

# STUDENT SERVICES

## ADMISSIONS & RECORDS

This office provides admissions processing, registration, maintains student records, and completes required state/federal reports. Admissions activities include college and high school level credential/transcript evaluations, admissions application completion, state residency determination, early admission and dual credit coordination, and degree plan processing. Academic records management includes grade posting, academic standing, honors determination, and issuance of academic transcripts. Additional information about the admission and registration process can be found in the college catalog.

## ASSESSMENT CENTER

The Palo Alto Assessment Center offers a variety of testing programs to assist students with academic placement and career exploration. Students are encouraged to take advantage of the resources and services provided by the Center.

Testing programs available to students and the community include:

1. Placement Testing/Texas Success Initiative Testing  
All Palo Alto students except those enrolling in Continuing Education or pursuing certain technical certificates are required to have placement test scores for academic advisement. Scores must be less than three years old.  
Tests accepted at Palo Alto include:  
ACCUPLACER  
ASSET  
SAT – Recentered verbal score below 450 requires additional reading test or original verbal score below 370.  
ACT – Composite score below 20 requires additional reading test  
THEA/QUICK THEA – only passing scores may be used for placement; additional placement testing may be required for placement into some college-level courses  
SLEP – Secondary Level Proficiency Exam - English Proficiency Exam.
2. College-Level Examination Program (CLEP)  
Only CLEP Subject Examinations are administered and accepted.
3. Departmental Exams  
With faculty approval, students may challenge some courses by taking an examination.
4. Academic-Makeup/Distance Testing  
Scheduled dates and times vary by semester. Contact the Assessment Center to confirm an appointment.
5. Texas Higher Education Assessment (THEA)  
The THEA is offered on the Palo Alto campus several times per year. Consult the THEA Registration Bulletin available at the Assessment Center for dates and procedures.
6. Correspondence Course and Contracted Test Administration  
The Assessment Center will administer correspondence, certification, and various other examinations only by appointment. Test administration and building usage fees may be charged.

# STUDENT SERVICES

## ASSESSMENT CENTER (cont'd)

Standardized tests are administered on scheduled dates and require advance registration and payment if applicable. The placement tests or TSI exams are offered on a scheduled basis and during registration periods. Contact the Assessment Center for more information.

## CAREER/JOB RESOURCES

Career/Job Resources are available in the Applied Science & Technology Building (AT) and the Counseling and Support Services Center (CSSC). Services to assist PAC students in the areas of career exploration and planning are provided free of charge. Some services include the following:

1. **One-on-One Career Services**, including assessment, is available to assist students in matching career goals with academic majors.
2. **Job Resources**, including books, magazines, videos, and internet access, are available for students to research occupations, salaries, labor market data, employer information, job search processes, and transfer college information. Other individual services include helping students conduct on-line job search and job search skills (i.e., resume writing, mock interview, contacting employers, etc.)
3. **Career and Job Fairs**, both on and off-campus are coordinated annually to allow students the opportunity to gain first-hand knowledge on careers and interview for jobs.
4. **Discover**, a computerized career assessment tool which explores:
  - Careers
  - World of Work
  - Learning About Yourself
  - Identifying Occupations of Interest
  - Learning About Occupations
  - Educational Choices
  - Job-Seeking Skills
  - Developing a Plan

## COMMUNITY RESOURCES

The goal of Community Resources is to identify the needs of students and determine the categories of community, institutional, and child care resources required to address those needs. Referrals are made to United Way agencies for financial assistance, utility relief programs, child care, domestic violence, and housing which may include the following: Child Care Delivery Service (CCDS), Catholic Charities, De Paul Family Center, Housing Authority of San Antonio, CARE LINK, City of San Antonio-Department of Community Initiatives and Family Violence Prevention Services. Student may be referred by faculty, staff, and/or self-referral. All inquiries are welcome. For assistance, visit the Welcome/Advising Center in Palomino Center, Room 126 or call 921-5382.

# STUDENT SERVICES

## COUNSELING AND SUPPORT SERVICES

Counseling and Support Services provides all students with information on succeeding in college. Students are encouraged to speak with a counselor to develop strategies that will promote academic success. The Counseling and Support Services Center provides comprehensive services designed to assist students with:

1. Academic Counseling
2. Personal Issues
3. Career Development/Goal Setting
4. Referral to Community Services

When enrolling in College for the first time, students meet with counselors for academic advisement and registration. Thereafter, counseling services are available to assist students in various phases of academic and personal development. Professional counseling is available for day and evening students. All counseling is confidential. Individual counseling, small group discussions, seminars, and workshops provide students with information and strategies in the following areas:

**Academic Counseling** – Students can receive information on courses needed for a certificate, a two-year associate degree or courses required for transfer from Palo Alto College to other schools/universities. Counselors can also assist with information about 2+2 programs, joint admissions programs, and articulation agreements. In addition, counselors help students in overcoming academic difficulties, improving poor study skills, or advising students placed on scholastic probation (SP) or enforced scholastic withdraw (ESW).

**Personal Adjustment Strategies** – Counselors can assist students in adjusting to college by providing information on time management, stress management, decision-making, effective communication, and crisis intervention, as well as individual counseling. In addition, referrals can be provided related to life needs and assistance – food, utility bills, medical services, etc.

**Career/Goal Setting** – Selecting a program of study (major) or making long-term career goals is critical for success in college. This can be accomplished, with assistance from a counselor, through exploring personal attributes and matching them with compatible career choices.

**Crisis Counseling** – All counselors are skilled at providing one-to-one counseling. However, personal/problem counseling sessions are limited to five (5) one-(1) hour sessions. Should the student need additional counseling, referrals will be made to the appropriate community agencies.

**Student Development Courses (SDEV 0170, 0171, 0172)** – Counselors teach Student Development (SDEV) 0170 and Human Development (HUMD) 0300 courses. These classes are taught in the traditional classroom setting, but can also be taught over the Internet or in a compressed format before the beginning of the semester.

# **STUDENT SERVICES**

## **COUNSELING AND SUPPORT SERVICES (cont'd)**

All students entering Palo Alto College with less than 15 semester credit hours are required to enroll in either SDEV 0170 or HUMD 0300. Counselors also teach SDEV 0171: Enhancing Academic Success, for students placed on academic probation and SDEV 0172: Career and Life Planning, for students who are undecided or need more information in selecting a program of study.

For more information visit the Counseling Center, call 921-5280 or visit the website at [http://www.accd.edu/pac/htm/Current/welcome/team/team\\_counselors.htm](http://www.accd.edu/pac/htm/Current/welcome/team/team_counselors.htm)

## **DISABILITY SUPPORT SERVICES**

Disability Support Services provides special support services to students with a temporary or permanent disability as defined by the Americans with Disabilities Act (ADA) of 1990. Students with documented disabilities may request accommodations that will enable them to participate in and benefit from all educational programs and activities. These accommodations are made on an individual or case-by-case basis. Accommodations to students may include: confidential letter to instructor, note-taking services, special testing accommodations, readers, scribes, sign language interpreter services, class room furniture, adaptive technological equipment, Assistive Technology, tape recorders for classroom use, referrals to resources for Books on Tape, Disk or CD, and Recording for the Blind Services. For additional information see the college catalog, call the Disability Support Services Office at 921-5287 or visit the website: <http://www.accd.edu/pac/htm/Current/services/dss/Default.htm>

## **EARLY ALERT PROGRAM**

Early Alert is an outreach program that focuses on students who are experiencing academic and/or attendance difficulties so that appropriate interventions can occur. The program assists students to achieve successful academic progress through use of Student Support Services. The Early Alert program is initiated when a faculty member identifies students who are experiencing academic difficulties. As a result of a faculty-initiated referral, an Early Alert Specialist contacts the student and advises the student about ways to address their academic difficulties. A final report is given to the faculty regarding the outcome of the meeting with the student.

## **INTERNATIONAL STUDENT SERVICES**

All persons seeking admission holding non-permanent visas will be processed as International Students. The Designated School Official assist prospective international students with admissions application, registration, medical insurance, and USCIS (formerly INS) compliance, etc. Enrolled international students are also assisted with transfer to other institutions or return to their home country. Additional information is available in college catalog.

# STUDENT SERVICES

## PASSKEY PROGRAM

PASSkey, located in Palomino Center Room 115, is a retention program funded by the U.S. Department of Education and is designed to:

1. Increase college retention and graduation rates of eligible students
2. Increase the transfer rates of eligible students from two-year to four-year institutions
1. Foster a supportive climate of success for low-income and first-generation college students and individuals with disabilities

PASSkey participants must meet the established federal criteria of academic under-preparation, first-generation college, low-income and/or a disability as defined by the ADA. Students enrolled in the Student Support Services program have particular academic, personal, and social needs that may become a deterrent to their academic success.

One of the key components is the Individual Plan for Success (IPS) designed to develop a holistic personalized plan of action that will assist each student with transition to college and to the university and/or work. PASSkey's retention initiatives incorporate a broad, flexible system of supportive services.

Description of services:

- Academic, career, and personal counseling
- Financial aid preparation and securing of educational funds
- Academic advisement and registration assistance
- Access to cultural events and activities
- University educational express trips
- Laptop and PDA lending program
- Referral and assistance with campus services and resources.
- Assistance in securing community resources to resolve issues relating to health, relationships, and financial needs.
- Linkages with colleges/universities, professionals, and other students nation-wide
- Computer and Internet access.
- One-on-One & Group Math Tutoring.
- Supplemental Instruction for MATH 0303 and 1314.

In addition to the services outlined above, weekly student success workshops are offered on:

- Stress management
- Test-taking strategies
- Money management and budgeting
- Healthy families
- Budgeting your time
- Career exploration
- Resume writing
- Dealing with depression
- Essay writing
- Transferring to a four-year university
- Getting organized

# STUDENT SERVICES

## RAY ELLISON FAMILY CENTER

The Ray Ellison Family Center offers high quality childcare and early childhood education for the children of the Palo Alto College community while supporting family development and parents' pursuit of a college education.

The Ellison Center is comprised of four classrooms serving children age 18-months through 5 years old. The program features low child-teacher ratios, innovative programming, family activities, and a highly qualified staff. Flexible schedules and fees are available; limited financial assistance may be available to eligible Occupational-Technical majors.

It is located conveniently between the Ozuna Learning Resources and Academic Computing Center and the Student Center. For more information, call 921-5490 or email at [refcinfo@accd.edu](mailto:refcinfo@accd.edu).

## TRANSFER ADVISEMENT SERVICES

Transfer Services, located in the Welcome/Advising Center, is a Student Service resource providing the educational road map for successful transfer from Palo Alto College to the four-year university.

Our services include:

1. Recruiter Visitation Schedules with dates and times when university representatives visit to answer questions and provide admissions information;
2. An annual Transfer Fair when up to 50 universities visit PAC to provide admissions information;
3. Education Express field trips to four-year universities;
4. Transfer-themed workshops providing insights on topics related to a successful transfer;
5. 2+2 Transfer Plans (also know as Joint Admissions Plans or Transfer Guides) providing information on courses to be completed (by major) at Palo Alto College prior to transfer to the university;

2+2 Transfer Plans by universities are as follows:

Our Lady of the Lake University

St. Mary's University

Sam Houston State University

Texas A&M University at College Station (Biomedical Science only)

Texas A&M University-Kingsville System Center-San Antonio

Texas A&M University at Commerce

Texas Lutheran University

University of Texas at Austin

University of Texas at Dallas

University of Texas at San Antonio

University of Texas Health Science Center at San Antonio

University of Northern Iowa

University of the Incarnate Word

University of Wisconsin at Madison

# **STUDENT SERVICES**

## **TRANSFER ADVISEMENT SERVICES (cont'd)**

6. University applications and catalogs with specific information on admissions deadlines and academic program descriptions;
7. Transfer scholarship information for the four-year universities.

Check with the Welcome/Advising Center/Transfer Service Office (Palomino Center Room 126) for information on other university articulation agreements. Articulation agreements are designed to match course at PAC with equivalent university courses.

## **VETERANS AFFAIRS**

This office helps all eligible veterans obtain assistance and information on veterans' benefits while they attend Palo Alto College. Additional information can be found in the college catalog or you can visit the Veterans Affairs Office located in the Student Center.

## **WELCOME/ADVISING CENTER**

The Welcome/Advising Center is the first stop in your journey to success. The Welcome/Advising Center Staff is specifically trained to negotiate the maze of admissions, financial aid, assessment, and advising. Services we offer include:

- Guide students through the Advising process
- Supply general information regarding Palo Alto College majors and academic degree plans and other college/university academic degree plans
- Assist with on-line Fall/Spring/Summer registration
- Help complete FAFSA forms on-line
- Computer Lab to view or print out grades, unofficial transcripts, class schedules and tuition bills

The Welcome/Advising Center has been designed to provide students with the information and assistance needed to be successful in college by offering these additional programs and services:

- Academic Advising
- Transfer Services
- Early Alert Program
- Community Resources