On behalf of Student Services, I welcome you to the 2009-10 academic year. Our most important mission is providing support services that encourage the success of our students. To assist students in attaining their educational and career goals, Student Services provides a variety of services, which are listed in this newsletter. Please take a few minutes to review the services, information, workshops, staffing, and location/office hours of each of these programs.

Since January of this year, we have focused on adjusting to our beautiful new building and figured out what is needed to provide more efficient and friendly services. Through committees and cluster meetings we are developing plans to improve services. Some of our goals for this year include development of an online advisement and FAQ system; updating and expansion of other online services and program websites; installing an electronic numbering system to decrease student lines; set up text messaging student alerts; piloting the degree audit system; setting up a center to assist Veterans; expansion of Transfer and Career services; and increasing workshops provided by the Student Health Center, Life Skills Center, EOP&S and other service programs.

A major focus for all of the Student Services areas will be to revise and update program reviews, SLOs and unit plans. Our fall retreat will focus on continuing to measure and assess our SLOs using various methods such as student service surveys, focus groups, data in the college fact book and other data resources.

Lastly, we look forward to our new PE/Wellness Building and Child Develop Center (CDC) opening in time for the Spring 2010 semester.

Cordially,

Abbie L. Patterson
Vice President, Student Services

FINANCIAL AID

Yes – effective fall 2009, enrollment fees have increased to $26/unit. If a student received a fee waiver, their fees are covered. All students are encouraged to file a 2009-10 FAFSA. Students need to reapply even if aid was received last spring. The “Financial Aid Packet” with complete instructions on how to apply is online. Students may use the computer lab in Financial Aid. Eligible students can be awarded a fee waiver very quickly – within a few days of filing. Processing requests for other aid will take longer. Financial Aid has been inundated with applications this year. It is taking up to 8 weeks to process a student award. Students who got their paperwork into our office by June and are eligible, will probably have their money as classes begin. For those who were later, it will be later. We are working as hard as we can. Please ask students to be patient and to apply for the 2010-11 year (summer, fall 2010, spring 2011) early – before March 2010 is best.

Office Location: SSA 114
Hours: M-Th 10 am – 2 pm
Evenings: M 5-7 pm
Closed Fridays
EOPS, FACEBOOK, and TWITTER

Starting in the summer, the EOPS program has begun using the web applications Facebook and Twitter to communicate with our students. These applications represent “Web 2.0” technology—technology that delivers more interactivity than the first generation of web applications. They allow us to provide information to our students quickly and in a manner more conducive to the “on-the-go” lifestyle our students live.

Facebook is a social networking site that has replaced the once popular MySpace as the premier gathering space for people on the internet. Facebook allows people to form and join networks that connect people together through some commonality—be it as friends, coworkers, school mates, residents of the same geographic region, or fans of the same entity. Each Facebook user has a “wall” on which the user, or anyone connected to the user, can post information, links, videos, pictures, or quick status updates. “Apps” or applications, most of which are created by users, extend the functionality of Facebook with polls, quizzes, discussion boards, notes, games, and more. Mobile device applications extend the reach of Facebook further by allowing people to interact on Facebook via their cell phones.

Twitter is an application that allows a person to stay in touch with a group of people by sending status updates that are “broadcast” to everyone in the group. These updates are short messages that relay whatever information the person wishes to share with everyone in the group. People choose to “follow” the persons they wish to receive updates from, and they can choose to receive these updates through visiting the website or receiving text messages on their cell phone. Twitter allows for real-time, instant communication to take place between large groups of people.

Connect with EOPS and follow us on Twitter and Facebook via our link @ www.lahc.edu/eops.

Location: SSA 207
Hours: Mon 9 am—7 pm
Tues-Thurs 9 am—4 pm
Fri 9 am—12 pm

SPECIAL PROGRAMS & SERVICES

To become a part of SPECIAL PROGRAM AND SERVICES, a student must have a:

- Psychological Disabilities
- Physical Disabilities
- Learning Disabilities
- Chronic Health Problems
- Mobility Issues
- Hearing or Visual Impairment(s)
- Substance Abuse Issues
- Temporary Disability (i.e., a broken leg, recovery from surgery, etc.)
- AND OTHER HEALTH ISSUES

IF YOU HAVE A STUDENT IN YOUR CLASS WHO YOU FEEL MIGHT QUALIFY PLEASE REFER HIM/HER TO:

SPECIAL PROGRAMS AND SERVICES

Location: Café 108
Hours: Mon-Thurs. 8:30 am- 6:00 pm
Friday 8:30 am-2:00 pm
Phone: 310.233.4629

WELCOME CENTER

The Welcome Center at Los Angeles Harbor College is a to the institutional support the College provides for new and returning students. The Center is primarily a one-stop shopping point for new students to begin the matriculation process, plus support for the freshman year. The Welcome Center is an investment toward student success and retention, and is geared to engage students in the educational process. Outreach, academic, and support services are provided to assist students from application to graduation.

- Assistance in filling out all college forms
- On-campus referrals
- Assistance in computer or phone registration
- Financial Aid advising and filing
- Computers available for all student related activities
- Personalized attention for any college related issue
- Campus tours
- Outreach and recruitment headquarters
- High school to college transition services

Location: SSA 133
Hours: Mon-Thurs. 9 am—4:30 pm
ADAPTIVE PHYSICAL EDUCATION (APE)  N. Barakat

Time for a New Academic Year’s Resolution! Get fit now!
There’s a program on campus that’s a real gem for students, faculty, and staff!

The Adaptive Physical Education (APE) program features exercises, sports, and games geared to the needs, abilities and limitations of individuals with physical or psychological challenges. The APE program is a valuable resource for the Harbor College family as well as the surrounding community.

Why go to a sports club when you can:

- Improve your muscular strength
- Relieve back/neck problems
- Build up your cardiovascular endurance
- Reduce Stress

right here on campus by joining through the open-enrollment in the Adaptive Physical Education program?

We’ve made it easy for you! All you need is a medical prescription to participate. You can complete enrollment materials at the Special Programs & Services office, Café 108. Also, our Harbor College physician is on campus most Wednesday mornings; he can provide you with a health assessment and a medical prescription for exercise. That’s it! You’re on your way to better health by participating in APE!

Questions? Call Special Programs & Services at (310) 233-4629 or Nabeel Barakat at (310) 233-4350. Location: PE 140

Hours: Mon-Fri 7 am-12:00 pm
Evenings: Mon and Wed 5 pm-8 pm

———

INTERNATIONAL STUDENTS  Paul Grady

The International Student Office began the new academic year on August 13th, welcoming new students from such diverse countries as Denmark, China, Italy, Thailand, the Philippines, and Morocco. Plans are being made for a Welcome and SEVIS Information Dinner in late September for all college international students to meet the new students.

Hours for Fall: M & W 9:00 am - 12:00 noon; and 1:30-4:00 p.m.
T & Th 9:00 am - 11 am; and 2:00 - 4:00 pm.

———

TRANSFER/CAREER CENTER  Leige Doffoney

Our new Transfer/Career Center located between the Counseling and Admissions Office in the Student Services Building (SS 105A), is now open daily:

- Mon-Thurs 9 am - 5 pm
- Friday 9 am - 4 pm

The new director, Ms. Leige Doffoney has been at LAHC since June, 2009 and is assisted by Counseling Assistant Mr. Pornsa Thammarcks.

They are both busy planning for our great College Transfer Day on Wednesday, October 7th. Please save this date. Over 40 colleges and universities will visit our campus from 9 a.m. to 1 p.m. to answer questions of students, faculty and staff.

In addition please visit our link on the college home page. There is a great article on Ms. Yvonne Pueblos, the College Honors Counselor. The article shares great information on the success of our students last year who transferred to many 4-yr institutions. The web page also has a new Twitter site.

This summer the center sponsored a Counseling Intern from National University, Ms. Athena Bondoc. Ms. Bondoc was great! She assisted many of our students in navigating the EUREKA software. This program lists hundreds of jobs with current labor market information on salary, forecasting and growth information, and education programs to prepare for entering a profession. Our staff is ready to introduce students to the program.

The Center awaits your visit. Staff are eager to help students search for the right career and transfer institution. Visit our bulletin board in the student services hallway. Many intern opportunities are also listed. Contact information? 310.233.2482. We hope to hear from you soon.

———

CAHSEE Grant  Yvette Moss

The LAHC CAHSEE Program is a dynamic, innovative intervention program designed to improve CAHSEE pass rates and provide CAHSEE non-completers clear pathways to college success.

The program provides specially designed, innovative CAHSEE English Language Arts, reading non-credit courses to ensure students pass the exam.

The LAHC CAHSEE Program provides:
- Specially designed non-credit courses in English Language Arts, math/reading
- Individualized and group tutoring
- Academic advising
- Personal counseling
- Career advising
- Bridge to postsecondary education

The program has developed partnerships with District 8 high schools and adult schools and serves students from the classes of 2007 and 2008 who did not pass the CAHSEE and/or, did not complete requirements to earn a high school diploma.
Where Students Come First

ADMISSIONS & RECORDS

David Ching / Rocio Rubalcava

ACCESS CLASS ROSTERS ONLINE

The LACCD website provides information related to on-line services for faculty. Many faculty members find this a convenient alternative to the paper forms provided by the District. In addition, rosters available on-line often provide more current listings than rosters that are printed at the District Office and then sent to colleges for distribution to faculty. Signed Exclusion Rosters and Grade Rosters must still be sent to the Admissions Office.

To access your class rosters from the District web servers requires you to have a DEC login name and password. Contact IT to be assigned a username and password. Most continuing instructors already have an existing account, and accounts for new instructors are created at the beginning of each semester. Contact IT for your DEC User ID and password at (310) 233-4636 or (310) 233-4436.

The web address below leads you to the LACCD “Class Rosters and Grades” manual provided as an instructional guide on how to access your online rosters.


Services available for Faculty: Distribute and collect all rosters, process grade change requests, distribute all student registration forms such as add permits and in lieu of grade cards. We distribute information on roster and grade collection deadlines. We forward and process petitions from students to faculty.

VETERANS

Sheila Millman

Veterans have always been part of the student population at Harbor. With the adoption of the post 9/11 GI bill beginning this August, we expect to see many more veteran students. We are also anticipating more students who have experienced combat and have returned from perhaps multiple deployments. They deserve our thanks for their service and our understanding of any assistance they many need transitioning to civilian life. To that end, we will be opening a Veterans Center on campus in LRC 125 where we can provide a safe and supportive environment. Students will be able to deal with veterans benefits and get help with a variety of issues. Please let your veteran students know about the Veteran Center. We will officially announce when it opens. Look for our Harbor College Welcomes Veterans posters and let us all welcome our Veteran students.

Life Skills Center Workshops: Fall Semester 2009

*Early Afternoon Workshops will be in the SPS Assessment Center
**Early Evening Workshops will be in the Blue Room in Café 108
Except where otherwise noted...***

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
<th>Time</th>
<th>Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>T 9/22/09</td>
<td>How to Succeed in College: Time Management, Setting Priorities</td>
<td>5 - 6 PM</td>
<td>Dr. Sandra</td>
</tr>
<tr>
<td>T 9/29/09</td>
<td>How to Talk with Instructors and Create Good Relationships</td>
<td>12:45 PM/5 PM</td>
<td>Dr. Bonnie</td>
</tr>
<tr>
<td>W 9/30/09</td>
<td>Know Your Learning Style – Teach Yourself in Your Own Unique Style</td>
<td>1 - 2 PM</td>
<td>Jerry</td>
</tr>
<tr>
<td>M 10/5/09</td>
<td>Coping with Math Anxiety</td>
<td>12:45 PM</td>
<td>Emin</td>
</tr>
<tr>
<td>T 10/13/09</td>
<td>Financial Literacy – Making and Sticking with a Budget</td>
<td>5:00 PM</td>
<td>Wendy</td>
</tr>
<tr>
<td>Th 10/15/09</td>
<td>ME FIRST: Putting Your Needs First Without Feeling Guilty</td>
<td>12:45 PM/5 PM</td>
<td>Dr. Bonnie</td>
</tr>
<tr>
<td>W 10/21/09</td>
<td>True Colors Career Workshop</td>
<td>5 PM</td>
<td>Dr. Sandra</td>
</tr>
<tr>
<td>W 10/28/09</td>
<td>How to Set and Keep Goals</td>
<td>12:45 – 2:30 PM</td>
<td>Lila***</td>
</tr>
<tr>
<td>W 11/4/09</td>
<td>Stress Management</td>
<td>1 PM</td>
<td>Jerry</td>
</tr>
<tr>
<td>Th 11/5/09</td>
<td>Parenting – Age Appropriate Discipline</td>
<td>1 PM</td>
<td>Drs B</td>
</tr>
<tr>
<td>Th 11/5/09</td>
<td>Stress Reduction and Managing Test Anxiety</td>
<td>5 PM</td>
<td>Dr. Sandra</td>
</tr>
<tr>
<td>Th 11/12/09</td>
<td>Coping with Depression</td>
<td>12:45 PM</td>
<td>Cris</td>
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<tr>
<td>W 11/18/09</td>
<td>Keys to an Enjoyable Holiday Season w/out Spending a Lot of S</td>
<td>1 PM</td>
<td>Jerry</td>
</tr>
<tr>
<td>Th 12/3/09</td>
<td>Preparing for Finals and Managing Exam Anxiety</td>
<td>12:45 PM</td>
<td>Althea</td>
</tr>
<tr>
<td>F 12/4/09</td>
<td>Creating Balance and Harmony</td>
<td>5 PM</td>
<td>Cris</td>
</tr>
<tr>
<td>Th 12/10/09</td>
<td>Preparing for Finals and Managing Exam Anxiety</td>
<td>12:45 PM</td>
<td>Emin</td>
</tr>
</tbody>
</table>

Faculty: Please share the workshops with your students.

- Can you offer extra credit for attendance? We’ll gladly supply validation forms.
- Call Dr. Bonnie at ext. 4586 to request special workshops for your class or program.
Admissions & Records
Dean: David Ching
Location: SSA Lobby
Phone: 233.4090
Hours: M-Th 9:30am-6:30pm
- Admissions & Records provides the following services:
  - Admissions and Registration
  - Graduation Evaluation
  - CSUGE/IGETC Certification
  - Record Keeping/Maintenance
  - Transcripts Requests
  - Grade Change Requests
  - Course Credit/Repeat Request
  - Prerequisite Checking
  - Enrollment Verification

Assessment/Matriculation:
Elizabeth Colocho
Assessment:
Location: SSA 120
Phone: 233.4073
Hours: M-Th 9:00am-9:30pm
Fri/Sat 8:00am-4:30pm
Tests for ENL/ESL, math, nursing reading, TEAS, ATB, ATB-ESL
Matriculation:
Location: SSA 103E
Phone: 233.4043 for office hrs.

Athletics Director:
George Swade
Location: PE Building
Phone: 233.4120 / 4122
Athletics is a viable part of the academic success of our students.
The college offers women's teams in basketball, soccer & volleyball,
and men's teams in baseball, basketball, football and soccer.
Our student athlete transfer rate is outstanding.

CAHSEE Grant
Yvette Moss
Location: SSA 203
Phone: 233.4046
Hours: M-Fri 8:30 am-5:00 pm
An innovative intervention program designed to improve CAHSEE pass rates.

Child Development Center
Director: Karen Crummer
Location: Racquet Ball Courts
Phone: 233.4201
Hours: M-Fri 7:45am-2:30pm
The Child Development Center provides child care for preschool aged children of students attending Harbor College. Children aged 2 years and 9 months to 5 years are eligible. Fees are on a sliding scale. Teachers are certificated. The center is an exemplary training site for Child Development majors.

Counseling, Information Desk, Transfer/Career Ctr. Chair:
Joy Fisher
Location: SSA 103
Phone: 233.4230
Hours: vary by location
Info Desk Hrs: Mon 8 am-7 pm
Tu-Fri 8 am-3 pm
The Counseling Department, Information Desk, and Transfer & Career Centers assist students with Student Educational Plans, prerequisite clearance, transfer information, academic advising, articulation, career choice, & Honors coordination. Counseling is available by appt/or on a drop-in basis.

EOPS/CARE
Assoc. Dean: Mercy Yanez
Location: SSA 207
Phone: 233.4265
Fall Hs: Mon. 9 am-7:00pm
Tu-Th 9 am-4:00pm
Fri 9 am-noon
Tutoring, counseling, textbooks for eligible students.

Financial Aid
Manager: Sheila Millman
Location: SSA 114
Phone: 233.4320
Hours: M-Th 10-2:00pm
Fri Closed
Evenings: Mon 5—7 pm
Financial Aid provides post-secondary education for those who otherwise would be financially unable to start or continue their schooling. Through loans, grants, scholarships and part-time employment, students are provided monetary assistance.

International Students Advisor:
Paul Grady
Location: SSA 131
Phone: 233.4111
Hours: M-Th 8:00am-4:45pm
The International Students Office provides support services to international students, including review of documents for admission, preparation of I-20 document for F-1 (student) visa application, information about requirements for change of status, academic & cultural orientation, and support/information/advice/assistance in adhering to DHS and US Citizenship & Immigration Services regulations.

Life Skills Center Director
Dr. Bonnie Burstein
Location: Café 110
Phone: 233.4586
Drop In M 10-12 noon
T-Th 11:00 am-1:00 pm
Tu 5—7 pm
By Appt. M-Th 8:00am-8:00pm
The Center provides crisis intervention, referral and brief treatment. Students receive help to learn how to balance school, family and work.

Special Prog & Services Director
Dr. Debbie Tull
Location: Café 108
Phone: 233.4629
Hours: M-Th 8:30am-6pm
Fri 8:30am-2pm
SPS assists persons with physical, psychological and learning disabilities who may require special assistance in pursuing an education.

Student Activities
Dean: Nina Malone
Location: Seahawk Ctr. 2
Phone: 233.4641
Hours: M & W 8-4:30pm
T & Th 8-7:30pm
SERVICES: Student ID's, typing, copies, FAX, banners, balloons
ENTERTAINMENT: fun, food, pool tables, food, fan big TV

Student Health Center Director
Carole Stevenson
Location: Cafe 110
Phone: 233.4520
Hours: M-Th 8:30am-4:30pm
Fri 8:30am-noon
The Student Health Center provides health counseling/education, appraisal & limited treatment, referrals to appropriate public or private agencies, and information on availability of health services.

Student Recruitment
Welcome Center
Robert Barker
Location: SSA 133
Phone: 233.4327
Hours: M-Th 9 am-4:30 pm
Outreach & recruitment efforts include relationships with high & middle schools, & other agencies; college tours & fairs; classroom presentations; workshops; & student advisement.

STUDENT SERVICES PHONE NUMBERS:
- Admissions & Records.............................................. 4090
- Assessment Center ..................................................... 4073
- ASO........................................................................... 4652
- Athletics..................................................................... 4120
- CAHSEE..................................................................... 4046
- Child Development Center........................................ 4201
- Counseling................................................................... 4230
- DSPS.......................................................................... 4629
- EOP & S...................................................................... 4260
- Financial Aid............................................................... 4320
- Health Center............................................................. 4520
- Information Desk....................................................... 4230
- International Students.............................................. 4111
- Life Skills Center......................................................... 4586
- Transfer Center......................................................... 4282
- Welcome Center......................................................... 4327
Where Students Come First

LIFE SKILLS CENTER

The Life Skills Center (LSC) is LAHC’s mental health service site on campus. Our goal is to enable students to reach their academic and personal goals through an array of services, including:

- Crisis Intervention & Referral
- Individual & Group counseling
- Student Success Workshops
- Learning Disability Assessment Referral & Support

Students bring concerns to the LSC:

- Academic concerns—test-anxiety, procrastination, motivation.
- Difficulty managing feelings—depression, anxiety, anger, hopelessness.
- Relationships—with family members, girl or boy friends, marital partners, friends.
- Behaviors of concern—eating habits, drug or alcohol use/abuse.

We help students learn to respond to these and many other life situations.

To access LSC services:
- Walk-In to Café 110 on:
  - Monday 10 am—12 noon
  - TTh 11 am—1 pm
  - T 5 pm—7 pm
- By appointment 8 am—8 pm

ASSESSMENT & MATRICULATION

All new matriculating students are required to take the English or English as a Second Language, and math ACT-Compass placement test. The Assessment Center also provides other tests such as Ability to Benefit (ATB), Ability to Benefit English as a Second Language (ATB-ESL), Math Competency Test and Nursing Reading Test.

Special accommodations are made upon request to programs such as the Teacher Pathway Program, Math Jam, Nursing, HTPA (High School Teaching Preparation Academy), Special Programs & Services, Athletes and International Students.

Students who have a current application with LAHC are able to make an appointment in person at the Assessment Center Office located in the Student Services and Administration building SSA room 118. Students can also make an appointment by calling (310) 233-4072, or through the computers at the Appointment Center (located across from the Information Desk in the new SSA building), and online at http://www.lahc.edu/sars.assessment/eSARS.asp.

Assessment Office Hours: 9:30 am to 5:30 pm Monday through Thursday and 8:00 am – Noon & 1–4:30 pm Friday.

<table>
<thead>
<tr>
<th>SARS—Appointment System Data from 9/2008—8/17/2009</th>
<th>Test</th>
<th>Number of Students Served</th>
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<tbody>
<tr>
<td>English</td>
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<td>English as a Second Language</td>
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<td>Math Competency</td>
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<td>ATB</td>
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<td>ATB—ESL</td>
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<td>Nursing</td>
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<td>502</td>
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<td>Math</td>
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<td>Counseling Appointments</td>
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<td>Orientation Online and in person</td>
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<tr>
<td>Power Point Slide show</td>
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</tbody>
</table>

The Matriculation Services Office is located in the Student Services and Administration Building (SSA), Room 103E. For information, questions, and office hours please call (310) 233-4043 or e-mail the Coordinator, Elizabeth Colocho at coloche@lahc.edu.