

SUSAN CERVANTES OF PRECITA EYES MURALISTS AND STUDENTS,  
SONG OF THE SPIRIT (DETAIL), 1999 (PHOTOGRAPH BY KATIE LOUX)

# LEARNING RESOURCES AND STUDENT SERVICES

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## Learning Resources

City College Learning Resources provide equitable access and instructional support to facilitate academic achievement and personal growth.

The faculty and staff are available to answer all inquiries into resources, and to provide assistance and instruction in their use.

## The College Library

CCSF provides library services at Ocean Campus and all centers throughout the District. Library collections are closely tied to the curriculum at each location. Librarians provide in-person and online assistance in support of student needs. Libraries provide study spaces, student computers, printers, and other technology. The library also maintains extensive online content in the form of database articles, encyclopedias, and ebooks.

The Media Center/Collaboratory at Ocean Campus supports the



# Learning Resources and Student Services

Classes are offered through the Learning Assistance Department (LERN 50, LERN 51 & LERN 55) and through the Interdisciplinary Studies Department (IDST 50). These classes are especially valuable to students attempting to raise their grade point averages, re-enter college, and succeed in college.

These courses are designed to meet the needs of all CCSF students, but are especially valuable for returning students, first-year students, or anyone wanting to learn the strategies necessary to succeed in college. Courses provide instruction that strengthens college, career, and lifelong success. The focus is on understanding how to navigate educational systems, including online learning; time management; personal and educational values; financial management; setting and achieving goals; instructor/student interactions; memory and concentration; effective communication; lecture note taking; subject-specific studying; test taking; using the library; critical analysis; problem solving; and creative thinking. Classes meet graduation and transfer requirements. Check the class schedule or website for more information [www.ccsf.edu/accf-ed/ac](http://www.ccsf.edu/accf-ed/ac).

The Online English Lab located in Rosenberg Library, R207 offers open access to a 100 Windows computers with Internet, email, MS Office access and a variety of educational software programs for all current CCSF students. Laser black and white printing, scanners and 14 laptop stations equipped with power strips and local wireless access point are available. Laboratory assistants help students in selecting and using the laboratory's hardware and software.

The Biology Resource Center is located in Science Hall, Room 350 and contains a variety of instructional materials for the biological sciences, which can be used in coordination with specific courses or as supplementary materials. The collection includes reference books, self-instructional CD ROMs and several computer stations for student access to the internet and other online materials. The Biology Resource Center also contains anatomical and organismal models, charts, specimens, microscopes and slides. The Center also has great Wi-Fi coverage. And is a comfortable and quiet place to sit and study. Instructors and qualified student tutors staff the laboratory. Hours of operation are posted at the laboratory and on the biology department website.

The Speech Lab in Cloud 208B is operated by the Communication Studies Department and provides one-on-one tutoring in the construction, development and rehearsal of speeches. The lab supports all CCSF students working on speeches, debates or performances. Staffed by student tutors and supervised by Communication Studies faculty, the Lab offers help in all stages of the speechmaking process as well as assistance in understanding intercultural, interpersonal, and group dynamics. In particular, the Lab provides support in anxiety reduction, topic selection, thesis writing, outline construction, speech delivery and use of visual aids. Computers are available for research, outline writing, and visual aid construction. Stop by Cloud 208B.

DSPS Accessible Computer Labs (ACLs) are open to all CCSF students regardless of ability. DSPS Accessible Computer Labs (ACLs) offer free non-credit instruction in adaptive computer software and/or hardware and tutorial software for the development of academic, vocational and daily living skills. The ACLs also offer PCs and Macs, large screens, comfortable furniture, subdued lighting, a quiet environment, no time limit, color printing for a fee and the first 5 pages of Black and White printing are free at the Ocean ACL. CCSF has two DSPS Accessible Computer Lab locations: one on the Ocean Campus in Batmale Hall, Room 231, and the other at the John Adams Center, Room 104.

The DSPS Strategy Lab is open to all CCSF students regardless of ability. It is located on the Ocean Campus in Batmale Hall, Room 231. DSPS M and DSPS O are credit classes with small group instruction on learning strategies. The instructor and trained instructional aides assist students in applying learning strategies as they work on homework assignments.

The Online English Lab is located on the second floor of Rosenberg Library in room 205. The lab offers drop-in tutoring, small-group workshops, and computer access for all students taking English courses. Additionally, students may use the Online English Lab to access zoom tutoring appointments, Guided Learning Activities (GLAs), and other web-based materials to enhance their reading and writing skills. Enroll in the Online English Lab's Canvas course: <http://ccsf.edu/onlineenglishlab/8P7FHE>.

The Math Lab located in JDVL 808 offers drop-in tutoring, WiFi, and computer access for all students taking Liberal Arts Math, Statistics, Precalculus, and Data Science classes. The lab serves students enrolled in all math courses from MATH 70 to MATH 108. Additionally, students can enroll in the Online Math Lab Canvas shell by navigating to <http://ccsf.edu/online-math-lab/BMP7TW>. The Online Math Lab offers one-on-one online tutoring appointments and Guided Learning Activities designed to help students review and study certain areas of Prealgebra, Algebra, and Statistics.

The Nursing Resource Center, located in Cloud 343, is a supervised open laboratory where Registered Nursing Students may complete and/or reinforce their course work. The Laboratory provides a collection of Audio-Visual References. A registered nurse serves as a resource person for nursing students to answer questions, direct independent studies, and give workshops on skill procedures.

The mission of the Adult Learning and Tutorial Center (ALTC) is to provide an environment where adults who are learning basic skills can thrive and build strong academic and vocational foundations. Group and individualized classes with tutor support are offered in beginning literacy, math, and writing as well as in preparation for the GED/HiSet exams.

Program and Services- The ALTC is an open entry program offering clusters of morning, afternoon, and evening classes to meet adults' scheduling needs. The intake/orientation process includes preliminary assessment of reading levels and administration of official GED/HiSet practice tests as appropriate. More in depth diagnostic tests are offered by a faculty reading specialist. A disabilities counselor assists with adaptations and GED/HiSet accommodations.

While the majority of students have English as their first language, English speaking adults from many countries also study at the ALTC. Volunteer tutors come from Project Read, The Volunteer Center, San Francisco State University, Project 20, Pretrial Diversion, City College of San Francisco credit classes, and from among the ALTC's alumni and retirees. The Center has a student mentor, student workers, a computer lab, an annual book of student writings, and an annual GED graduation/all-level student awards ceremony. Telephone (415) 561-1871 for more information.

## Student Services

### Counseling Services

See the surrounding text for more detailed information on Counseling Services or contact the individual department for information on workshops available to help you succeed.

 ARTS 201	(415) 239-3296	<i>Do you need an Educational Plan, degree or transfer information?</i>
 Multi-Use Bldg 39, Mezzanine	(415) 239-3302	<i>Do you need an Educational Plan, degree or transfer information?</i>
 EOPS Bldg.	(415) 239-3561	<i>Are you educationally disadvantaged, low income, eligible for BOG fee waiver and taking 12 units?</i>
 Cloud 212	(415) 239-3895	<i>Are you a new or continuing International student here on an F-1 Visa? Do you need specialized assistance and orientation?</i>
 Cloud 364	(415) 452-5335	<i>Are you interested in bilingual and bicultural (Spanish-English) programs and support services?</i>
 Rosenberg Library 209	(415) 452-5315	<i>Are you interested in programs for African Americans and the Diaspora, Black College tours and transfer assistance?</i>
 Batmale 208	(415) 452-5620	<i>Are you interested in bilingual and bicultural counseling (Cantonese, Tagalog, and Vietnamese), programs, and support services?</i>
 Cloud 363	(415) 452-5195	<i>Are you interested in bilingual and bicultural (Tagalog-English) programs and support services?</i>
 Cloud 363	(415) 452-5762	<i>Are you interested in bilingual and bicultural counseling (Tongan-English) programs and support services?</i>
 Multi-Use Building 101	(415) 239-3117	<i>Are you undecided about your educational or career interests and goals or looking for job and internship information?</i>
 Multi-Use Building 101	(415) 239-3748	<i>Are you interested in programs to help students transfer including transfer admission guarantees? Need information to transfer or apply to a university?</i>
 Health Center HC 100	(415) 239-3110	<i>Have you been feeling stressed or anxious lately? Having medical or mental health</i>

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Multi-Use Building 39 (415) 452-5249	<i>Want information about student activities, scholarships, support services, counseling, courses and programs for LGBT students?</i>
Multi-Use Building 39 (415) 452-5659	<i>Are you a member of a City College intercollegiate athletic team? Do you need academic, career, or personal counseling?</i>
Student Union Room B (415) 452-5355	<i>Are you enrolled at CCSF and experiencing housing insecurity and in need of support services such as transportation, food and community referrals?</i>
808 Kearny Street, Room 119 (415) 395-8611	<i>Are you interested in Asian American Studies, Business, Child Development, Health Education, Sign Language, or ESL?</i>
Student Union, Room G (415) 239-3279	<i>Are you a current or former foster youth and would like support services such as transportation and textbook assistance?</i>
800 Mission Street, 1st Floor (415) 267-6503	<i>Are you interested in Computer Studies, ESL, Food Technology, Business, or Working Adults Degree Program? Are you an entrepreneur seeking the support of our Small Business Development Center?</i>
1400 Evans Avenue, Room 104 (415) 550-4409 or (415) 550-4506	<i>Looking for assistance in entering vocational programs? Interested in apprenticeship programs and cooperative work experience?</i>
1860 Hayes Street, Room 142 (415) 561-1925	<i>Are you interested in the health professions, Child Development, computer training, Consumer Education, ESL?</i>
1125 Valencia Street, First Floor (415) 920-6056	<i>Are you interested in Digital Printing, Office Technology, GED/HiSet Prep in English and/or Spanish, High School Diploma Program, ESL, Working Adults Degree Program?</i>

## Student Counseling Services

The Student Counseling Services Programs were established in January 2010 and consists of five (5) academic retention programs: UMOJA/African American Scholastic Programs (AASP), Asian Pacific American Student Success (APASS), Latino Services Network (LSN), TULAY/Filipino American Student Success and VASA/Oceania Student Success. These multicultural retention programs provide comprehensive support services and other program-specific activities primarily to underprepared, underrepresented students in each of the 5 Centers/Programs. Our comprehensive services (essentially a "One Stop" model) make them unique among other counseling units. These services provided promote individual growth and academic success through a culturally sensitive and bilingual environment that meet the needs of many students. Our case-load model helps develop that critical student/counselor relationship which is important to retention and student success. Although our Retention Centers have targeted groups, we provide services to all students. For more information, please visit the Counseling website [www.ccsf.edu/counseling](http://www.ccsf.edu/counseling).

## UMOJA/African American Scholastic Programs

The UMOJA/AASP was the first retention program established at CCSF, which laid the foundation for the creation of the Multicultural Retention Services Department. The UMOJA/AASP provides culturally-based support services to assist, primarily African American students and students of African descent, successfully achieve their goals while at CCSF. The counseling services component is an integral part of the program, helping students acquire personal development skills and achieve their academic and career-related goals. Intensive individual counseling sessions provide students with educational, career/vocational and resources to help students make appropriate choices in meeting their respective goals.

### Academic, Career, and Personal Counseling

- Academic, career/vocational, and personal counseling
- Student educational plans
- Graduation, certificate, and transfer information
- Assistance with financial aid and SAP appeals
- Referrals to campus and community-based support services

### Academic Support Services

- Support services to students who are on academic or progress probation
- Computer lab, study area and tutoring
- College Support Scholarships
- Book Loan Program
- Book Voucher
- Historically Black College/Universities (HBCU) Transfer Information
- HBCU's College Tours (pending funding, out-of-state restrictions and/or CCSF Board Approval)

The HBCU Transfer Program is designed to provide CCSF students the opportunity to attend and transfer as a junior to a HBCU.

The Peer Mentoring Program provides peer mentoring to CCSF students enrolled in the UMOJA/African American Scholastic Programs. Students enrolled in the program are mentored by faculty, CCSF Alumni and community members. The Peer Mentoring Program provides CCSF students the opportunity to interact and develop positive relationships with an assigned Mentor in their field of study or interest.

The UMOJA/AASP Program is located in Rosenberg Library, Room 209. For more information, call (415) 452-5315; email: [aa-aa@ccsf.edu](mailto:aa-aa@ccsf.edu), or visit our website at [www.ccsf.edu/umoja](http://www.ccsf.edu/umoja).

**APASS: Asian Pacific American Student Success Program**  
APASS offers services to Asian and Pacific Islander (A/PI) and all students in pursuit of academic success through early intervention and effective support services.

Our counseling services include:

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# Learning Resources and Student Services

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## TULAY – Filipinx/American Student Success Program

The mission of Tulay is to provide culturally relevant, student-centered services, and experience to support success. Our services and partnerships with various campus resources seek to empower students by promoting healthy identity formation and a strong sense of student community. Our students become advocates for themselves, their community, and their education.

### Academic and Personal Support

- Academic and personal counseling
- Bilingual services [Tagalog]
- Student Leadership development [Student Ambassadorship]
- Pinoyz II Men: Monthly men's support group
- Embedded Tutoring for English and Math
- Book loan & book voucher Program
- College Support Scholarship
- Semester-to-semester based grants: Safeway Food Cards | Full-Time Incentive Grant
- Referrals to other student services

### Study and Learning Resources

- Computer lab
- General Study tables
- Private study/meeting room
- Printing service
- Microwave use

### Course and Advising Support

In solidarity with the Philippine Studies department, our student ambassadors and counselors are present in the following courses for program announcements, discussion support, quick advising inquiries, and to schedule advising appointments.

- IDST 50 (College Success) | UC/CSU credit
- PHST 20 (The Filipino Family) | UC/CSU credit
- HIST 37 (Philippine History) | UC/CSU credit
- ASAM 8 (Filipino American Community) | UC/CSU credit

For additional information on Philippine Studies and courses, please refer to their link tree: <https://linktr.ee/PHSTccsf>

The Tulay Program is located in Ocean Campus, Cloud Hall, Room 363.

For additional information on Tulay, please refer to their link tree: <https://linktr.ee/TulayCCSF> or email: [sa@ccf.ed](mailto:sa@ccf.ed)

Tulay Social Media outlets: Facebook: [sa363ccf](https://www.facebook.com/sa363ccf) | Instagram: [sa\\_ccf](https://www.instagram.com/sa_ccf)

To schedule an appointment with a Tulay counselor: eSARS: <https://easars.ccf.ed> / or call 415.452.5922

### VASA/Oceania Student Success Program

VASA/Oceania Student Success Program provides support to Pacific Island and all CCSF students in pursuit of academic success through comprehensive, culturally specific, multilingual education programs and services that promote successful learning and student achievement in a multicultural environment. VASA collaborate with other academic departments and community-based organizations to offer other services consistent with its primary mission.

### Academic and Personal Support

- Academic, personal, and career
- Bilingual/bicultural (Tongan & English)

- Student educational plans
- Graduation, certificate, and transfer information
- Support services to students who are either on academic and progress probation
- Assistance with financial aid & SAP appeals
- Advocacy and referrals to campus & community services

### Study and Learning Resources

- Tutoring
- Study group & Study area
- Workshops
- College Support Scholarships
- Book Voucher/Food Card
- Outreach to SFUSD High Schools & PI communities
- Link courses to Critical Pacific Island & Oceania Studies and College Success
- Collaboration between students, counselors, and instructors

The VASA/Oceania Student Success Program is located in Cloud 363, Ocean Campus. For more information, call (415) 452-5922 or visit our website at [vasa.ccf.ed](https://vasa.ccf.ed) / [sa363ccf](https://www.instagram.com/sa363ccf).



personal counseling sessions leading to appropriate referrals. Our goal is supporting student success.

Students are expected to go through the enrollment process as mandated by Title V of California Ed Code or waive their participation when they begin their studies here at CCSF. This process is comprised of the following steps.

1. Applying to the college
2. Getting an English/ESL and Math Course Placement
3. Attending an orientation workshop or doing online orientation
4. Seeing a counselor to assist with course selection
5. Registering for classes

City College of San Francisco offers counseling services at the following locations: Ocean Campus, Chinatown Center, Downtown Center, Evans Center, John Adams Center, Mission Center, and Southeast Center.

The Ocean Campus office is open Monday - Friday. To reach the Campus please call (415)239-3296 for current hours. Call the main switchboard at (415)239-3000 for other locations' counseling department numbers and contact each location directly for their office hours. Please see the City College of San Francisco map for campus locations.

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Black scholars will have access to books from the book loan program, tutoring space, research help, computers and printing. They will learn about campus-wide events, AFAM Studies' course offerings, and scholarships. The center is also a repository of information promoting community organizations and events, educational and employment opportunities and internships, and Black entrepreneurship.

*Bac Li e Ma e Bac Mi d Ma e!* Our Student Ambassadors are here to help Black & African American students find the academic resources and training they need to successfully graduate from City College of San Francisco.

Books for ALL African American Studies courses will be available for student use. A limited number of books will be available for semester loan; the remainder will be available for in-house use, 2-hour campus use, and 24-hour overnight use. A reference library for research purposes will also be available for students.

Light healthy snacks, food, and water will always be available to students on a first come first serve basis.

Student tutors in English, Math, and History and other subjects will be available first-come-first-serve via drop-in and by appointment.

Prayer rugs for meditation. Personal self-care such as condoms, pads/tampons available. Personal reflection space, studying and recreational center. Black safe haven. Where you can be yourself, no double consciousness required.

(Coming soon...) Printing will be limited to 10 pages per student.

## Child Care Services

## Project SURVIVE

Project SURVIVE is a peer education program dedicated to promoting healthy relationships and ending sexual violence, especially rape and/or abuse in intimate relationships. For more information call (415) 239-3899. Located in Cloud Hall, Room 402.

## Puente Program

The Puente Project is an academic and community leadership program designed to increase the number of community college students transferring to four-year colleges and universities. Puente meets this goal through a writing, counseling, and mentoring program taught and conducted by specially trained English instructors and a counselor.

The program is open to all interested students. For more information please visit [www.ccsf.edu/ci](http://www.ccsf.edu/ci).

## Queer Resource Center

The Queer Resource Center seeks to empower the lives of LGBTQQIA+ (lesbian, gay, bisexual, transgender, queer, questioning, intersex, allies) students at CCSF by uniting the diverse individuals in the community across gender, race, age and economic standing, religion, and ability differences. It provides access to a support system of peers and allies and strengthens the LGBTQQIA+ community at CCSF. In addition, the QRC acts as a center of education for and about the queer community through peer-led teachings, workshops, and other such events. The Queer Resource Center is a safe place for queer and transgender students and all, welcoming the opportunity to build community with all. For further information visit <http://www.ccsf.edu/diversity/queer> or email [qrc@ccsf.edu](mailto:qrc@ccsf.edu). Located in Cloud Hall 232.

## SparkPoint CCSF (Basic Needs Center)

SparkPoint CCSF is a basic needs center that is centrally located on Ocean Campus in Science Hall #127 to support our needs-based, equity populations, credit and non-credit students experiencing food and housing insecurities. SparkPoint CCSF bridges the gaps students experience in connecting with the numerous campus resources and services. We provide students with guidance and navigation support to access snack and hygiene shelves, CalFresh and county benefits, one-on-one financial coaching, internal support programs and external community partnerships to help address basic needs, employment and education, and financial services. Learn more by visiting [www.ccsf.edu/basicneeds](http://www.ccsf.edu/basicneeds) or connecting with us at [ask@CCSF.edu](mailto:ask@CCSF.edu) or by phone at 415-239-3776.

## Students Supporting Students (S Cube or S3)

Students Supporting Students is the only student-initiated peer mentoring program on the Ocean Campus. S<sup>3</sup> Peer mentors help students navigate their way through CCSF by providing vital information on topics such as financial aid, academic support, campus clubs/organizations, and other campus resources through a variety of ways including workshops and campus-wide events. The program's unique student perspective provides a welcoming environment for students who may feel uncomfortable going to other resources on campus. S<sup>3</sup> was established through the advocacy and organizing of students affiliated with underrepresented communities at CCSF. Students Supporting

*If a student veteran using VA Educational Benefits adds or drops any class after they have been certified for the semester, the VA requires the student to inform the School Certifying Officials. At CCSF student veterans do this by completing the: Change of Enrollment form found on at [www.ccsf.edu/vee/academic](http://www.ccsf.edu/vee/academic/certification-forms) under the Certification Forms page.*

\*Please send official transcript to Admission and Record Transcript Department and request Domestic Transcript Evaluation

\*\*Post-9/11 GI Bill® students attending IHL facilities who receive Monthly Housing Allowance (MHA) and/or kicker payments are required to verify enrollment at the end of each month

\*\*Not using VA education benefit but would like to get Priorities 14(a) 19 6 TEMC /s1 ga9 (n)4 (k)9 (e)36 60(g A)-2.9 8(A e)-5 (e t)6 (o01 v1 (t E)20.1 (va)-59

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with an AA/AS degree or seventy (70) transferable units to a four (4) year Institution. NOTE: Most program requirements do not leave room for elective units.

All enrollment changes such as ADDS/DROPS, Withdrawals or Switching of Courses MUST be reported "IN WRITING" by completing the Change of Enrollment form to the School Certifying IMMEDIATELY following any changes after certification. Failure to do so may result in an overpayment that YOU are responsible for paying back fees to the federal VA.

These shorter classes have the potential to reduce the amount of benefits you receive. If one or more of your classes meets less than the full length of the term, the VA requires that the actual beginning and ending dates of the class be reported when your benefits are certified each term.

To change your major (goal) you must meet with the CCSF Veterans Counselor to develop a new Educational Plan before certification can be processed for the new major. The VA will make the final approval on all educational goal changes. (Some programs at City College are not approved for VA payment of educational benefits.)

service members, and all students to build a meaningful community while committing to a common goal, excel, and succeed in the Higher Education Area by providing a quiet study space, a computer lab with 10 desktop computers (access to the internet and Wi-Fi) microwave & refrigeration, a snack bar and Coffee. In our VRC you will meet our staff and VA Work-Study student Veterans who help answer any questions and can direct you to on or off-campus resources quickly.

or more to gain insight into the CCSF enrollment process and policies through extensive training and hands on experience. Learning about

A collaboration between the San Francisco VA Health Care System and City College of San Francisco (CCSF), the Student Veteran Health Program (SVHP) began in August 2010 and has led the nation in providing an array of comprehensive services to student veterans on campus. Our Student Veteran Health Program Team consists of SF VA Health Care Enrollment Services, Social Work and Psychiatry.

The SVHP is one of ~26 funded VA programs under the Veterans Integrative To Academic Leadership (VITAL) initiative, part of the VA's national effort to outreach and provide services to support student veterans.

1. Assist you with your enrollment in SFVA health care.
2. Assist you in scheduling medical and mental health appointments.
3. Aim to ease the experience of asking for and receiving help from the VA.
4. Coordinate and provide a series of lectures on relevant topics for student Veterans
5. Aim to support your well-being in an academic environment.
6. Provides some on-campus mental health services.

- Time management
- Attention and/or memory difficulties
- Sleep issues
- Smoking Cessation
- Adjustment
- Stress Management
- Posttraumatic stress
- Depression
- Substance use
- Anxiety.
- TBI (traumatic brain injuries)
- Medication Management
- Social Work Services / Referrals to VA, Community, and/or Campus Resources Consultation with and Training of Faculty and Staff (release of information by veteran student is required for any release of specific veteran information)

CCSF is a proud participant of the VA Work-Study Allowance Program. VA Work-Study Allowance Program, in addition of providing an option for extra financial resource for Veterans, allows a student Veteran who is receiving VA education Benefits as a ¾ time student

