

# 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%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%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%2Fportal%2Flogin>). To use this service, students must have their Mt. SAC Student username.

### Assessment Center

**Building 9B, (909) 274-4265**

Assessment Center (<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](http://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 9A, (909) 274-5906**

High School Outreach (<http://www.mtsac.edu/hso/>)

High School Outreach (HSO) provides services designed to support and guide graduating high school seniors through their college transition to Mt. SAC. High School Outreach works with the local in-district high schools by providing a variety of informational and support services such as, informational college presentations, enrollment related workshops, college fair participation, registration assistance, large scale events, campus tours, and more.

### Promise+Plus Program

**Building 9A, (909) 274-5688**

Promise+Plus Program (<https://www.mtsac.edu/promise/>)

The California Promise program commonly known at Mt. SAC as the Promise+Plus Program, is a combination of financial and support services to help first-time, college students be successful in their first two years of college. Open to California Residents/AB540 eligible, first-time college students, that never attended college. The goal of the program is to guide students through their academic and personal development to achieve their associate degree and or transfer to the university. Eligible students receive comprehensive support services and benefits such as early registration, counseling and advising, workshops, funding for books and groceries, school supplies, and more. To remain eligible, each term, students must maintain a minimum 2.0 GPA, enroll in English or math, attend promise approved workshops, and meet with a counselor.

## 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 Center

**Building 9B, (upper level) (909) 274-4510**

The Mt. San Antonio College Career Center supports current students and alumni in all stages of the career development process. Our staff of professionals leverage their experiences and knowledge associated with the workforce to empower students to discern, discover, and pursue meaningful careers in direct correlation with their educational background. In accordance with preparation, we implement career readiness through innovative and tailored programs, services and strategic partnerships.

The Career Center provides a variety of activities, events and resources to help students solidify career goals, sharpen job acquisition skills, and acquire part- and full-time employment.

**Career Services include:**

- Employment & Internship Referrals
- Career Fairs & Employment Panels
- Online Employment Portal (Mountie Career Source)
- Workforce Development Conferences
- Career Acquisition Skills Workshops
- Practice Interview Sessions (Zoom/In-Person)
- Resume & Cover Letter Review/Development
- Employment Analytics & Research

For more information, please go to career services. (<http://www.mtsac.edu/careerservices/>)

**Transfer Center**

**Student Services Center, Building 9B |2nd floor| (909) 274-6388|**  
Transfer Center (<https://www.mtsac.edu/transfer/>)

The Transfer Center provides comprehensive services, resources, activities, and events to prepare students for successful admission and transition to four-year colleges and universities. It prepares students for the next step in their educational journey through advising, workshops, university tours, university transfer fairs, representative appointments and information tables, an annual Transfer Awareness Week and a Transfer Conference, culminating in a Transfer Achievement Celebration.

**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.

**Student Life****Student Life Office**

**Building 9C, (909) 274-4525**

Student Life (<https://www.mtsac.edu/studentlife/>)

The Student Life Office is dedicated to promote student engagement, responsibility, inclusion, and advocacy. The Student Life Office supports co-curricular involvement, enhances civic engagement, nurtures appreciation of diversity, and ensures due process. Information regarding L.E.A.D. (Leadership Education And Development Program), Fall Leadership Conference, volunteer opportunities, student clubs, and 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/activitiestranscript.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/studentlifecenter.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 Wednesday in Building 9C, Room 5 from 1:00 p.m. - 2:00 p.m.

### Student Activities Fee

What is the Student Activities Fee? - The \$11 Student Activity Fee allows your student government to provide scholarships, leadership opportunities, cultural events, discounted tickets, funding for student events and many other co-curricular programs and services for students.

Some of the benefits students receive by paying the Student Activities Fee are: Free admission & free food at all A.S. events throughout the semester such as A.S. Visibility, Athletics Fair, Finals Frenzy, New Student Welcome, & Pizza with the President, & more! Free trips to universities tours. Free access to check-out games and equipment in the Student Life Center. Eligibility to: apply for A.S. scholarships, purchase Discounted tickets (available at the SAC BookRac), apply for Leadership Conferences, vote in Mt. SAC Student Body Elections, hold an A.S. Officer position, and be an officer in Recognized Club or Organization (RSCO).

### Student Representation Fee

The \$2 Student Representation Fee, mandated by Assembly Bill (AB) 1504, provides support for student government representatives who may be presenting positions and viewpoints to representatives, offices, and agencies of local, district, and state governments.

The fee is divided, with \$1 going to the Associated Students of Mt. San Antonio College, and \$1 for use by the Student Senate of the California Community Colleges (SSCCC). For example, this fee supports sending students to Sacramento or Washington, D.C. to advocate for solutions towards issues faced by California Community College students and lobby for adequate tuition and services. For more information about this fee visit our FAQ (<https://www.mtsac.edu/studentlife/ab1504.html>)

### Recognized Student Clubs and Organizations (RSCOs)

**Building 9C, (909) 274-4525**

Clubs (<http://www.mtsac.edu/clubs/>)

More than 60 RSCOs 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 RSCO and meets regularly to discuss 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 RSCOs are 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/>)

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.

### Umoja Aspire Program

**Building 16E, (909) 274-6396**

Aspire (<http://www.mtsac.edu/aspire/>)

Umoja Aspire Program 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 California Work Opportunities and Responsibility to Kids (CalWORKs) Program at **Mt. San Antonio College** is designed to support student-parents who receive cash aid for themselves and their children through Temporary Assistance to Needy Families (TANF), including self-initiated participants (SIPs) and GAIN referrals with access to educational programs by providing comprehensive services, including individualized academic counseling, advocacy and support, case management, and community resource referrals. The program assists student-parents in entering the workforce at the highest level possible, and in developing a personal career ladder leading to increased self-sufficiency and individual growth. CalWORKs students receive assistance with books and supplies, transportation, childcare and other services designed to help them complete their educational goals.

### 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 a safe space where DREAM students can come together to receive the support they need to succeed in college. The program aims to increase the personal growth and development of DREAMers through academic, career, and personal counseling, which is provided by our DREAM counseling team that possesses extensive background and knowledge about how to guide and support undocumented students. Peer mentoring, workshops, tutoring, and program-specific services are available to support academic success and encourage engagement outside the classroom experience. The DREAM Program also provides assistance in applying for the California Dream Act/Financial Aid and scholarship opportunities. Through our partnerships, we have a referral process to assist students with immigration legal services (including DACA renewal), health services, and 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/>)

EOPS also known as Extended Opportunity Programs and Services. EOPS was established on September 4, 1969, Senate Bill 164 was signed into law to help historically socio/economically disadvantaged students in community colleges throughout California. Our program goes “over and above” other college services by offering counseling, tutoring, financial assistance, and other support services designed to help students meet their personal and/or educational goals. Which includes but not limit to obtaining job skills, occupational certificates, or associate degrees, and/or transferring to a four-year institution.

### 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 with smaller classes, Honors Program students receive library privileges at UC Irvine and UCLA and the opportunity to earn honors certification.

### Entrance Requirements

- **High School Students** – Eligibility for ENGL 1A; 3.2 unweighted GPA; letter of recommendation; short essay
- **College Students** – Minimum of 9 transferable units; Eligibility for ENGL 1A; 3.2 transferable GPA, short essay, letter of recommendation (may be waived if cumulative 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 Program**

#### **Building 9F, (909) 274-4705**

International Student Center (<http://www.mtsac.edu/international/student-center.html>)

The International Student Program, located in 9F is a place where F-1 visa students can make counseling appointments and speak with their academic advisor. F-1 visa students can connect with one another and the international community. The International Student Program hosts a variety of on and off campus excursions, workshops, tutoring services, provides a place to study, and has a computer lab. F-1 students with questions related to the College or 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 (<https://www.mtsac.edu/about/getting-around/bookstore.html>)

The Sac Book Rac is the campus Bookstore that serves all your academic needs from textbooks to supplies. Textbooks are offered in various formats such as New, Used, Rental, Digital and e-books. Visit our website and find all required Textbooks for your courses. You can also find see a variety of Mt SAC merchandise and clothing that is available for purchase. Sac Book Rac also offers Student Photo ID Services.