

# Student Services Resources for Enhancing the Student Experience

**Resources for Citrus Faculty  
2021-22 Academic Year**

**Updated  
August 16, 2021**

# Office of the Vice President of Student Services

## *Getting to know your students . . .*

- Gen Y&Z
- Non-Traditional/Returning Students
- Needs of all students
- Student services & faculty support
- Outreach Campaign: Faculty spotlight



Dr. Richard Rams  
Vice President of Student Services

## *Millennials/Generation Y & Z*

- Enjoy interactive work
- Like group work
- Need structure and support
- Emotional and like high tech and high touch
- Experiencing many things for the first time
- Adjusting to college life—often without a road map
- Appreciate mentor relationships



## Millennials (Gen Y)

**Birth Years:** 1980 to 1994/6

**Current Age:** 25 to 40

**Size:** 72.1 million

**Media Consumption:** 95% still watch TV, but Netflix edges out traditional cable as the preferred provider. Cord-cutting in favor of streaming services is the popular choice. This generation is extremely comfortable with mobile devices, but 32% will still use a computer for purchases. They typically have multiple social media accounts.

**Shaping Events:** The Great Recession, the technological explosion of the internet and social media, and 9/11.

**Finances:** Massive student debt causes this generation to delay major life purchases.

KASASA



## Gen Z

**Birth Years:** 1996 to 2012/15

**Current Age:** 6 to 24

**Size:** 68 million

**Media Consumption:** The average Gen Zer received their first mobile phone at age 10.3 years. Many of them grew up playing with their parents' mobile phones or tablets. They have grown up in a hyper-connected world and the smartphone is their preferred method of communication. On average, they spend 3 hours a day on their mobile device.

**Shaping Events:** Smartphones, social media, never knowing a country not at war, and seeing the financial struggles of their parents (Gen X).

**Finances:** Similar to Gen X (their parents) in financial attitudes, but wanting to avoid debt after seeing Millennials struggle.

KASASA

## *Non-Traditional & Returning Students*

- Nervous and afraid about future and being a student again
- Bring depth and breath to your classroom
- Tend to ask many questions and want to connect with the instructor
- Some have been forced to redirect their lives through education
- Some have not been in a classroom in over 20 years and may not have enjoyed their past educational experiences

## *Student services and faculty support . . .*

- Nobody expects you to know everything and we are your student success partners.
- Ask for help and make referrals when you need it—we will help students and get them the support they need
- Ask for the resources you need to meet your student's needs—we offer classroom presentations, online resources and are developing global resources available in the CitrusMobile app, CANVAS, and [my.citruscollege.edu](http://my.citruscollege.edu)

## *Needs of All Students*

- They need to know you care about them and their education
- They want a fair, safe classroom
- They want to be heard and understood
- They want your feedback quickly and often
- They want encouragement balanced with constructive feedback
- They want you to see them as a whole person

# Outreach—Faculty Spotlight Campaign



## Dr. Esmeralda Medrano



- EdD in Educational Leadership from California State University - Fullerton
- Master in Applied Mathematics from University of California - Los Angeles
- Bachelor of Science in Applied Mathematics with a Specialization in Computing from University of California - Los Angeles
- Attended East Los Angeles Community College

Dr. Medrano has been teaching for 20 years, which includes 16 years at Citrus College.

### Courses Taught:

- MATH 150
- MATH 165
- MATH 190
- MATH 191
- MATH 212

*"Never give up - Keep working hard and you will succeed in any academic endeavors you have set for yourself."*

## Brief Recommendations for creating a profile:

- Professional photo
- List of degrees earned
- Universities and/or colleges attended
- List your teaching experience
- Courses taught
- Advice for prospective students or inspirational quote

## Link to Participate:

[https://citruscollege.formstack.com/workflows/faculty\\_profile](https://citruscollege.formstack.com/workflows/faculty_profile)

# Enrollment Services Division

- Admissions and Records
- Financial Aid
- International Student Center
- School Relations and Outreach
  - CCAP
  - IWCC/Promise



Dr. Gerald Sequeira  
Dean of Enrollment Services

|   |  |
|---|--|
|  <p><b>Submit Attendance Rosters</b><br/><i>Smartsheet</i></p> <p><i>i</i> ♥</p> |  <p><b>Faculty Printable Attendance Roster</b><br/><i>WingSpan</i></p> <p><i>i</i> ♥</p> |
|  <p><b>Faculty Drop Roster</b><br/><i>WingSpan</i></p> <p><i>i</i> ♥</p>        |  <p><b>Instructor Drop Re-add Form</b><br/><i>Formstack</i></p> <p><i>i</i> ♥</p>       |

# Enrollment Services Resources for Faculty

- [A&R Handbook](#)

<https://my.citruscollege.edu>

- Grades
- Attendance (AP 5070)
- FERPA
- Navigating Wingspan

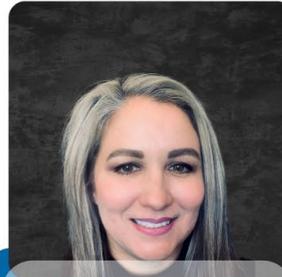
- Faculty Forms ([my.citruscollege.edu](https://my.citruscollege.edu))

- A&R Staff – Sophia Rivera – x8513 – [srivera@citruscollege.edu](mailto:srivera@citruscollege.edu)



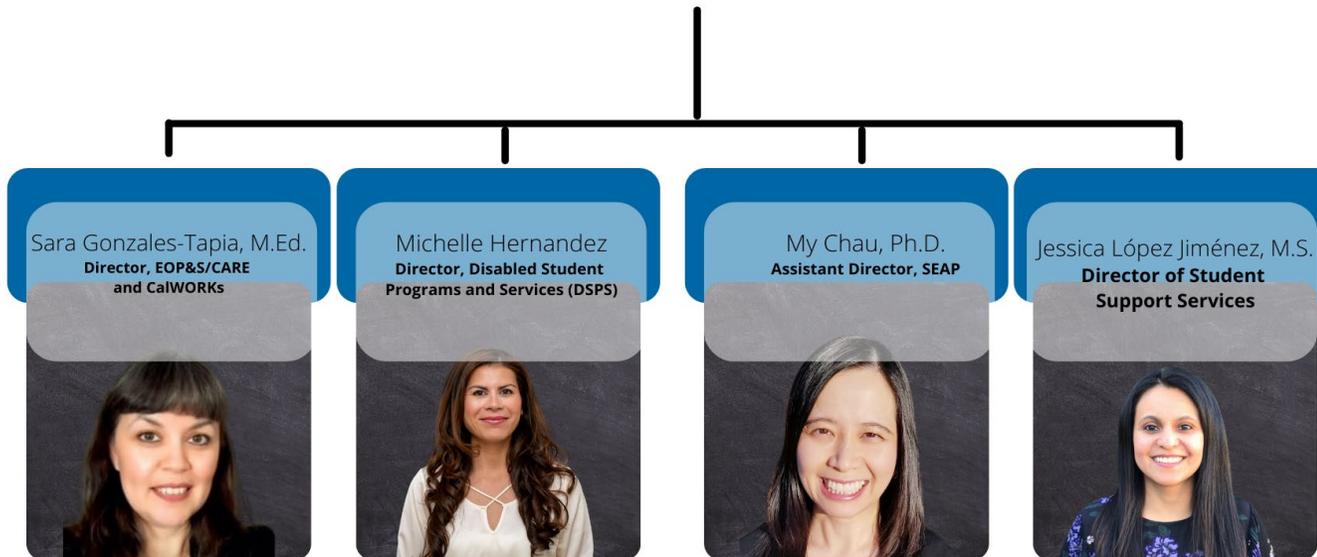
# Counseling & Student Support Programs

## Counseling Programs and Services Division



Nicole Smith, Ph.D.  
Dean, Counseling Programs and Services

- CalWORKs
- Career/Transfer Center
- Counseling and Advisement
- DSPS
- EOP&S
- Guided Pathways
- Student Equity and Achievement Program



# Counseling Programs and Services

- [Counseling and Advisement Center](#)
- [Career/Transfer Center](#)
- [California Work Opportunity and Responsibility to Kids \(CalWORKs\)](#)
- [Extended Opportunity Programs and Services \(EOP&S\)](#)
- [Cooperative Agencies & Resources for Education \(CARE\)](#)
- [Disabled Student Programs and Services \(DSPS\)](#)

# Counseling and Advisement Center

## Services

- Academic, personal and transfer counseling
- [New Student Orientation](#)
- [Workshops](#)
  - Student Education Plan (SEP)
  - Early Alert
  - Probation
  - Registration Assistance Forums
- [Online counseling appointment scheduler](#)
  - 30 and 45-minutes appointments
  - Specialty area counseling
- Online drop-in counseling scheduler

## Resource

- [Owl Success Hub](#)

## Specialty Area Counseling

- Athletics
- Black Scholars
- Career Technical Education
- College and Career Access Pathway (CCAP)
- Foster Youth
- Honors Transfer Program
- International Student Center
- I Will Complete College (IWCC)/Promise Program
- Noncredit
- Nursing
- Science, Technology, Engineering and Math (STEM)
- Veterans Success Center
- Visual and Performing Arts

# Career/Transfer Center

## Transfer Services

- **Assistance with transfer process**
  - Transfer planning counseling appointments
  - Workshops and events
  - Transfer application assistance
- **Appointments with university representatives**
- **Resource Library**
- **University campus tours**

## Career Services

- **Career and major exploration**
  - Career counseling appointments
  - Career assessments: Focus 2 (*free*), Myers-Briggs Type Indicator (MBTI), Strong Interest Inventory (SII), Clifton Strengths
- **Job and internship search strategies and preparation**
  - Resume/Cover Letter assistance, interview preparation, networking
- **Web-based resources**
  - Candid Career, Career Cruising, career guides

# California Work Opportunity and Responsibility to Kids (CalWORKs)

## Eligibility

- Student must be receiving cash aid (TANF/welfare)
- Must have a child
- Must be enrolled in classes at Citrus College
- Must be referred by a county worker
  - Los Angeles County
  - San Bernardino County

## Services

- Academic, personal and career counseling
- Provide information and clarification about county welfare requirements
- Completion of county paperwork
- Ancillary requests for textbooks and supplies
- Childcare verification
- CalWORKs workshops and student support groups
- Referrals to work-study job positions
- Referrals to on and off campus resources

# Extended Opportunity Programs and Services (EOP&S)

## For eligibility, student must:

- be a California resident or AB540 student
- be enrolled full-time (unless DSPS: minimum 6 units)
- be eligible for the California College Promise Grant (formerly BOGW A or B)
- have less than 45-degree applicable units completed at this or any other college/university
- demonstrate an educational disadvantage
- have a 2.0 cumulative GPA or higher

## Services Provided:

- Academic, personal, and career counseling
  - Probation and transfer planning
- Book services (vouchers and loans)
- Priority registration (1st tier)
- Tutoring
- Grants, gas cards, cap and gown, supplies (pending funding)
- 4 CSU and 4 UC transfer application fee waivers
- Community/campus referrals

# Cooperative Agencies & Resources for Education (CARE)

CARE is a supplemental component of EOP&S that specifically assists students who are single-head of household, have at least one child, and are currently receiving Temporary Assistance to Needy Families (TANF) or California Work Opportunities and Responsibilities to Kids (CalWORKs) benefits.

## Eligibility

- Submit Untaxed Income Verification Form each academic year
- Complete EOP&S Requirements
- Maintain a minimum 2.0 GPA
- Earn 10 CARE Points
- Pass at least nine units with a C or better

## Services

- All EOPS services and resources
- Gas Cards
- Meal Tickets
- CARE Grants
- Basic Car Maintenance Program
- Laptop Loan Program
- Adopt An Angel
- Scholarship Opportunities

\*Does not provide childcare services

# Disabled Student Programs and Services (DSPS)

## Steps to Participate

1. Student completes the DSPS application online and uploads verification of disability documentation.
2. Student meets with a DSPS counselor for intake to discuss functional limitations associated with the disability.
3. Student receives a copy of their DSPS **Academic Accommodation Plan (AAP)** outlining their accommodations.
4. Student is responsible to email their AAP to instructors to utilize approved accommodations in the class.

## Services for eligible students may include:

- Access to class notes
  - Adapted Testing (e.g., extended time on tests, scribe, reader, monitored breaks)
  - Alternative Media (e.g., reading materials in braille, large print or electronic format)
  - ASL Interpreting
  - Audio recording lecture
  - Campus/community referrals
  - Educational Assistance Classes
  - Liaison support with instructors
  - Priority Registration
  - Real time captioning
- \* Accommodations determined on a case-by-case basis.

## Division of Student Affairs



Maryann Tolano-Leveque, Ed.D.  
**Dean of Students**  
5 years at Citrus College

- Achievement Awards
- Ally Trainings
- Behavioral Intervention Team
- COVID-19 Response Team
- Saluting Our Veterans Event
- Student Conduct

**Greatest Success:** Ally Training Series

Rebecca Bacon

**Student Affairs Secretary**

3 years at Citrus College



Shauna Bigby

**College Nurse, Faculty**

18 years at Citrus College



Rosario Garcia

**Student Life Supervisor**

4 years at Citrus College



Maria Buffo

**Veteran Center Director**

2.5 years at Citrus College



### Discipline Process

#### Dean of Students Student Affairs

1. Discuss with Students
2. If unresolved, then meet with division dean
3. If unresolved, then complete incident report form
4. A warning or disciplinary hearing will occur

<https://www.citruscollege.edu/stdntsrsv/studentaffairs/conduct/Pages/default.aspx>

### Grievance Process

#### Vice President Student Services

1. Discussion
2. If unresolved, then meet with division dean
3. If unresolved, then complete student grievance form
4. Submit form to VPSS Office
5. Grievance Review Board will convene

<https://www.citruscollege.edu/complaints/Pages/ProcessProcedure.aspx>

### Sexual Misconduct

#### Title IX Coordinator Human Resources

Any sexual contact or activity without consent of an individual.

1. Report Incident
2. Investigation
3. Outcome may result in discipline and/or legal repercussions.
4. A discipline hearing may commence

<https://www.citruscollege.edu/admin/statements/Pages/SexualMiscconduct.aspx>

### Discrimination

#### Title IX Coordinator Human Resources

Harassment on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, gender, gender identity, gender expression, sexual orientation of any person, or the perception that a person is a part of these groups.

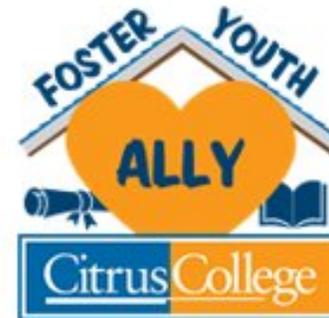
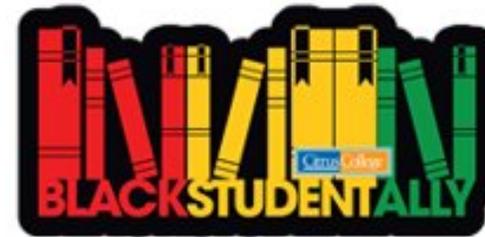
1. Report Incident
2. Investigation
3. Outcome

<https://www.citruscollege.edu/complaints/Pages/DiscriminationComplaints.aspx>

<https://www.citruscollege.edu/complaints/Pages/default.aspx>

# Ally Trainings

1. 1st Gen Ally Training
2. Basic Needs Ally Training
3. Black Student Ally Training
4. UndocuAlly Training
5. Foster Youth Ally Training
6. LGBTQ+ Ally Training
7. Veterans Ally Training



# Student Resources

1. Basic Needs Grants (grocery, tech, student support)
2. Bus Passes (Class Pass)
3. CalFresh Assistance (Campus Center)
4. Campus Food Pantries & Mobile Food Pantry
5. Campus Showers (PE 136/PE 103B)
6. Hygiene Kits (Campus Center)
7. Lactation Stations (LI 128)
8. Student Health Center (SS Bldg.)
9. Student Resource Guide (online)
10. WIN app (<https://www.ourchildrenla.org/win-app-web/>)
11. 211 directory (<https://www.211la.org/>)



This guide serves as a **resource for college employees to reference** when helping students in need.

# Ask a Nurse Program

The Student Health Center is open and serving students with medical advice, mental health support, or referrals,. Students can call (626) 914-8671 to speak with someone or email [shc@citruscollege.edu](mailto:shc@citruscollege.edu).

## Available "Ask A Nurse" services include:

1. Access information about local urgent care clinics and emergency room
2. Obtain referrals to free or low-cost services
3. Get answers to your healthcare questions
4. Set up a time to speak with a mental health therapist

## Crisis Lines & Other Resources:

- A. Assessment, screening, and referrals for on-going therapy – Los Angeles County Access Hotline at 1-800-854-7771.
- B. Disaster Distress Helpline – (800) 985-5990
- C. Student Health Crisis Hotline – (562) 653-7821
- D. Text "COURAGE" to Crisis Text Line at 741741



# Citrus College Department of Campus Safety



# Department of Campus Safety

## Location:

Main entrance on Citrus and Foothill

Phone: (626) 914-8611

Email: [campussafety@citruscollege.edu](mailto:campussafety@citruscollege.edu)

## Office Hours:

Monday-Thursday, 7:30 a.m. - 7:00 p.m.

## Officers On Duty 24 hours, 7 days a week

- First responders to every incident on campus
- Assistance with GPD, APD, and APU CS



## Services Offered:

- Daily or semester parking permits
- Parking enforcement
- Citation appeals
- General campus information, maps, parking information
- Safety escorts to anywhere on campus
- Vehicle jumpstarts, unlocks, lock cuts
- Emergency preparedness information and trainings
- Campus emergency drills

*"Safety. Security. Service"*

# Emergency Notification Methods

- Citrus Alert

- ✓ Phone call, text, email
- ✓ Register online
- ✓ Keep updated

- Alertus

- ✓ Yellow beacons/speakers
- ✓ Computer software

- Mitel System

- ✓ Classroom/office phones

- "Citrus Guardian" mobile app

- ✓ Text messages
- ✓ Recorded voice messages
- ✓ Geo-fencing



- Emergency Information Officers (EIOs)

- ✓ In person notifications
- ✓ Internal building status

- Blue Light Emergency Phones

- ✓ Throughout campus
- ✓ Towers and wall units
- ✓ Broadcast notifications

- Emergency Phone Tree

- ✓ Initiated by Superintendent/President's Office

- Campus Radio Systems

- ✓ CS, Facilities, TeCS, PAC



# Emergency Preparedness

**EMERGENCY**

Citrus College > Emergency

**Campus Emergency Information**

Effective communication is critical to the proper handling of emergency situations. This site offers details about emergency communication for our students, faculty and staff.

**Important Emergency and Safety Related Links**

- Campus Safety
- Citrus Alert Emergency Notification System
- Earthquake Information
- Earthquake and Emergency Preparedness
- Emergency Evacuation Procedures for the Citrus College Campus (PDF)
- Emergency Response Procedures at Citrus College Flip Chart (PDF)
- Emergency Gathering Areas Campus Map (PDF)
- Safety Guidelines and Emergency Procedures for Citrus College (PDF)

**Emergency Phone Numbers**

| College Phone Numbers                    | Emergency Responder Phone Numbers |
|--|-----------------------------------|
| Campus Safety - (626) 914-8611           | Paramedics - 911                  |
| Student Health Services - (626) 914-8671 | Fire Department - 911             |
| Facilities - (626) 914-8690              | Glendora Police - 911             |

<https://www.citruscollege.edu/emergency/Pages/default.aspx>

☐ Website, ERP Flipchart, Intranet

**SHOTS FIRED ON CAMPUS**

<https://www.citruscollege.edu/info/Employees/Pages/CampusIntranet.aspx>

**Emergency Response Procedures**

Citrus College

|                           |                                |
|---------------------------|--------------------------------|
| Campus Safety             | .....ext. 8611, (626) 914-8611 |
| Student Health Center     | .....ext. 8671, (626) 914-8671 |
| Citrus College Facilities | .....ext. 8690, (626) 914-8690 |

Off-Campus Emergency Response: 911  
(Dialing "9" is not required.)



<https://www.citruscollege.edu/emergency/Documents/EmergencyResponseProceduresFlipchart.pdf>

**KNOW THE CONTENT BEFORE AN EMERGENCY OCCURS**

# Citrus Guardian Mobile App





Text-A-Tip

**DISCREETLY TEXT CAMPUS SAFETY**  
Prevent dangerous situations by discreetly sending anonymous tips with a photo or location as needed.



**STAY INFORMED**  
Receive alerts based on your location, even when you don't have a cell signal.



Virtual Escort

**NEVER WALK ALONE**  
Set a virtual safety escort timer for an extra layer of safety wherever you are.



Emergency Info

**FIND THE RESOURCES YOU NEED**  
Access emergency preparedness information and response procedures quickly from your phone.



Call Directory

**MAKE THE RIGHT CALL**  
Easily find assistance and resources with a custom call directory with important campus numbers.



CALL 911



ON-CAMPUS EMERGENCY

**HELP IS ON THE WAY**  
With a push of a button, you can directly connect to 9-1-1 or Campus Safety in an emergency.

# Citrus Guardian



# Citrus College Resources for Students

| Academic  | Personal/<br>Extra-Curricular   |
|---|---|
| <ul style="list-style-type: none"> <li>• <a href="#">Counseling</a> <ul style="list-style-type: none"> <li>• General Counseling</li> <li>• Special Programs</li> <li>• Transfer Counseling</li> <li>• Career Counseling</li> </ul> </li> <li>• <a href="#">Financial Aid</a></li> <li>• Free Tutoring (online)           <ul style="list-style-type: none"> <li>• <a href="#">STEM Center</a></li> <li>• <a href="#">Writing Center</a></li> <li>• <a href="#">Learning Center</a></li> </ul> </li> <li>• <a href="#">Library Resources</a></li> <li>• Professor Office Hours           <ul style="list-style-type: none"> <li>• Check the syllabus</li> </ul> </li> <li>• <a href="#">College Success Workshops</a></li> </ul> | <ul style="list-style-type: none"> <li>• <a href="#">Counseling</a></li> <li>• <a href="#">Student Health Center</a> <ul style="list-style-type: none"> <li>• Medical Health (limited)</li> <li>• Therapists</li> <li>• Mental Health Resources</li> </ul> </li> <li>• <a href="#">Student Life &amp; Development</a> <ul style="list-style-type: none"> <li>• <a href="#">Student Clubs and Organizations</a></li> <li>• <a href="#">DREAM Resource Center</a></li> <li>• <a href="#">Resources for Students in Need</a> <ul style="list-style-type: none"> <li>• Food, housing &amp; other</li> <li>• Referrals to community organizations/ off-campus resources</li> </ul> </li> </ul> </li> </ul> |

# Additional Resources

- [Admissions & Records Help Desk](#)
- [Financial Aid Help Desk](#)
- [Owl Success Hub](#): Student Success While Learning Remotely
- School Relations and Outreach [outreach@citruscollege.edu](mailto:outreach@citruscollege.edu)
- [Student Resource Guide](#)