

STUDENT SERVICES AND STUDENT LIFE

Admissions and Records Office

The Admissions and Records Office, located on the first floor of the Student Services Building, is the gateway to Citrus College. The office processes academic petitions, applications for admission, graduation/certificate applications, grades, registration, residency, transcripts and enrollment verifications.

The Admissions and Records Office is the official custodian of student records, which include but are not limited to demographic information, academic history, and data mandated by the California Community Colleges Chancellor's Office and other government agencies.

Athletics

Citrus College is a member of the Western State Conference and Southern California Football Alliance. Intercollegiate sports include basketball, football, golf, cross country, water polo, soccer, baseball, softball, swimming and volleyball. In accordance with Equity in Athletics Disclosure Act of 1994, for information concerning Citrus College intercollegiate athletic programs contact the Citrus College athletic director.

Competitive Athletics Eligibility

All athletes prior to their first season of competition at Citrus College must have official high school and college transcripts on file in the Admissions and Records Office to receive final eligibility certification. The California Community College Athletic Association governs Citrus College's athletic eligibility rules. To be eligible, a student athlete must:

1. Enroll in a minimum of 12 units during participation in a sport. Nine of these units must be in academic courses. Class attendance is required.
2. In order to be eligible and remain eligible a student athlete has to successfully complete at least 6 units during the preceding academic term in which the student is enrolled as full-time student with a cumulative 2.0 GPA.
3. Second-season student athletes must pass 24 semester units, 18 of which must be in academic courses, before participating in the same sport. A 2.0 GPA (cumulative) is required.

Student athletes who transfer and have participated in intercollegiate athletics at another college are required to:

1. Complete 24 semester units, 18 of which must be in academic courses;
or
Complete 36-quarter units, 27 of which must be in academic classes, before being eligible for a second season of participation. A 2.0 GPA (cumulative) is required.
2. Student athletes transferring from a California community college who participated in intercollegiate athletics must complete 12 units in residence prior to the beginning of the semester of competition.
3. Student athletes transferring from an out-of-state community college must be eligible to participate in the upcoming season if they were to remain at that institution.

Student athletes who plan to transfer to a four-year college must follow specific transfer eligibility requirements. An athletics counselor is available to advise student athletes to ensure they follow the athletic academic plan, established by the Counseling and Advisement Center.

Bookstore, Coffee & Other Retail Services

Bookstore Services

Bookstore Services consists of the Art and Coffee Bar, Owl Bookshop, Owl Bookshop website (<http://www.owlbookshop.com>), Owl Café, Cosmetology Spa retail services, and vending, providing a safe, friendly, accessible environment where students, alumni, staff and visitors may optimize their academic, career, and cultural development.

Bookstore Services provides access to course materials necessary for learning excellence, properly trains student workers to be successful entrepreneurs and/or employees, and creates inviting places to shop, eat, and safely spend time between classes. Employees deliver premier customer service and focused individual assistance to customers with disabilities. Services are available to the entire campus and local community.

Campus retail services consist of the following:

Art and Coffee Bar

Located on the first floor in the Student Services building, it offers Starbucks drinks, pastries, sandwiches, salads, snacks, art supplies, and student created art.

Cosmetology & Esthetician Spa

Located on the first floors of the PC and TC buildings at the east end of campus, students can make appointments in room TC118 for their hair and skin needs. Hair and skin care products are also available for sale at a discount to spa customers.

Owl Bookshop

Located at the center of campus adjacent to the Campus Center offering a one stop shop for your daily needs. Visit the Owl Bookshop in person or online (<http://www.owlbookshop.com>) when it's time to order new, used or digital course materials. You can also have your books shipped to you or pick them up in person. In addition to course materials, the Owl Bookshop also carries supplies, sundries, gifts, electronics, apparel, snacks, drinks and imprinted merchandise.

Owl Café

The Owl Café (<http://www.citruscollege.edu/stdntsr/owlcafe>), located downstairs from the Campus Center, offers a wide range of food selections. Monday-Thursday, breakfast and items from the grill are available, as well as fresh pizza, fresh salads, deli sandwiches, a taco, burrito and tostada bar, and entrees of the day.

Vending

Machines are located throughout campus, including inside the Owl Café located below the Handy Campus Center, between AD and PA, and between PC and TC.

Visit the Owl Bookshop (<http://www.owlbookshop.com>) webpage for more information on these services.

Bookstore services accept MasterCard, VISA, Discover, American Express, cash, ATM or personal check with a valid California Driver's License. During the beginning of spring and fall semesters, PELL student accounts are available at the bookstore to purchase course materials. A valid

photo student ID is required to access student PELL accounts. Books and supplies may also be purchased online (<http://www.owlbookshop.com>).

Refund Policy

Books purchased for any current semester session may be returned for refund as indicated on the refund policy received at the time of purchase. The books must be in the same condition as when originally purchased. Do not mar, damage or write in your books. A cash register receipt, proof of registration and student ID are required for all refunds.

Students are encouraged to sell their books back during finals through **"BUY BACK."** A used book company purchases books needed by the bookstore at a percentage of the new book price.

The used book company also buys other books with a current market value at a wholesale price. Proof of registration and student ID are required. The bookstore cannot guarantee the buyback or availability of course materials.

CalWORKs

California Work Opportunity and Responsibility for Kids (CalWORKs) is the state's welfare-to-work program for families with children that are receiving Temporary Aid for Needy Families (TANF). The Citrus College CalWORKs Program works in collaboration with the Department of Public Social Services to assist students with education, training, and job skills. Citrus College provides short-term training programs to help CalWORKs students enhance their skills and/or develop new skills in order to find employment and become self-sufficient.

CalWORKs students receive assistance with completion of county paperwork, childcare documentation, work-study job placement, and referrals to community resources. Additionally, CalWORKs students have the opportunity to establish education and career paths, which will help them as they transition off of cash aid. CalWORKs counselors are available to provide students with academic, career and personal counseling. CalWORKs counselors also assist students with communicating with their county social worker, understanding time limits for benefits, and preventing county sanctions.

The CalWORKs office is located on the second floor of the Student Services Building (SS 236). The office phone number is (626) 852-8023.

The CalWORKs webpage may be found at www.citruscollege.edu/stdntsrvc/calworks (<http://www.citruscollege.edu/stdntsrvc/calworks>).

Campus Safety

Campus Safety ensures the safety of students, faculty, staff and visitors while they are on campus property or involved in college-sponsored programs and activities, as well as protects district property and facilities.

Campus Safety officers patrol the campus 24 hours a day, 7 days a week. According to the Education Code, Campus Safety is the liaison with local law enforcement agencies in all criminal action cases. Therefore, in the event of an emergency, individuals should promptly report the incident to Campus Safety. It is Campus Safety's responsibility to contact police agencies.

Campus Safety has the authority to enforce the sections of the Penal Code, California Vehicle Code, Education Code, Board Policies and Administrative Procedures, and the Standards of Student Conduct. Any action which is a violation of the Penal Code of the State of California must be reported to the local police.

Campus Safety also provides safety escorts for any member of the college community. These escorts are for safety, not convenience. Please refer to Campus Safety Policies and notices (<http://catalog.citruscollege.edu/college-policies-notice/#Campus-Safety>).

Career/Transfer Center

The Career/Transfer Center (CTC) provides career counseling services and transfer guidance to assist students in the acquisition of their academic, transfer, and career goals.

The CTC provides a variety of support services, resources, and activities to assist students with their transfer and career development needs, including:

- Articulation agreements between Citrus College and universities
- Associate Degrees for Transfer (ADT)
- Career and transfer planning assistance
- Career development and transfer planning classes for unit credit
- Career and personality assessments
- Career and transfer resource library
- Individual appointments with university representatives
- Interview preparation
- Online career exploration tools
- Resume and cover letter assistance
- Transfer awareness and career development workshops
- Transfer fairs
- Transfer Admission Guarantees (TAG) with participating universities
- University campus visits

Cashier

See Cashier/Bursar's Offices (<http://catalog.citruscollege.edu/campus-facilities-learning-resources/#Cashier>) on the Campus Facilities and Learning Resources page.

Counseling & Advisement Center

The Counseling and Advisement Center is located on the second floor of the Student Services Building. Professional counselors and educational advisors are available by appointment to assist students in their educational, vocational and personal matters. Consistent use of counseling and advisement is necessary due to the frequent changes in requirements and recommendations for colleges and universities, as well as new developments in career opportunities.

Students are encouraged to meet with a counselor after completing 15 semester units of degree applicable credit course work or prior to the end of the third semester to develop an education plan. This plan will list the courses needed to complete your educational goal. In addition, courses in college planning, career exploration, decision-making, and communication are taught by counselors to assist students.

Career counselors help students explore occupations and career fields using comprehensive printed and computerized resources. Through workshops and individual counseling, the staff can help you decide on a career field and prepare you for the job market. Career assessments are available to help you identify which occupations and/or work environments are a good fit for you. Through various activities you will gather information about yourself in order to make an informed career decision.

Disabled Students Programs & Services

DSP&S provides support to students who have a verifiable disability that limits one or more major life activities. Students with a physical disability, visual impairment or auditory impairment, mental health disability, permanent or temporary health concerns, or a learning disability can receive assistance from specialized personnel. Services and instructional support may include:

- Adapted testing
- Adapted physical education
- Adaptive computer technology
- Campus referrals
- Citrus College web accessibility
- Closed-captioned videotapes
- Community liaisons
- Computer Assisted Real Time (CART) captioning services
- Educational assistance classes
- Electronic textbooks
- In-class and laboratory assistance
- Instructor liaisons
- Note taker service
- Registration assistance
- Reader service
- Sign language interpreting
- Specialized counseling
- Specialized equipment

New students should contact the DSP&S Office (<http://www.citruscollege.edu/stdntsrv/dsps>) at 626-914-8675 before enrolling to allow sufficient time to arrange for requested services.

EOP&S/CARE

Extended Opportunity Programs & Services/Cooperative Agencies Resources for Education (EOP&S/CARE) helps community college students from economically and educationally disadvantaged backgrounds achieve their academic and career goals. The EOP&S/CARE Program is a counseling program designed to provide information and assistance in admissions, enrollment, financial aid, assessment, and selecting a major and/or a career.

EOP&S also provides:

- Support services such as priority registration, textbook purchase assistance, career test fee waivers, tutoring and self-development workshops.
- Counselors who provide academic, career and personal counseling.
- Peer advising designed to retain students using mentors and positive role models.
- Outreach to high schools, community-based organizations and agencies.
- Referrals to other services available on campus and in the community.
- A six-week Summer Bridge Program where potential students from local high schools attend class, learn college success strategies and visit local universities.

The CARE Program, established by the California Legislature (AB 3103), assists EOP&S students who are single parents on public assistance with at least one child.

Through CARE, students receive supplemental educational support services, such as counseling, advisement and peer networking activities specifically designed for low-income, single parents. In addition, CARE provides grants and allowances for child care, transportation, textbooks, and supplies to ensure strong retention, persistence and transfer rates among their students as they work to achieve their chosen objectives, which include obtaining vocational certificates of achievement or licenses, earning an associate degree, and/or transferring to a four-year college or university.

EOP&S/CARE is located on the second floor of the Student Services Building (SS 236). The office phone number is (626) 914-8556. The EOP&S/CARE webpage may be found at www.citruscollege.edu/stdntsrv/eops (<http://www.citruscollege.edu/stdntsrv/eops>).

Financial Aid Office

See Financial Aid page (<http://catalog.citruscollege.edu/admission-registration/financial-aid>).

Health Center

The Student Health Center, located on the first floor of the Student Services Building, supports the educational process and overall mission of Citrus College by providing quality health services and promoting positive health outcomes for the Citrus College community.

College nurses, part-time campus physicians, part-time nurse practitioners and other health care workers staff the Student Health Center.

Medical Services for Students

The Student Health Center offers the following services to currently enrolled students. There is no charge for the college nurse, nurse practitioner, physician or mental health counseling. Some tests, medications and procedures require a minimal fee.

- Treatment of acute illness/ ambulatory care
- Immunizations (Tetanus, Hepatitis B series, Measles/Mumps/Rubella, Influenza)
- Tuberculin skin tests
- Over-the-counter (non-prescription medications)
- Condoms and personal hygiene items
- Blood pressure and weight checks
- Commonly used prescription medications at low cost prescribed by campus health care providers (physician and/or nurse practitioner)
- Family planning services/women's health
- Plan B - emergency contraception
- Sexually transmitted disease testing
- Off-campus referrals as needed
- Short-term personal counseling
- Promotion of Positive Health Outcomes for Students
- Health education materials (audio- visual, brochures, reference files)
- AIDS information and referral resources
- Substance abuse information and referral resources
- Eating disorders information and referral resources

- 12-step program referrals
- Accident and medical insurance information
- Students are invited to visit the Student Health Center or call (626) 914-8671 for information and/or appointments. Hours sometimes vary for college health nurses, nurse practitioners, physicians and other health care personnel.

PLEASE NOTE: For safety reasons, children are NOT allowed in the Student Health Center. Thank you for your cooperation and we apologize for the inconvenience.

I Will Complete College (IWCC)

The IWCC program prepares new first time students who assess at or below college level in English and/or math to be successful college students and complete their educational goals.

Hours:

Monday-Thursday 8:00-5:00 p.m.
Friday 8:00 a.m. – 4:30 p.m.

Location:

Second floor of Student Services building, SS 214

Services:

- Scholarship opportunities
- Registration assistance
- Financial aid assistance
- Student Success workshops
- Coaching and follow-up services

International Student Center

The International Student Center, located in SS 164 in the Student Services building, directs and coordinates international student activities in compliance with federal regulations. Citrus College's international students represent 45 countries, further enhancing the diversity of the campus. The interaction and networking among all students has proven to be an invaluable experience for all students of Citrus College.

The International Student Center also coordinates orientation and access to support programs, ensuring students' completion of their objectives.

Refer to the International Student Admissions section (<https://isc.citruscollege.edu>) for more information about registration and enrollment.

Student Employment Services

Citrus College offers a variety of opportunities for part-time student employment. On-campus employment provides a practical way for students to earn money, gain valuable work experience, and learn time management skills.

Students are hired as Student Aides at the hourly rate of \$11.00 and may be assigned to a variety of locations throughout the campus engaged in a range of assignments from working in the bookstore, food services area, library, campus safety or administrative offices, to name a few.

See the Student Employment page (<http://www.citruscollege.edu/hr/ses>) for more information on applying.

Student Government and Student Affairs

The Associated Students of Citrus College (ASCC) is recognized by the Board of Trustees as the official student government organization, and is open to all student body members meeting minimum requirements.

ASCC responsibilities include administering a budget of more than \$600,000, as well as planning and implementing many social, cultural, and co-curricular programs. Most important of all, ASCC board members represent the interests of the student body on all campus wide shared governance committees.

Student Activities and Organizations

All students are encouraged to become involved in student clubs and organizations. Club activities include business meetings, lectures, discussions, field trips, publications, exhibits and special events of interest to the general student body and to the community. To coordinate club activities and provide more student representation in school government, the Inter-Club Council, represented by student members, holds weekly meetings.

The list of active clubs and organizations changes each term.

For a comprehensive list of student clubs and organizations, contact the Student Life and Leadership Development Office at studentlife@citruscollege.edu or call (626) 852-6444.

Veterans Success Center

The Veterans Success Center (<http://www.citruscollege.edu/stdntsrvt/veterans/Pages/VeteransCenter.aspx>) extends academic and student support services to the veteran. It provides a one-stop location where students can receive assistance with GI benefits processing, obtain educational counseling, mental health support, connect with the Veterans Administration's (VA) representative and referrals for various transitional needs, meet with an academic counselor, and access services such as tutoring, peer support, meeting veteran mentors, and receiving information about the Veterans Network student club. Students who are currently in the military or were honorably discharged are eligible to receive priority registration with required verification, using either their active duty military ID card or DD 214.

The Veterans Success Center is located at the IC Building, between the ED building to the west and the LB building to the east.