us permission.

Based on individual disability-related needs, services are directly related to the educational barrier that disability or medical condition causes.

Examples of some of the services are:

- Accessible Technology Center: Student Success Center (9E), an adaptive computer lab with accessible software and hardware solutions, study center
- Academic strategies classes to increase student success
- Counseling: Disability-related, academic, career, transfer, and personal counseling
- The Center (for deaf and hard of hearing): Sign language interpreters and real time captioners, study center, internships for SIGN students
- Classroom accommodations: Educational advising, priority registration, note taking services, accommodated classroom testing, equipment loans, alternate media, adaptive classroom furniture
- Transportation on campus: Tram service upon approval
- Puzzle Project: Specialized programming for students on the Autism Spectrum
- Assessments: Learning disabilities, cognitive dysfunction, communication disorders, accessible technologies

### ACES (Student Support Services)

Building 9E - 3rd Floor, (909) 274-4411

ACES (<http://www.mtsac.edu/aces/>)

The goal of ACES is to increase the college retention and graduation rates of the participants and facilitate the process of transition from one level of higher education to the next. ACES provides intensive academic, personal, and career counseling to help first-generation, and/or low income, foster youth or disabled students reach their post-secondary goals.

### **ARISE Program**

**Building 16E, (909) 274-6622**

ARISE (<http://www.mtsac.edu/arise/>)

Arise Program, a federal grant program, provides support for Asian American and Pacific Islander (AAPI) and other students. The goal of the program is to assist Asian American and Pacific Islander students to successfully attain their educational goals and recognize their valuable contributions to the campus community as AAPI students and student leaders. Program activities include: tutoring, educational advisement and counseling services, workshops, student leadership training, and basic skills development.

### **Center for Black Culture & Student Success Umoja Aspire Program**

#### **Umoja Aspire Program**

**Building 6 Room 140, (909) 274-6396**

Aspire (<http://www.mtsac.edu/aspire/>)

Umoja Aspire Program is a dynamic program designed to provide essential educational support and services to increase the academic success, retention, degree completion, and transfer rates of African American and other students enrolled at Mt. San Antonio College. We accomplish this through monthly workshops, mentoring, and learning communities.

### **Basic Needs Resources**

**Building 9G, (909) 274-6170**

Basic Needs (<http://www.mtsac.edu/basic-needs/>)

This program provides support for students experiencing basic needs insecurities with access to the Mountie Fresh Food Pantry, assistance with CalFresh benefits, coordination and housing referrals for homeless and/or housing insecure students, and one-on-one support with case workers so that they can pursue their educational goals at Mt. San Antonio College.

### **Bridge Program**

**Building 9E - 2nd Floor, (909) 274-5392**

Bridge (<http://www.mtsac.edu/bridge/>)

The Bridge Program offers several learning communities designed to increase your academic and personal success. Students in the learning communities are enrolled in "linked" or "clustered" classes. Various learning communities are offered, including: Summer Bridge, Math Bridge, and English Bridge. The Bridge Program is perfect for students who are the first in their family to attend college, want to improve academic and social skills, want to learn more about career and transfer options, or need additional support during their first year at Mt. SAC.

### **CalWORKs**

**Building 9B - 1st Floor, (909) 274-4755**

CalWORKs (<http://www.mtsac.edu/calworks/>)

The California Work Opportunities and Responsibility to Kids (CalWORKs) Program at **Mt. San Antonio College** is designed to support student-parents who receive cash aid for themselves and their children through

Temporary Assistance to Needy Families (TANF), including self-initiated participants (SIPs) and GAIN referrals with access to educational programs by providing comprehensive services, including individualized academic counseling, advocacy and support, case management, and community resource referrals. The program assists student-parents in entering the workforce at the highest level possible, and in developing a personal career ladder leading to increased self-sufficiency and individual growth. CalWORKs students receive assistance with books and supplies, transportation, childcare and other services designed to help them complete their educational goals.

### **CARE (Cooperative Agencies Resources for Education)**

**Building 9B - 1st Floor, (909) 274-4500**

CARE ([http://www.mtsac.edu/eops/care\\_new/care\\_new.html](http://www.mtsac.edu/eops/care_new/care_new.html))

Cooperative Agencies Resources for Education (CARE) provides additional support services for EOPS students who are single head-of-households with minor dependents and receiving CalWORKs/TANF/Tribal TANF. Assistance for Needy Families (TANF)/California Work Opportunity and Responsibility to Kids (CalWORKs) cash aid benefits for themselves or their children.

### **DHH Center (Deaf and Hard of Hearing Services)**

**Building 9D, (909) 274-6393 (Voice)/(909) 859-6634 (Videophone)**

DHH (<http://www.mtsac.edu/dhhcenter/>)

While the DHH Center is part of ACCESS services, this cultural and academic center provides a space for Deaf and Hard-of-Hearing students to receive the support needed to be successful at Mt. SAC. The Center has a variety of services for students including Deaf mentoring, workshops, field trips, experiential learning opportunities, interpreting, CART transcription, and note taking services. We are proud to be the only California community college with a dedicated Deaf and Hard-of-Hearing Center.

### **DREAM Program**

**Building 16E, (909) 274-5596**

DREAM (<http://www.mtsac.edu/dream/>)

The DREAM Program provides support services to DREAMers/Undocumented students at Mt. San Antonio College (Mt. SAC). Our purpose is to provide a safe space where DREAM students can come together to receive the support they need to succeed in college. The program aims to increase the personal growth and development of DREAMers through academic, career, and personal counseling, which is provided by our DREAM counseling team that possesses extensive background and knowledge about how to guide and support undocumented students. Peer mentoring, workshops, tutoring, and program-specific services are available to support academic success and encourage engagement outside the classroom experience. The DREAM Program also provides assistance in applying for the California Dream Act/Financial Aid and scholarship opportunities. Through our partnerships, we have a referral process to assist students with immigration legal services (including DACA renewal), health services, and medical services as well as other services relative to this student population. By using a holistic approach, the DREAM Program strives to help students navigate the higher educational system and beyond.

### **El Centro or El Centro Program**

**Building 9E - 2nd Floor, (909) 274-5392**

El Centro (<http://catalog.mtsac.edu/student-resources/student-services-student-life/www.mtsac.edu/elcentro/>)

El Centro, the Latinx Chicanx Student Program provides educational, cultural, and social programming that affirms and celebrates Chicanx and Latinx identity and values. The goal of El Centro is to unite all cultural backgrounds, Latinx and Chicanx; to support, educate, and assist students in completing their educational goals while providing cultural enrichment and solidarity between Mt. SAC's students and surrounding communities.

### **Extended Opportunity Programs & Services (EOPS)**

#### **Building 9B - 1st Floor, (909) 274-4500**

Extended Opportunity Programs & Services (<http://www.mtsac.edu/eops/>)

EOPS also known as Extended Opportunity Programs and Services. EOPS was established on September 4, 1969, Senate Bill 164 was signed into law to help historically socio/economically disadvantaged students in community colleges throughout California. Our program goes "over and above" other college services by offering counseling, tutoring, financial assistance, and other support services designed to help students meet their personal and/or educational goals. Which includes but not limit to obtaining job skills, occupational certificates, or associate degrees, and/or transferring to a four-year institution.

### **International Student Program**

#### **Building 9F, (909) 274-4705**

International Student Center (<http://www.mtsac.edu/international/student-center.html>)

The International Student Program is a place where F-1 visa students can make counseling appointments and speak with their academic advisor. F-1 visa students can connect with one another and the international community. The International Student Program hosts a variety of on and off campus excursions, workshops, tutoring services, and a computer lab where students can study. Our friendly staff can answer questions about our fun and educational program offerings, F-1 student admissions and regulations, how to get involved on and off campus, and much more.

### **REACH Program**

#### **Building 16E, (909) 274-6556**

REACH (<http://www.mtsac.edu/reach/>)

REACH is an educational program designed to assist current and former Foster youth. REACH provides assistance and support to our Foster Youth students in their transition into college, while attending Mt. SAC and as they transfer to a University. We are committed to partnering with Foster Youth students, and walk with them side by side in pursuing their educational endeavors. Some REACH services offered are mentoring and support, housing resources information, priority registration, workshops and field trips, Chafee grant, textbook loans, and much more!

### **Rising Scholars Program**

#### **Building 9E - 3rd Floor, (909) 274-4411**

RISING SCHOLARS (<https://www.mtsac.edu/rising-scholars/>)

Rising Scholars provides resources and services to students who have experienced incarceration or are system impacted. Rising Scholars helps increase students' sense of belonging so they can accomplish their educational and personal goals.

### **TRIO Program**

#### **Building 9E - 3rd Floor, (909) 274-4411**

TRIO (<https://www.mtsac.edu/trio/>)

Programs (TRIO) are outreach and student services programs in the United States designed to identify and provide services for individuals from disadvantaged backgrounds. They are administered, funded, and implemented by the United States Department of Education. TRIO includes eight programs targeted to serve and assist low-income individuals, first-generation college students, and individuals with disabilities.

- ACES (<https://www.mtsac.edu/aces/>) (Student Support Services)  
The goal of ACES is to increase the college retention and graduation rates of the participants and facilitate the process of transition from one level of higher education to the next.
- Upward Bound (<https://www.mtsac.edu/upwardbound/>)  
Upward Bound prepares eligible high school students with preparation for post-secondary education. The program provides academic enrichment opportunities, financial aid assistance, higher education preparation, and exposure to career opportunities.

### **Veterans Resource Center (VRC)**

#### **Building 9E - 1st Floor, (909) 274-4520**

Veterans (<http://www.mtsac.edu/Veterans/>)

#### **Building 9E, (909) 274-4520**

The VRC project established an innovative, collaborative effort to ease the transition for our student Veterans as they navigate our community college system. Today Mt. SAC continues to demonstrate both its motivation to meet the needs of Student Veterans and an ability to marshal resources to meet those needs through the VRC. The Veterans Resource Center provides wrap-around support services, including wellness and transitional assistance, academic and transfer counseling, and a space that promotes camaraderie amongst veterans, active-duty military, their families, and the campus community.

## **Other Departments, Programs, or Services for Students**

### **Cashier's Office**

#### **Building 4, Lower Level, (909) 274-4960**

Cashier's Office (<https://www.mtsac.edu/cashier/>)

The Cashier's Office is responsible for the collection of credit registration fees and other campus fees, parking citation fees, enrollment verification, production cards, test fees, and field trip fees. The Cashier's Office also processes third party authorization vouchers for fee payment. The office also processes refunds for credit classes, and production cards. Students can also be assisted with questions regarding BankMobile (service processor for refunds and other disbursements).

For information regarding fee payment options and payment policies please visit the Cashier's Office website, reference schedule of classes, or contact the Cashier's Office.

### **Child Care Services**

#### **Building 70, (909) 274-4960**

Child Care Services (<http://www.mtsac.edu/cdc/>)

The Mt. SAC Child Development Center offers childcare to students while attending class. We provide high quality full and part day early childhood education services to your children. Our nationally accredited program serves children ages three months through five years. After school care for kindergarteners is available as well. Parents and children must meet

eligibility requirements, and children must attend for a minimum of 3 hours per day, at least twice a week. For requirement specifications, and pricing information, contact the center directly.

### **Campus Safety Escort Service**

#### **Building 23, (909) 274-4555**

Public Safety (<http://www.mtsac.edu/safety/>)

Mt. San Antonio College offers a Security Escort Service from 6:30 p.m. to 10:15 p.m., Monday - Thursday. Trained personnel will escort students safely to their car. Escorts are stationed at various locations on campus and can be identified by their yellow jackets and I.D. badges. Students may also request a Security Escort by calling (909) 274-4555.

### **SacBookRac**

#### **Building 9A, (909) 274-4475**

SacBookRac (<https://www.mtsac.edu/about/getting-around/bookstore.html>)

The Sac Book Rac is the campus Bookstore that serves all your academic needs from textbooks to supplies. Textbooks are offered in various formats such as New, Used, Rental, Digital and e-books. Visit our website and find all required Textbooks for your courses. You can also find see a variety of Mt SAC merchandise and clothing that is available for purchase. Sac Book Rac also offers Student Photo ID Services.