STUDENT SERVICES

Student Services Departments and Programs

Your success; our passion. Student Services at Mt. San Antonio College are designed to meet the unique and varied needs of all students. There are both general and specific services and support programs available for students ranging from admissions and financial aid to counseling, transfer, career services, and student health; from learning communities like Bridge to specialized support services like EOPS/CARE, CalWORKs, DSPS, TRiO programs, Veterans Resource Center, Dream Center, and REACH Foster Youth. A wide range of student activities are also available for students: Associated Students government, over 60 student clubs and organizations, and student leadership development activities. Students are encouraged to participate in campus life by engaging in support services and becoming involved in campus activities.

~Dr. Audrey Yamagata-Noji, Vice President, Student Services

Entry/Transitional Services

Students are provided with process-oriented support services ranging from entering the college, completing processes, requirements and forms, qualifying for benefits, and providing information to students.

Admissions and Records
Building 9B, (909) 274-4415
Admissions (http://www.mtsac.edu/admissions)

Admissions and Records is usually the first office prospective students visit and the last office students visit before transferring or graduating. Some of the services provided:

1. Admission: All students must submit an application for admission in order to attend Mt. San Antonio College. The admission application generates a Permit to Register and establishes a historical student record for each student. Transcripts from other colleges must be submitted for prerequisite eligibility checks.

2. Course Registration: All registration is conducted online via the web at MyPortal (https://lpp5auth.mtsac.edu/cas/login?service=https%3A%2F%2Fmy.mtsac.edu%2Fc%2Fportal%2Flogin). Registration instructions can be found in the current Schedule of Classes or online at MyPortal (https://lpp5auth.mtsac.edu/cas/login?service=https%3A%2F%2Fmy.mtsac.edu%2Fc%2Fportal%2Flogin).

3. Admissions and Records is the official custodian of student records. This office maintains student demographic information such as name, address and Mt. SAC student identification number, student academic history, issues I-20's for International Students, processes Petitions for Exceptional Action, transcript and enrollment verification requests, graduation and certificate petitions, and distributes diplomas and certificates.

4. Admissions and Records provides computers for student use located in the Student Services Building. These computers provide access to the student portal for students to print unofficial transcripts, final grades, and copies of the Permit to Register. All services are also available at MyPortal (https://lpp5auth.mtsac.edu/cas/login?service=https%3A%2F%2Fmy.mtsac.edu%2Fc%2Fportal%2Flogin). To use this service, students must have their Mt. SAC Student username.

Assessment Center
Building 9B, (909) 274-4265
Assessment online (http://www.mtsac.edu/assessment)

The Assessment Center provides assessment services to assure that all students are placed appropriately in Mt. SAC courses. All Mt. SAC students are required to participate in assessment for course placement. The assessment and placement process has been established to enable all students the opportunity to be successful in their coursework. Please complete the Assessment Questionnaire (AQ) at www.mtsac.edu/aq. Upon completion, you will be given your course placement or will be advised on your next step in the assessment process. For further information, contact the Assessment Center at (909) 274-4265 or visit Assessment online (http://www.mtsac.edu/assessment).

Financial Aid & Scholarships
Building 9B, (909) 274-4450
Financial Aid & Scholarships (http://www.mtsac.edu/financialaid)

The Financial Aid Office provides information and assists students in applying for financial assistance in the form of grants, loans, scholarships, enrollment fee waivers, and work study opportunities. The Financial Aid office helps students complete the Free Application for Federal Student Aid (FAFSA), as well as for the California DREAM Act, and the Board of Governor’s Fee Waiver applications. Moreover, our Scholarships program provides students with information about scholarships available within Mt. SAC, as well as external opportunities available throughout the year.

High School Outreach
Building 9B, (909) 274-5906
High School Outreach (http://www.mtsac.edu/hsop)

High School Outreach provides programs and services designed to help students successfully transition into Mt. SAC. In addition to working with our local in district high schools, High School Outreach provides informational presentations, workshops, campus tours, registration assistance, and assistance via the Student Services Information Counter.

General Support Services

Services that are provided to all students, no pre-qualification necessary, assistance with persistence and guidance to reach educational goals, participation in the life of the college, and interventions to address specific student needs from mental to physical health.

Career and Transfer Services
Building 9B, (upper level) (909) 274-4510
Career and Transfer Services (http://www.mtsac.edu/career)

Career and Transfer Services helps students get from Mt. SAC to the next step in their educational journey whether that is a career or transfer to a four-year university. Career and Transfer Services provides a variety of activities, events and resources to help students transfer to universities, solidify career goals, sharpen job acquisition skills, and acquire part- and full-time employment.

Career Services include:
- Job and internship referrals
- Career fairs and employee panels
- Work preparedness conferences
- Career acquisition skills workshops
- Mock interview sessions
- On campus student employment orientations, placement, and training
• 1-on-1 assistance with resume preparation, interviewing techniques, and general job search

While Mt. SAC graduates may return to Career and Transfer Services for employment assistance, current students are strongly encouraged to visit Career and Transfer Services while still attending. For more information, please go to career services. (http://www.mtsac.edu/careerservices)

Transfer Services include:
• Workshops on transfer topics
• University application assistance
• University representative visits and appointments
• Transfer fairs
• University tours
• Annual transfer conference
• Walk-in transfer advising
• Computers for career and transfer research, applications, and more!

For more information, please go to transfer services (http://transfer.mtsac.edu).

Counseling Services
Building 9B, (909) 274-4380
Counseling (http://www.mtsac.edu/counseling)

Not sure how to chart your path to your academic and career goals? Need help in creating your educational plan? Do you just need someone to talk to? The Mt. SAC Counseling Department is here to help! We deliver essential academic and career counseling services to our diverse student population. If you are experiencing personal issues that are affecting your academic performance, we can listen and direct you to the appropriate resources as needed. We also conduct new student orientations, probation workshops, and participate in community and high school outreach. We are involved in numerous programs that are designed to ensure your success - programs such as the Bridge Program, Aspire Program, ARISE Program, Teacher Preparation Institute, STEM Center, Tech Ed. Resource Center, International Students, Student Athletes, Career Institutes, and more. We are here to help you succeed!

Student Health Services
Building 67B and 9E, Room 2300 (909) 274-4400
Health Center (http://www.mtsac.edu/healthcenter)

The Student Health Center helps keep students physically and emotionally healthy so they can perform at their best. Professionals available include physicians, nurse practitioners, chiropractors, counselors, nurses, health education, and clerical support staff. The licensed professionals evaluate and treat minor, temporary physical and emotional conditions that require short term.

Associated Students leadership is available in the Student Life Office. This office also oversees lost and found; and assists in contacting students in emergency situations.

Students who are involved in co-curricular activities are encouraged to complete the Activities Transcript (https://www.mtsac.edu/studentlife/activities transcript.html), which complements their academic transcript and verifies the student's involvement in service and leadership activities outside of the classroom.

The Student Life Office oversees both the Non-Academic and Academic Student Misconduct process, educational outreach for Standards of Conduct, and has joint responsibility for Title IX case resolution involving students. Students are also assisted in understanding their due process rights and grievance procedures.

Student Life Center
Building 9C, (909) 274- 5959
Student Life Center (https://www.mtsac.edu/studentlife/studentlife center.html)

The Student Life Center serves as a focal point for student activities and programs. The Center offers recreation time where students can use game equipment (board games, foosball, table tennis, and video) and connection time where students can study and utilize the free WiFi. The Center creates a supportive and relaxing environment where students can interact with one another. It serves as the gathering place for social functions, activities, clubs, and is where students can connect with their Associated Students government.

Associated Students (A.S.) Government
Building 9C, (909) 274-4525
Associated Students (http://www.mtsac.edu/as)

Associated Students serves as the representative voice for students.

A.S. Vision: Empower every student to grow and advocate for their community!

A.S. Mission: A.S. strives to enrich student success through leadership development and personal growth opportunities. We connect, motivate, and empower our students and community while fostering and promoting advocacy for the student body.

A.S. provides programs and services to meet five priority areas:

1. Co-curricular engagement
2. Leadership development
3. Retention and transfer
4. Recognition of service
5. Civic engagement & advocacy

A.S. has three branches of government: Executive Board, Senate, and Student Court. Students are encouraged to join A.S. by taking on a leadership position within one of the three branches, joining a council, or joining a campus wide committee.

A.S. Senate and Executive Board meetings are held every Tuesday in Building 9C, Room 5, from 3:00 p.m. - 5:30 p.m. A.S. Student Court meetings are held every 1st and 3rd Wednesday in Building 9C, Room 5.

Student Activities Fee
The Student Activities Fee is an $11 fee collected every Fall and Spring semesters to provide numerous Student Life and Associated Student programs and services on campus such as: Free food & refreshments
at on-campus events (A.S. Visibility, Athletics Fair, Finals Frenzy, New Student Welcome, and Pizza with the President), scholarships and student achievement ceremonies, funding appropriations received by campus clubs/organizations, covers the cost for student conferences and travel, use of Student Life Center gaming equipment, Student Life Center equipment, equipment maintenance, supplies for posters such as banner paper, paints, poster enlarger, and lamination for club promotion, transfer college tours and services, leadership development at Fall Leadership Conference in Lake Arrowhead, and Cultural Conversation workshops. This fee is optional; however, waiving this fee will exclude the student from taking advantage of these benefits. To waive this fee the student must contact the Cashier’s Office at (909) 274-4960. Refunds for the Student Activity Fee will only be approved for the first two weeks of the semester.

Student Representation Fee
The purpose of the Student Representation Fee is to provide Mt. SAC students the means to state their positions and viewpoints before city, county, district, and state government agencies. The fee is collected for the Fall and Spring semesters. A student may choose not to pay the Student Representation Fee for political, religious, financial, or moral reasons. If a student chooses to opt-out of paying the fee for the stated reasons, the student must contact the Cashier’s Office (formerly known as Bursar’s Office). Refunds for the Student Representation Fee will only be approved for the first two weeks of the semester. For more information or concerns regarding the Student Representation Fee, please contact the Student Life Office or Associated Students.

Student Clubs and Organizations
Building 9C, (909) 274-4525
Clubs (http://www.mtsac.edu/clubs)

More than 60 student clubs and organizations provide opportunities to make friends, enhance learning, build leadership skills, and have fun. The Inter-Club Council (ICC) is comprised of one representative from each student club and meets regularly to discuss club activities and formulate procedures to better serve the campus community. Join-A-Club is a three-day event at the beginning of each semester for students to learn more about co-curricular campus involvement opportunities. A current listing of student clubs and organizations is available online (Clubs (http://www.mtsac.edu/clubs)).

Specialized Programs
Students pre-qualify for services specifically designed to address their academic and educational needs; services are designed specifically for particular groups of students; funding source frequently from grants and other categorical funding.

Accessibility Resource Centers for Students (ACCESS Center formerly known as DSPS)
Building 9B, (909) 274-4290
ACCESS (http://www.mtsac.edu/access)

Accessibility Resource Centers for Students provides services above and beyond those that may be available elsewhere on campus to promote equal access to any facility, class, program, service, or activity on the Mt. SAC campus for students with verified disabilities or medical conditions. The services may be in classroom (e.g. a note taker) and/or outside of the classroom (e.g. tram service). Services may be directly related to an approved educational accommodation (e.g. note taker, tram service, sign language interpreting, etc.). Others may be a specialized version of a traditional student service (e.g. counseling, advising, community liaison with outside agencies).

ACES (Student Support Services)
Building 9E, (909) 274-4411
ACES (http://www.mtsac.edu/aces)

ACES strives to bridge the connection between high school and college. The goal of ACES is to increase the college retention and graduation rates of the participants and facilitate the process of transition from one level of higher education to the next. ACES provides intensive academic, personal, and career counseling to help first-generation, and/or low income, foster youth or disabled students reach their post-secondary goals.

ARISE Program
Building 16E, (909) 274-6622
ARISE (http://www.mtsac.edu/arise)

ARISE Program, a federal grant program, provides support for Asian American and Pacific Islander (AAPI) and other students. The goal of the program is to assist Asian American and Pacific Islander students to successfully attain their educational goals and recognize their valuable contributions to the campus community as AAPI students and student leaders. Program activities include: tutoring, educational advisement and counseling services, workshops, student leadership training, and basic skills development.

Aspire Program
Building 16E, (909) 274-6396
Aspire (http://www.mtsac.edu/aspire)

Aspire is a dynamic program designed to provide essential educational support and services to increase the academic success, retention, degree completion, and transfer rates of African American and other students enrolled at Mt. San Antonio College. We accomplish this through monthly workshops, mentoring, and learning communities.

Basic Needs Resources
Building 9C, (909) 274-4160
Basic Needs (http://www.mtsac.edu/basicneeds)

The Homelessness & Basic Resources Committee collaborates with Student Services to provide students experiencing food and housing insecurities with resources to support their basic needs. Through its Mountie Fresh efforts, a monthly food pantry is offered to students through a collaboration with community partner, Sowing Seeds for Life. Students who qualify for CalFresh can receive application assistance by Basic Needs Resources staff to access monthly food benefits. Basic Needs Resources staff also work with local housing agencies to assist homeless and housing insecure students with referrals to community housing resources.

Bridge Program
Building 9E, (909) 274-5392
Bridge (http://www.mtsac.edu/bridge)

The Bridge Program offers several learning communities designed to increase your academic and personal success. Students in the learning communities are enrolled in “linked” or “clustered” classes. Various learning communities are offered, including: Summer Bridge, Math Bridge, and English Bridge. The Bridge Program is perfect for students who are the first in their family to attend college, want to improve academic and
social skills, want to learn more about career and transfer options, or need additional support during their first year at Mt. SAC.

**CalWORKs**  
**Building 9B, (909) 274-4755**  
[CalWORKs](http://www.mtsac.edu/calworks)

The CalWORKs program provides educational/training assistance to students who receive cash aid through Temporary Assistance to Needy Families (TANF), including self initiated participants (SIPs) and GAIN referrals. CalWORKs offers: one on one counseling, GAIN assistance, work study jobs, tutoring, and a book lending library.

**CARE (Cooperative Agencies Resources for Education)**  
**Building 9B, (909) 274-4500**  
[CARE](http://www.mtsac.edu/eops/care)

Cooperative Agencies Resources for Education (CARE) provides additional support services for EOPS students who are single head-of-households with at least one child, and receiving Temporary Assistance for Needy Families (TANF)/California Work Opportunity and Responsibility to Kids (CalWORKs) cash aid benefits for themselves or their children.

**DHH Center (Deaf and Hard of Hearing Services)**  
**Building 9D, (909) 274-6393 (Voice)/(909) 859-6634 (Videophone)**  
[DHH](http://www.mtsac.edu/dhhcenter)

While the DHH Center is part of ACCESS services, this cultural and academic center provides a space for Deaf and Hard of Hearing students to receive the support needed to be successful at Mt. SAC. The Center has a variety of services for students including Deaf mentoring, workshops, field trips, experiential learning opportunities, interpreting, CART transcription, and note taking services. We are proud to be the only California community college with a dedicated Deaf and Hard-of-Hearing Center.

**DREAM Program**  
**Building 16E, (909) 274-5596**  
[DREAM](http://www.mtsac.edu/dream)

The DREAM Program provides support services to DREAMers/ Undocumented students at Mt. San Antonio College (Mt. SAC). Our purpose is to provide the space where DREAM students can come together to receive the support they need to succeed in college. The program strives to increase the personal growth and development of DREAMers through academic, career, and personal counseling, which is provided by a full-time faculty counselor who brings extensive background and knowledge on how to guide and support undocumented students. Peer mentoring as well as educational workshops are available for students to encourage engagement and participation outside the classroom experience. Moreover, tutoring is also available to ensure the academic success of program participants. The DREAM Program also provides assistance in applying for the California Dream Act/Financial Aid and scholarship opportunities. Additionally, through our partnerships, we have a referral process to assist students in applying for DACA and/or Medical Services as well as other services relative to this student population. By using a holistic approach, the DREAM Program strives to help students navigate the higher educational system and beyond.

**Extended Opportunity Programs & Services (EOPS)**  
**Building 9B, (909) 274-4500**  
[Extended Opportunity Programs & Services](http://www.mtsac.edu/eops)

Extended Opportunity Programs and Services (EOPS) is a comprehensive academic support program that assists students who demonstrate economic and academic challenges. Established in 1969, EOPS continues to actively support the educational goals of thousands of California community college students.

**Honors Program**  
**Building 26A-1680, (909) 274-4665**  
[Honors](http://www.mtsac.edu/honors)

Mt. San Antonio College offers an Honors Program for students who have demonstrated academic excellence. Honors courses are specially designed sections of transferable courses and, with a few exceptions, are part of the IGETC requirement list.

Completion of the Honors Program makes a student eligible for priority admission consideration from many universities and/or their honors programs. Those universities include UCLA, UC Irvine, Chapman University, Pitzer College, and Pomona College. In addition to an enhanced curriculum for motivated students, Honors Program students receive library privileges at UC Irvine and UCLA and an Honors Certificate upon completion of honors certification.

**Entrance Requirements**

- **High School Students** — Eligibility for ENGL 1A; 3.2 unweighted GPA; letter of recommendation; short essay
- **College Students** — Nine transferable units; Eligibility for ENGL 1A; 3.2 transferable GPA, short essay, letter of recommendation (may be waived if transferable GPA is 3.5 or higher)

**Requirements for “Honors Scholar” Designation**

- Completion of 15 units of Honors courses with a minimum 3.2 transferable GPA in those courses
- Overall 3.2 transferable GPA

**International Student Center**  
**Building 9B, (909) 274-5032**  
[International Student Center](http://www.mtsac.edu/international/student-center.html)

The International Student Center, located on the upper level of the Student Services Center (9B), is a place where F-1 students can connect with one another and the international community. Students will find comfortable spaces to network with friends, computer stations available for their academic needs as well as referrals to student services and resources. The International Student Center hosts a variety of on and off campus excursions, workshops, and tutoring services. Students with questions related to the College or a personal need will find friendly staff available to assist.

**REACH Program**  
**Building 16E, (909) 274-6556**  
[REACH](http://www.mtsac.edu/reach)

REACH is an educational program designed to assist current and former Foster youth. REACH provides assistance and support to our Foster Youth students in their transition into college, while attending Mt. SAC and as they transfer to a University. We are committed to partnering with Foster Youth students, and walk with them side by side in pursuing their educational endeavors. Some REACH services offered are mentoring and
support, housing resources information, priority registration, workshops and field trips, Chafee grant, textbook loans, and much more!

**Veterans Resource Center (VRC)**

Building 9E, (909) 274-4520
Veterans (http://www.mtsac.edu/veterans)

The VRC project established an innovative, collaborative effort to ease the transition for our student Veterans as they navigate our community college system. Today Mt. SAC continues to demonstrate both its motivation to meet the needs of Student Veterans and an ability to marshal resources to meet those needs through the VRC. Amongst its services, the VRC offers a lounge, computer lab, scholarship assistance, educational/career counseling, and one on one assistance with: FAFSA, VA Educational Benefits, portal navigation.

**Other Departments, Programs, or Services for Students**

**Cashier’s Office (formerly Bursar’s Office)**

Building 4, Lower Level, (909) 274-4960
Cashier’s Office (https://www.mtsac.edu/cashier)

The Cashier’s Office is responsible for the collection of credit registration fees and other campus fees including parking permits, parking permit replacements, parking citation fees, enrollment verification, production cards, test fees, and field trip fees. The Cashier’s Office also processes third party authorization vouchers for fee payment. The office also processes refunds for credit classes, parking permits, and production cards. Students can also be assisted with questions regarding BankMobile (service processor for refunds and other disbursements).

For information regarding fee payment options and payment policies please visit the Cashier’s Office website, reference schedule of classes, or contact the Cashier’s Office.

**Child Care Services**

Building 70, (909) 274-4960
Child Care Services (http://www.mtsac.edu/cdc)

The Mt. SAC Child Development Center offers childcare to students while attending class. We provide high quality full and part day early childhood education services to your children. Our nationally accredited program serves children ages three months through five years. After school care for kindergarteners is available as well. Parents and children must meet eligibility requirements, and children must attend for a minimum of 3 hours per day, at least twice a week. For requirement specifications, and pricing information, contact the center directly.

**Campus Safety Escort Service**

Building 23, (909) 274-4233
Public Safety (http://www.mtsac.edu/safety)

Mt. San Antonio College offers a Security Escort Service from 6:30 p.m. to 10:15 p.m., Monday - Thursday. Trained personnel will escort students safely to their car. Escorts are stationed at various locations on campus and can be identified by their yellow jackets and I.D. badges. Please refer to the campus map below to identify Escort locations. Students may also request a Security Escort by calling (909) 274-4555.

**Escort Location Map**
Campus escort locations are indicated on the map below with a white star.

**SacBookRac**

Building 9A, (909) 274-4475
SacBookRac (http://bookstore.mtsac.edu/home.aspx)

The SacBookRac is the campus book store where you may buy or rent textbooks and purchase supplies and services to meet your academic needs. The Bookstore is also a place to get college related supplies and services uniquely tailored to Mt. SAC student needs. In addition, this is the location where you can get your Mt. SAC student ID.