

Student Services Resources for Enhancing the Student Experience

Adjunct Orientation

February 16, 2022

Office of the Vice-President of Student Services

Dr. Richard Rams, VPSS

- How adjuncts can support students
- Needs of all students
- Marketing your courses and programs

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

How student services supports faculty . . .

- Nobody expects you to know everything
- 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

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

Enrollment Services

Dr. Gerald Sequeira, Dean of Enrollment Services

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

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

Enrollment Services

- [A&R Handbook](#)

<https://my.citruscollege.edu>

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

- Faculty Forms (my.citruscollege.edu)

- A&R Staff – Sophia Rivera – x8513 – srivera@citruscollege.edu



A&R Faculty Handbook
PDF

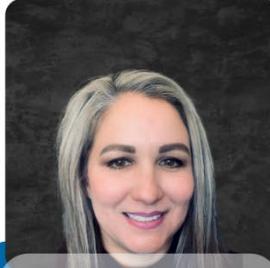
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Grade Change Petition
Formstack

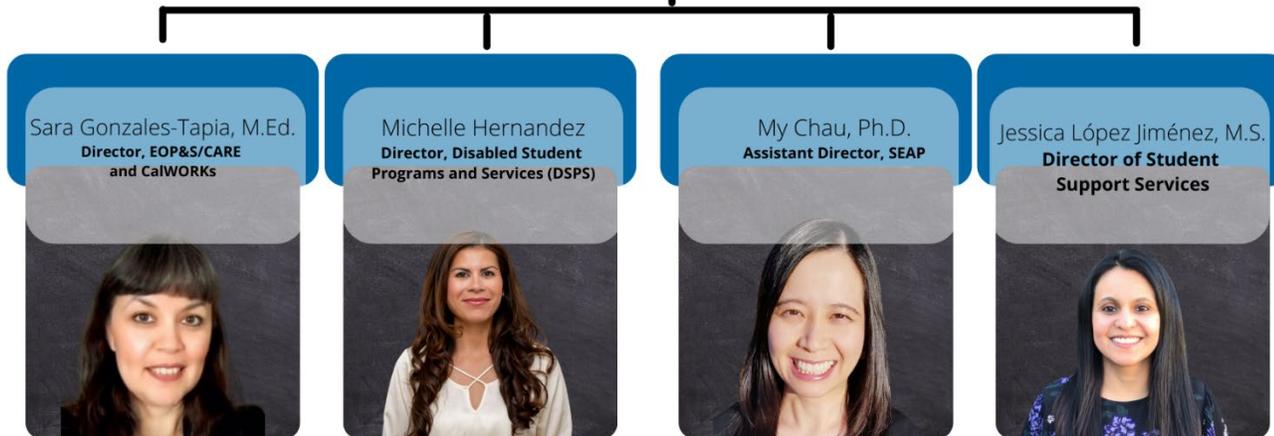
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Counseling Programs and Services Division



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 & Student Support Programs

Dr. Nicole Smith, Dean of Counseling Programs & Services

- Owl Success Hub
- Access to Counseling services
- Support Program Overview and Locations

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
6 years at Citrus College

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

Rebecca Bacon
Student Affairs Secretary
3.5 years at Citrus College



Shauna Bigby
College Nurse, Faculty
19 years at Citrus College



Rosario Garcia
Student Life Supervisor
5 years at Citrus College



Maria Buffo
Veteran Center Director
3.5 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/stdntsrv/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

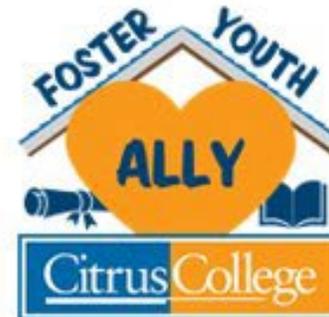
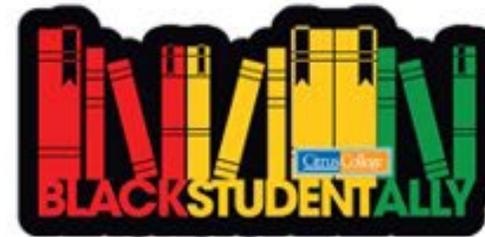
Harassment on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, gender, gender identity, gender expression, sexual orientation of any person, or the perception that a person is a part of these groups.

1. Report Incident
2. Investigation
3. Outcome

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

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.

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



Department of Campus Safety

Location:

Main entrance on Citrus and Foothill

Phone: (626) 914-8611

Email: 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 Safetyext. 8611, (626) 914-8611
Student Health Centerext. 8671, (626) 914-8671
Citrus College Facilitiesext. 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/ Extra-Curricular
<ul style="list-style-type: none"> • Counseling <ul style="list-style-type: none"> • General Counseling • Special Programs • Transfer Counseling • Career Counseling • Financial Aid • Free Tutoring (online) <ul style="list-style-type: none"> • STEM Center • Writing Center • Learning Center • Library Resources • Professor Office Hours <ul style="list-style-type: none"> • Check the syllabus • College Success Workshops 	<ul style="list-style-type: none"> • Counseling • Student Health Center <ul style="list-style-type: none"> • Medical Health (limited) • Therapists • Mental Health Resources • Student Life & Development <ul style="list-style-type: none"> • Student Clubs and Organizations • DREAM Resource Center • Resources for Students in Need <ul style="list-style-type: none"> • Food, housing & other • Referrals to community organizations/ off-campus resources

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
- [Student Resource Guide](#)

COVID-19 Student Support Services

[Resources for Students in Need](#)

- CARES Emergency Grants (\$250 - \$500)
- Emergency Grants (Student Life)
- Basic Needs Program
- Mental Health Resources
- Excused Withdrawal (EW)