

STUDENT SERVICES AND INSTRUCTIONAL SUPPORT

Student Learning Outcomes

The Student Services Division offers numerous programs and services to help students with their success. By taking advantage of these services students will be able to:

- identify and use appropriate support programs and services
- create achievable educational goals
- identify and advocate for their personal and educational needs



Student Success Services

- Orientation
- Assessment and Course Placement
- Counseling and Educational Planning

Student Support Services

- Basic Skills Program
- CalWORKs
- CARE
- Career Services
- Career/Vocational Planning
- Child Development Center
- Counseling Services
- Disability Resource Center (DRC)
- Extended Opportunity Programs & Services (EOPS)
- Financial Aid
- Health Services
- Math, Engineering, Science Achievement (MESA)
- Puente
- Student Success Center
- Student-to-Student Mediation
- Transfer Services
- TRIO

Instructional Support

- High Tech Center and Learning Skills Lab (DRC)
- ESL Computer Lab
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- Math Lab
- Teaching and Learning Center
- Tutoring Services and Computer Place
- Writing Center
- Jumpstart?
- Boot Camps?

Student Success and Support Program

Student Success & Support Program (SSSP) (formerly 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. The goals of Student Success & Support Program are to ensure that all students complete their college courses, persist to the next academic term, and achieve their educational objectives through the assistance of the student-direct components of the student success & support program process: admissions, orientation, assessment and testing, counseling, and student follow-up.

Gavilan's Student Success and Support Program (SSSP) includes:

- ▶ *Applying for Admission*
- ▶ *Completing Assessment for placement into math and English courses, which may include other multiple measures*
- ▶ *A two-part orientation process (see below), which includes developing an educational plan;*
- ▶ *Follow up with counselors and other services leading to successful completion of the student's educational goal.*
- ▶ *We also encourage students to apply for Financial Aid and the fee waiver*
- ▶ *Explore Career and Academic possibilities*
- ▶ *Apply for additional programs on campus to support you*
- ▶ *Join campus clubs, student government or other student-led organizations*



Orientation

Orientation at Gavilan College is a two-part process

1. First, new students (never attended college before) complete the Kick-Start, which provides the basic information and tools needed to get started at the college. This includes course selection for the new semester or two on an abbreviated educational plan that is reviewed by a counselor and scanned into the student's electronic record. Students who are not new to college, but new to Gavilan, may also complete an online version of the Kick-Start designed for transfer students.

2. The second portion of the orientation process is completion of the New College Student Seminar (GUID 210), a short-term .5 unit class taken during the first semester of enrollment. This course provides new-to-college students the opportunity to become familiar with Gavilan College, its programs and services, degree options, policies, career and academic program exploration, and much more! Whether you plan on transferring to a four-year university or are on a career path, there are important things to know before you begin your college career. Students who complete orientation know how to complete their educational goal with more confidence and how to avoid making choices that delay their progress. *

** Completion of the two-part Orientation process (Kick-Start+ New College Student Seminar) satisfies one of the three components required by the SSSP mandate to qualify for Enrollment Priority (earlier registration dates). The components needed are: Assessment, Orientation, Educational Plan. This process is required for all new students who have never attended college.

For more information and to register for a Kick-Start session, visit www.gavilan.edu/orientation. Not completing all required SSSP steps will keep you from getting the best registration dates, and earlier registration means have the best access to the more popular courses and class times.

Academic Skills Assessment (Placement Assessment)

Placement assessment ensures that students are enrolled in courses that match their abilities in language and computational skills. Placement scores, together with other indicators of a student's abilities, are used by counselors to recommend appropriate course placements.

First-time college students are expected to complete the college skills assessment designed to measure their achievement in reading, language usage, and mathematics. This placement assessment is administered in English and is not intended for applicants to the English as a Second Language (ESL) program.

Students must have completed the eighth grade to be eligible for assessment services.

Re-Assessment Sessions:

Students who have taken the placement assessment may re-test one time between 15 and 90 days after the initial assessment. These results are valid for two years. Under special circumstances, additional retest requests may be considered. Students should meet with a counselor and submit a petition for consideration to the Admissions and Records Office.

Ability to Benefit (ATB):

Federal regulations require financial aid students to have a high school diploma, general educational development certificate (GED), or California High School Proficiency (CHSPE) in order to qualify for Pell Grant, Supplemental Educational Opportunity Grant, Federal Work Study, Federal Student Loans, and Cal Grants. Students who do not have a high school diploma, GED or CHSPE AND who enroll in a program of study after July 1, 2012, will no longer be eligible for federal aid under the ATB, CELSA or 6 units of college coursework provisions. Students who enrolled in a Title IV school prior to 7/1/2012 and who do not have a high school diploma, GED, or CHSPE will retain eligibility for Title IV programs with any of the following:

- A passing score on Ability to Benefit Assessment (ATB) or CELSA Assessment.
- Completion of 6 units of degree applicable coursework.

To confirm your eligibility, please contact the Financial Aid Office at (408) 848-4727.

Proctoring

Gavilan College Student Services and the Assessment Office are committed to offering outstanding customer service. We want to be a part of your educational success. The Assessment Office offers test proctoring services for students enrolled in correspondence or online courses at other institutions. There is an hourly fee charged for these services. Contact the Assessment Office for more information.

Counseling and Educational Planning

Prior to registration, counselors are available to meet with students and interpret assessment results, discuss course selection, and assist with the development of the educational plan. An educational plan is an important factor in promoting timely progress toward a student's completion of certificate, degree, or transfer programs. Students develop an educational plan with a counselor when they first enroll at Gavilan and then meet on a regular basis with their counselor to update their plan and to review progress. Once the plan is created it is available online. Counselors are available to meet with students throughout the year to discuss academic and personal concerns and to refer students to other types of needed assistance.

Priority Registration

New students who have completed college orientation, assessment and developed educational plans; continuing students who have not exceeded 100 units (not including basic English, English as a Second Language and Math); student athletes and students in MESA, PUENTE and TRIO have earlier priority registration dates than students who do not meet these criteria. All students in the groups listed above must be in good academic standing (e.g. NOT on academic or progress dismissal or any probation for 2 consecutive semesters) to qualify for their priority registration timeframe.

Veterans, current and former foster youth and students in CalWORKS, EOPS and the Disability Resource Center will continue to have the highest priorities for registration if they meet the same criteria listed above. If you have questions, please contact the Admissions & Records Office.

Priority Registration Appeals Process:

Students may petition for loss of priority under the following two criteria:

1. **Extenuating circumstance:** Extenuating circumstance is defined as verified cases of accidents, illnesses or other circumstances beyond the control of the student [58108(k)].
2. **Significant Improvement:** If loss of priority is due to academic or progress probation/dismissal it may be reinstated through the petition process by demonstrated significant academic improvement for a subsequent term. The minimum standards for significant academic improvement for a subsequent term is defined by 55031, where a student must earn at a minimum a 2.0 grade point average for the term and complete more than 50% of the units attempted for the term.

With two noted exceptions:

- Foster Youth do not lose registration priority.
- Students with verified disabilities may petition the DSPS coordinator to reinstate their priority, if lost, as a disability accommodation.

For more information, go to the Admissions & Records webpage at <http://www.gavilan.edu/admit/>. To submit an appeal visit the Admissions & Records office.

Exemptions From Student Success Services

All students who are new to college, and those who are new to Gavilan who have not earned 15 units and completed assessment, orientation, and an educational plan at another college, must complete assessment, orientation, and an educational plan at Gavilan in order to qualify for priority enrollment.

STUDENT SUPPORT PROGRAMS AND SERVICES

Basic Skills Program

The Basic Skills program targets students who, based on their assessment test scores, are placed into pre-collegiate, non-transferable levels of English and/or Math courses and provides them with support and services to ensure they have every opportunity to be successful with their academic goals. Studies show that many of these students have little knowledge or experience of how to navigate the academic system or ask for assistance and they often become discouraged and have a higher likelihood of dropping out of college before they have completed the basic level courses.

Students who require these pre-collegiate course(s) are identified and assisted with obtaining appropriate services and resources, on and off campus, that may enable them to become academically successful and on track to achieving their goals. Students are referred to categorical programs on campus such as DRC, EOPS, MESA, Puente and TRIO and those who do not qualify are offered one-on-one counseling services with a designated counselor.

Partnering with English, ESL and Math instructors, in-class workshops on topics such as study skills, time management, math “fear no more” and goal setting provide students with practical tools and strategies to be successful, and individualized counseling and an “early alert” system help to identify and resolve student issues early.

The Basic Skills program strives to empower students and fosters student success and academic goal achievement within a nurturing, non-judgmental, confidence building environment.

CalWORKs

The Gavilan CalWORKs program coordinates with County CalWORKs programs to assist low income families in becoming self-sufficient through the provision of education, employment and supportive services. Eligible students should be at least 18 years old, have at least one child under the age of 18 years old and be receiving cash assistance from the county in which they live. The support service that CalWORKs provides includes academic, personal and career counseling, textbooks, employment assistance and job placement and liaison with county department of employment and social services. CalWORKs subsidized employment program is available to assist students in gaining valuable work experience within their field of study.

CARE

The Cooperative Agencies Resources for Education assists single parents who attend or would like to attend Gavilan College. CARE is a joint effort between the Department of Social Services, EOPS

and Gavilan College. To be eligible for CARE, a student must be at least 18 years of age, single parent head of household, receiving cash aid from the Department of Social Services and have at least one child under 14 years of age. Services provided include transfer and vocational education and counseling, priority registration, academic tutoring, financial assistance with childcare, transportation, textbooks, supplies and other support services. Students interested in participating in the CARE Program should contact the Gavilan College EOPS Office and meet with a staff member. Spanish-speaking staff are available.

Career Services

The Career/Transfer Resource Center offers numerous resources to help in making career decisions, plan for college, obtain specialized training or enter an academic or vocational program at Gavilan College. Career-related services are available to currently enrolled students, prospective students, faculty, staff, and community members. The computerized career guidance program, EUREKA, aids in researching occupations, identifying which colleges offer specific majors, and investigating financial aid and scholarships. EUREKA (California Career Information System) contains information on hundreds of occupations, programs of study, financial aid, short-term training, colleges and universities, and scholarships.

Career/Vocational Planning

A number of assessment inventories are available through enrollment in GUID 1/PSYC 5 (Self-Assessment/Career Development) course.

Child Development Center/Preschool

The Child Development Center provides care for preschool for children ages two to five for families whose monthly income meets eligibility criteria.

Counseling Services

Gavilan College provides a staff of full-time professional counselors to assist students in meeting educational, career and life goals by offering guidance courses and workshops in career planning, study skills, general transfer requirements and other topics. Counselors also help students with Transfer Admissions Agreements (TAA's), and ensuring that students meet their transfer goals in a timely manner. Career counseling is available to enable students to understand their values, interests, and skills and to research a variety of career options. The career planning process also assists students in learning to manage job/life transitions.

Counseling is available to students who are uncertain about their plans for the future, who are experiencing difficulty in making appropriate decisions, or who have any other personal or social

problem which is interfering with their adjustment to college. Personal counseling is available on a short-term basis. Counseling is also available in the DRC, TRIO, MESA, Puente, Athletics, Basic Skills and EOPS/CalWORKs Departments and from the college health nurse when concerns are health-related. In addition, the counselors make appropriate referrals to various community agencies.

Students may seek assistance of any counselor by scheduling an appointment or by dropping in during the day (walk-in services). Students can schedule their own appointment by using the computer system outside the counseling secretary's office (SC 113) or online at www.gavilan.edu/counseling. Many of the counselors are bilingual (Spanish/English).

Academic Counseling

Four-year universities and Gavilan College A.A./A.S. degrees have many different requirements. Knowing which general education pattern to follow and selecting the correct courses can be accomplished through academic counseling. Counselors help students develop an educational plan early in their college years so that transfer to a four-year university, the completion of a career certificate or degree, or the identification of an educational goal if a student is undecided, can be accomplished in a timely manner. With an educational plan, students are able to register and progress through their program with more independence. Periodic updates of the educational plan with a counselor will keep you on track for graduation. Appointments and drop-in services are available.

Disability Resource Center (DRC)

The Disability Resource Center (DRC) provides a variety of services to equalize educational opportunities for students with temporary or permanent disabilities. Services include: academic, career and vocational counseling, alternate media services, assistive computer technology and training, job training and placement, learning skills evaluation, liaison with the State Department of Rehabilitation, mobility assistance, note-taking, referral services, registration assistance, real-time captioning, sign language interpreting, specialized instruction, support classes, test taking facilitation and vocational preparation.

Accessibility

The classroom buildings, the Library, the administrative buildings and the Student Center are all accessible to individuals with physical disabilities. Ramps provide access to upper and lower levels. Mobility assistance can be provided. Designated parking is provided for vehicles displaying a state issued disability placard/parking permit. Call 408-848-4767 or 408-848-4865 for tram service.

Classes and Programs

Adapted Physical Education - A wide range of classes are specifically designed for students with physical disabilities in order to increase flexibility and strength, improve range of motion and joint movement, and help improve cardiovascular conditioning and related health matters. These classes are provided by qualified instructors through a number of water and gym activities.

High Tech Center - The High Tech Center provides assistive computer technology and training to students with verified disabilities. The state-of-the-art equipment, software and trained staff empower students to meet their educational goals.

CareerPrep - This program is offered on campus for the high school special-education graduate or equivalent who may require additional special education and vocational training for appropriate entry-level employment in the community. Practical employment skills as well as interpersonal skills are emphasized in a series of classes designed for individual progress.

Computer Access Evaluation - CSIS 570A provides the student with an in-depth computer access evaluation in order to determine an appropriate access environment for a student with a disability or multiple disabilities.

Learning Skills Evaluation - Guidance 557 provides an individual evaluation of a student's strengths and weaknesses in reading, mathematics, written language reasoning, oral language, perception, and memory. The results are used to determine eligibility for services of the Learning Skills Lab and other DRC accommodations.

Learning Skills Lab - The Learning Skills Lab provides support services and instruction to students with verified disabilities. Students receive specialized instruction, academic support, and learning strategy suggestions appropriate for their individual strengths and weaknesses. The lab has both individualized and small group instruction and support for students who are enrolled in college courses.

Vocational Skill Development for Adults with Intellectual Disabilities - The program promotes self reliance in activities for maximum independence and employment. Classes are offered at the HOPE Rehabilitation facilities in Gilroy and Hollister in conjunction with a work activity program.

WorkAbility III Program - This program provides job readiness, instruction, and job placement services for students eligible for the Department of Rehabilitation. WA III responds to the needs of local employers by matching a student's interests, skills and abilities to specific jobs.

Extended Opportunity Programs and Services (EOPS)

Extended Opportunity Programs and Services provides support to students experiencing economic, social and educational challenges. EOPS helps students to achieve their educational goals by increasing access, retention and transfer. To be eligible for EOPS, students must demonstrate a financial and educational need, and be enrolled in at least 12 units. AB 540 students are encouraged to apply.

Counselors provide academic advising and class scheduling, career and vocational counseling, personal problem-solving and crisis intervention. EOPS program services include orientation to college resources, book vouchers, a book lending library, priority registration, field trips to major four-year universities and student success workshops. Spanish-speaking staff are available.

Financial Aid

Gavilan College participates in several types of financial aid programs which are funded through federal, state and local agencies. The Financial Aid Office at Gavilan College administers the following financial aid programs, which include:

Grants: These awards are based on financial need and do not require repayment.

Tuition Waivers: Such awards provide eligible students with a waiver for tuition and certain fees. The Board of Governors Tuition Waiver ("BOG") is available to California residents, AB 540 students, and AB 1899 students who meet financial criteria, and demonstrate financial need.

Employment: This type of award is based on financial need and provides the student with an opportunity to earn money for school through employment. Awards through the Federal Work Study Program are limited so apply early.

Scholarships: Various community groups and organizations offer these awards based on academic achievement and/or financial need. Current scholarships are posted online at: www.gavilan.edu/finaid.

Loans: Such awards must be repaid after the student leaves school or drops below half-time enrollment. Information on interest rates may be found at our website: www.gavilan.edu/finaid.

Application Process & Deadlines

Free Application for Federal Student Aid (FAFSA): The FAFSA may be filed online at www.fafsa.gov. Include Gavilan College school code of 001202 to ensure we receive copy of your processed application. California residents who file FAFSA are also considered for Board of Governors Tuition Waiver, and if eligible, are awarded.

California Dream Application: Effective 1/1/13, AB 540 students are eligible to apply for the BOG Tuition Waiver for Spring 2013 term and for Cal Grants for 2013/14 school year. The California Dream Application is available for AB 540 students who do not meet citizenship requirements of FAFSA. The California Dream Application may also be filed online at <https://dream.csac.ca.gov/>. Include Gavilan College school code of 001202 to ensure we receive copy of your processed application.

For assistance with the application process, visit the Gavilan College Financial Aid Office in Student Center 125. You may also call 408-848-4727 or 408-852-2812. Additional assistance for online applicants is offered at the Welcome Center in Student Center 107A.

Students should apply beginning in January for the following Fall semester. Priority for aid will be given to students who apply early. A complete application and all corresponding documentation must be received by Financial Aid Office. If you apply late or complete submit documents after semester document deadlines, you will be considered for late disbursement. To view Financial Aid deadlines, check the Financial Aid website for "Dates and Deadlines" at www.gavilan.edu/finaid.

Fall 2016 Changes to Board of Governors (BOG) Tuition Waiver

Community colleges are required to place students on probation, who after attempting at least 12 semester units, either have grade point average (GPA) below 2.0 or receive a "Withdrawal," "Incomplete," or "No Pass" mark on 50% or more of total attempted units. Students who are placed on academic probation for two consecutive semesters lose their priority registration status.

Beginning Fall 2016, students will also lose their BOG Tuition Waiver if they have been on college probation for two consecutive semesters.

Academic and progress standards which go into effective Fall 2016 for BOG eligibility include:

- **ACADEMIC STANDARD: OBTAIN GPA OF 2.0 or HIGHER**

If your cumulative GPA falls below 2.0 for two consecutive primary semesters (fall/spring semesters), you may lose eligibility for BOG. Grades which significantly decrease GPA include grades of F (Failing) and D (Passing, Less than Satisfactory).

- **PROGRESS STANDARD: COMPLETE MORE THAN 50% of COURSEWORK**

Receiving "Withdrawal," "Incomplete," or "No Pass" marks on 50% or more of total attempted units may result in loss of BOG eligibility. Any combination over two consecutive fall/spring semesters, of cumulative GPA below 2.0 and/or cumulative course completion less than 51% may result in loss of BOG as well.

NOTIFICATION OF BOG INELIGIBILITY

Gavilan College will notify affected students within 30 days of the end of each term if you placed on either academic (GPA) probation and/or progress (unit completion) probation. Notifications will include information that a second term of probation will result in loss of BOG eligibility. After the second consecutive term of probation, you may lose BOG award at your next registration opportunity.

REGAINING ELIGIBILITY:

Affected students will lose BOG eligibility beginning Fall 2016. There are few ways you can have BOG reinstated:

1. Improve your GPA and/or course completion
2. Successfully appeal regarding extenuating circumstances
3. Not attending Gavilan College for two consecutive fall/spring semesters

The appeals process for extenuating circumstances includes:

- a. Verified accidents, illness or other circumstances beyond your control
- b. Changes in financial situation
- c. Evidence of inability to obtain essential support services
- d. Special consideration factors for CalWORKs, EOPS, DRC and veteran students
- e. Disability accommodations not received in timely manner

AM I EXEMPT?

Please note that foster youth and former foster youth (age 24 years and younger) are not subject to loss of BOG Fee Waiver under these regulations.

Consumer Information

The Financial Aid website includes comprehensive information regarding disbursement schedules, Satisfactory Academic Progress Policy and Ability to Benefit.

Satisfactory Academic Progress (SAP) Policy: Students who file FAFSA and Dream Application are required to demonstrate academic progress. The complete SAP Policy is available online at www.gavilan.edu/finaid.

Ability to Benefit: Federal regulations require financial aid students to have a high school diploma, general educational development certificate (GED), or California High School Proficiency (CHSPE) in order to qualify for Pell Grant, Supplemental Educational Opportunity Grant, Federal Work Study, Federal Student Loans, and Cal Grants.

Students who do not have a high school diploma, GED or CHSPE AND are enrolling in a program of study after July 1, 2012, will not be eligible for federal aid under the ATB, CELSA or 6 units of college coursework provisions.

Students who enrolled in a Title IV school prior to 7/1/2012 and

who do not have a high school diploma, GED, or CHSPE will retain eligibility for Title IV programs with any of the following:

1. Receiving passing score on Ability to Benefit Assessment (ATB) or CELSA Assessment.
2. Earning 6 units of degree applicable coursework.

To confirm your eligibility, please contact the Financial Aid Office at (408) 848-4727.

Veterans' Affairs Education Benefits

Veterans enrolled at Gavilan College may be eligible for educational benefits under the Veterans Administration Educational Benefits Program. Depending on VA chapter, some benefits include a monthly housing allowance. Most, but not all, courses at Gavilan College are approved for payment of VA benefits. Interested veterans and/or eligible dependents are urged to contact the VA Certifying Official at 408-848-4734 or by visiting the Financial Aid Office in Student Center 125, in Administration building.

Registration Priority: The earliest period for course enrollment is offered each semester to any member or former member of U.S. armed forces who is within four years of leaving active duty. For more information, consult a counselor or the VA Certifying Official.

Gavilan College recognizes credit and grants credit to veterans and reservists for service and training completed in armed forces. Gavilan College reports as credit for prior training only those prior units which are applicable to current Gavilan educational goal.

Satisfactory Progress: Federal regulations require that students receiving VA educational benefits (veterans, reservists, dependents) maintain academic progress. Veterans who earn grade point averages below 2.0 for two consecutive semesters at Gavilan College are placed on unsatisfactory progress status and benefits are suspended. To reinstate benefits, students must complete one semester with a GPA of 2.0 or higher.

Health Services

Gavilan College provides a full-time College Health Nurse who provides health services, information and referrals in a quiet, confidential setting for adult students enrolled in credit classes.

Health Services is a comprehensive "one-stop" center for a variety of health services and is located in Student Center 118. Services are free and available Monday through Friday. Students receive confidential personal health counseling with a Master's prepared Registered Nurse for numerous health concerns, e.g., birth control, sexually transmitted diseases, wellness, lifestyle changes, etc. Health Services provides first aid treatment, blood pressure screening, tuberculin skin testing, HIV testing referrals, condoms, flu injections, smoking cessation, vision testing medical/dental referrals and over-the-counter medications.

Health education pamphlets are available on over 100 topics. Classes and workshops on nutrition, hepatitis, stress manage-

ment, AIDS and other health topics are provided in small group settings. Referrals for health conditions including alcohol and drug intervention are also available. The website with a Virtual Health Center is available at www.gavilan.edu/health.

Health Services provides first aid kits on campus for student use. Information regarding low cost health insurance for the college students is also available at www.studentinsuranceagency.com. Referrals for counseling on and off campus are available. The health fee paid as part of registration fees helps support these services in addition to supporting secondary accident insurance for students.

Exemptions for the Health Fee

Pursuant to Education Code Section 76355 (c) the following categories of students are exempted from the health fee required pursuant to subdivision (a):

1. Students who depend exclusively upon prayer for healing in accordance with the teachings of a bona fide religious sect, denomination, or organization.
2. Students who are attending a community college under an approved apprenticeship training program.

Drug Prevention and Intervention Programs

Gavilan College, in cooperation with alcohol and drug service agencies within Santa Clara County and San Benito County, provides students with a drug education and prevention information.

Puente Project - Bridge to Success

The mission of the Puente Project is to increase the number of educationally underserved students who plan to transfer to four-year colleges and universities, earn degrees and return to the community as leaders and mentors to future generations. Research indicates that Puente students transfer at a high rate and succeed academically. The program is open to all students.

English Instruction: Puente students take two consecutive writing classes, English 250 (Practical Writing) and English 1A (Composition). These classes provide a supportive and stimulating environment to build confidence in writing skills through an exploration of the Mexican-American/Latino experience.

Counseling: Puente students work closely with their Puente counselor until they graduate, exploring career options, developing an academic educational plan and identifying lifetime goals. Students visit University of California and California State University campuses and attend an annual Puente student transfer conference. All Puente students are also required to enroll in Guidance 6 (Life Skills for Higher Education) and Guidance 1 (Self-Assessment and Career Development).

Mentors: Each Puente student is matched with a mentor from the business or professional community. Mentors share their per-

sonal, academic and career experiences and provide a window into “real-life” work environments. The network of trained Puente mentors provides many resources for the Puente students, their families, their colleges and their communities.

Student-to-Student Mediation

Mediation services provide students with an opportunity to problem-solve together in a safe environment. Trained student mediators will work with two or more students who are in conflict to reach mutually agreeable solutions. Mediation services are free and confidential.

Students wishing to become mediators can register for Introduction to Conflict Resolution (Psychology 6).

To obtain mediation services, contact the Counseling Department at 408-848-4723.

Student Success Center

The Gavilan College Student Success Center promotes the success of first year college students by offering a welcoming community environment where students can access academic and personal resources and support that encourage and inspire the successful completion of educational goals. Some of the resources offered are: a student lounge, small group study rooms, computer lab, counseling, and workshops.

Transfer Services

The Career/Transfer Resource Center is designed to provide support services to students who are interested in transferring to a four-year college.

Services include specific transfer information, information on university majors and graduation requirements, assistance with filling out applications, scheduled meetings with university representatives and applications for the CSU and UC systems (a limited number of private school applications are also available.) The center also provides a resource library of college catalogs and books, referrals to transfer counselors to assist with planning and CSU application fee waivers.

An annual Transfer Day is held each fall with over 40 colleges and universities participating.

ASSIST: ASSIST is a computerized student-transfer information system that can be accessed over the internet. It displays reports of how course credits earned at one California college or university can be applied when transferred to another. ASSIST provides the most accurate and up-to-date information available about student transfer in California. www.assist.org.

TRIO Program

The TRIO Student Support Services Program is a federally funded program designed to assist 160 first generation, low-income, and/or disabled Gavilan College students as they prepare to obtain a two-year degree and/or transfer to a four-year university. TRIO is committed to increasing graduation and transfer rates by creating a "sense of place" for those students who sometimes feel isolated or disconnected during their college experience.

TRIO provides a variety of services including academic, career and personal counseling, supplemental grant aid, laptop and calculator lending, Summer Bridge Program, informational workshops, cultural & social activities, TRIO Lounge and much more.

INSTRUCTIONAL SUPPORT

ESL Computer Lab

The ESL Program has its own dedicated computer lab with a variety of software programs for all levels and classes. Students, at their convenience, practice and enhance language learned in class.

High Tech Center and Learning Skills Lab

For information on the Disability Resource Center's (DRC) High Tech Center and Learning Skills Lab, refer to page 28.

Library and Information Technology

The Gavilan College Library delivers an array of print and electronic resources to the college community. Augmenting the 60,000 title printed book collection are 24,000+ e-books, and over 2,500 magazine titles, many available online in electronic databases. The Library staff prides itself on being a leader in information literacy projects and web-based instruction and has received several State grants supporting that effort. The Library faculty also teaches various courses on internet use, and works in tandem with other faculty in planning and revising courses with an information literacy component. The Library homepage at www.gavilan.edu/library/ provides an online catalog of the book collection, links to various class websites and key online resources.

Math Lab

The Math Lab provides a place for students to practice math skills and receive individualized help with math problems at every level, from Basic Mathematics to Calculus. Students can work with math instructors, the math lab assistant or other students. Computers in the lab provide tutorial software as well as math software for Geometry, Statistics and Calculus projects.

Mathematics, Engineering and Science Achievement Program (MESA)

The MESA Undergraduate Program is a partnership between the University of California (UC) and California Community College Chancellor's Office. The program provides academic support services to qualified students who are majoring in math-based fields and who plan to transfer to four-year universities. Open to all eligible students, MESA emphasizes participation by educationally underserved students. MESA provides a Study Center, Academic Excellence Workshops, trips to universities, Academic Advising, workshops and much more. MESA is the winner of the Presidential Award for Excellence in Math and Science, National Science Foundation (NSF) recipient, and the Innovations in American Government Award, a project of the Kennedy School of Government at Harvard University and the Ford Foundation.

Tutoring Services and Computer Place

Tutoring services are designed to assist students to increase their success in college courses and in the development of their learning skills. This is accomplished by providing students with an opportunity to work with trained tutors who engage students in the examination of concepts and processes; discussion of ideas and theories; hands on practice; and summarization of findings. It is in this collaborative learning environment that students develop their confidence and independence as a learner. Tutoring services are free to all Gavilan Students. Tutoring services are available in The Tutoring Center in LI116 and the Computer Place in LI168., as well as at the Morgan Hill and Hollister sites.

Writing Center

The Gavilan College Writing Center fosters, celebrates and encourages writers and the varied and multiple purposes and audiences that writing serves.

Specially trained student assistants help writers start and strengthen all kinds of class assignments as well as poetry, short stories, song lyrics, business letters and resumes. Enjoy a cup of coffee or tea in the center's welcoming atmosphere and meet other writers from across the college. The center also offers space for writing discussions, meetings, workshops and study groups. Special events include activities with acclaimed writers from our Visiting Writers and Scholars in Residence programs. We also provide self-directed mini-lessons and writing prompts. Work at your own pace and learn how to get your ideas on paper. Write more powerfully, be creative, enjoy writing, and practice using correct grammar, spelling and punctuation.

The center collaborates with faculty across the curriculum to increase students' academic success, providing links to assignments and effective research and writing strategies. We offer specially tailored assistant led in-class workshops upon request.