

# Learning Resources and Student Services

## LEARNING RESOURCES AND STUDENT SERVICES

### Learning Resources

City College Learning Resources provide equitable access and instructional support to facilitate academic achievement and personal growth. The faculty and staff are available to answer all inquiries into resources, and to provide assistance and instruction in their use.

#### The College Library

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

The Media Center/Collaboratory at Ocean Campus supports the instructional media needs across the District. Its collection includes physical and online media. The Collaboratory is a makerspace where students can work together on interdisciplinary projects. It hosts events, clubs, and activities throughout the year.

Library hours are aligned with the needs of the location. The library instructional program is provided at the reference desk, in instructional classrooms, by online workshops, and through a credit class. The library provides online reference service 24-7. The library website ([library.ccsf.edu](http://library.ccsf.edu)) contains current information about library services, collections, instruction, exhibits, and programs.

#### Library Locations:

The library in the Claude and Louise Rosenberg Library & Learning Resources supports the development of program pathways for certificate and degree earners at locations throughout the City. The Chinatown-North Beach Center library is located on the 2nd and 3rd floors at 808 Kearny Street. The library houses a significant collection of Chinese Language materials for English language learners, ESL. The Downtown Center Library located on the 2nd floor at Fourth and Mission Streets, houses collections supporting programs for English language learners, fashion, and World Language. The Evans Center Library is located at 1400 Evans Avenue, 2nd Floor Room 223. The collection supports programs in automotive, construction and custodial. The John Adams Library is located at 1860 Hayes Street, Room 204. The collection has a strong emphasis on Allied Health fields. The Mission Center Library is located on the fourth floor of 1125 Valencia Street. The collection supports programs including English as a Second Language, Transitional Studies, Child

Student Tutoring and Resource (STAR) Center (STAR Center), [ccsf.edu/STAR](http://ccsf.edu/STAR)

The Student Tutoring and Resource (STAR) Center provides a welcoming environment where every individual is seen and valued. We connect the dots between education and resources helping students unlock their potential and achieve their dreams. CCSF students receive free academic tutoring in over 25 courses with Peer and Professional Tutors.

The TRIO Writing Success Project (WSP) is a support program for students who are the first in their family to come to college, who are low income, and/or who have disabilities. The program links with English sections to provide weekly study group sessions, one-on-one tutoring. The program also offers scholarship assistance, career and major exploration, financial literacy workshops, and support for the transfer process. More information is available at [ccsf.edu/wsp](http://ccsf.edu/wsp).

We also have College Success classes and College Success Mentoring (and College Success classes under LERN in the schedule). STAR Center facilities are FREE, offering in-person and online tutoring, small group study rooms to be booked in advance, Wi-Fi, laptop stations, printing and a computer lab with over 40 computer stations. All services are FREE.

The Mission STAR offers drop-in academic support in English, ESL, Spanish, GED subjects, computer, typing and math courses. The center supports both credit and noncredit students.

The Learning Assistance Center at our Mission Center is located inside the Library in Room 401. The Center offers drop-in academic support in English, ESL, Spanish, GED subjects, computer, typing and math courses. The center supports both credit and noncredit students.

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The STAR Center Computer Lab (R207) offers Internet access on over 80 computers, and includes word processing and printing for City College students. It also offers new programs for students taking identified academic classes. Laboratory assistants help students in selecting and using the laboratory's hardware and software.

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needs of many students. Our case-load model helps develop that critical student/counselor relationship which is important to retention and student success. Although our Retention Centers have targeted groups, we provide services to all students. For more information, please visit the Counseling website [www.ccsf.edu/counseling](http://www.ccsf.edu/counseling).

### UMOJA/African American Scholastic Programs

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

#### Counseling Services:

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

#### UMOJA/AASP offers:

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

The Historically Black College/Universities (HBCU) Transfer Program is designed to provide CCSF students the opportunity to attend and transfer as a junior to a HBCU.

The Peer Mentoring Program provides peer mentoring to CCSF students enrolled in the UMOJA /African American Scholastic Programs. Students enrolled in the program are mentored by faculty, CCSF

# Learning Resources and Student Services

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ships with various campus resources seek to empower students by promoting healthy identity formation and a strong sense of student community. Our students become advocates for themselves, their community, and their education.

## Tulay services

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

## Tulay service center

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

## Tulay and Philippine Studies Course support

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

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

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

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

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

Tulay Social Media outlets: Facebook: [tulay363.ccsf](https://www.facebook.com/tulay363.ccsf) | Instagram: [tulay\\_ccsf](https://www.instagram.com/tulay_ccsf)

To schedule an appointment with a Tulay counselor: eSARS: <https://esars.ccsf.edu/> or call 415.452.5922

## VASA/Oceania Student Success Program

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

## Our Counseling Services Include:

- Academic, personal, and career
- Bilingual/bicultural (Tongan & English)
- Student educational plans
- Graduation, certificate, and transfer information
- Support services to students who are either on academic and progress probation
- Assistance with financial aid & SAP appeals
- Advocacy and referrals to campus & community services

## VASA Center offers:

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

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

## City Dream Success Program, (Ocean Campus)

The New Student Success Program supports all undocumented students, have access to the AB540 Task Force exists with volunteer support. The AB 540 Task Force began conducting professional development workshops for faculty and staff at CCSF to increase the knowledge, skills, and resources available to better support all undocumented students.

## Office of International Programs partnership with Counseling

OIP collaborates with Counseling Services and Programs to provide wrap around services for F-1 students. Counselors will assist students with their academic, career, personal issues, and assist with understanding F-1 regulations which govern them.

## Office of International Programs supports F-1 students with:

- Admission
- Letters (Verification of Enrollment, Employment)
- Travel Signatures
- Transfer of SEVIS/I-20 record (e.g. transfer to SFSU)
- Leave of Absence
- Reduced Course Load (RCL)
- Program Extension (I-20 Extension)
- Optional Practical Training (OPT)
- Curricular Practice Training (CPT)
- Any other F-1 status concerns

The Office of International Programs is located in Cloud 212. For more information call (415) 239-3895.

## Student Services

### Counseling Services

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

Program and Location	Phone	Address
Counseling Services and Programs Multi-Use Bldg 39, Mezzanine	(415) 239-3302	Diagonal, East, ... ?
Extended Opportunity Programs and Services (EOPS) Rosenberg 306	(415) 239-3562	Alameda, ... Bldg 306
Office of International Programs Cloud 212	(415) 239-3895	Alameda, ... F-1 ? Diagonal
Latino Services Network (LSN) Cloud 364	(415) 452-5335	Alameda, ... (415)-11 2000 1111 11, ( ) ( - ) / CID 1111 DC / 11



### Additional Counseling Services

The Athletic Counseling Services (415) 452-5659 in Wellness 120 provides academic, career, educational planning, and personal counseling to male and female students who are members of City College's intercollegiate athletic teams.



## Learning Resources and Student Services

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and referrals to specialists as needed is offered. Also provided are first aid, TB testing, blood pressure screening, selected immunizations (MMR, Tdap, Hepatitis A and B, seasonal flu), smoking cessation support, and nutrition education and counseling.

Most services are free of charge, although discounted charges are applied for some specific services (e.g. labs). Specific family planning and STI (Sexually Transmitted Infection) screening services for individuals are available free to those eligible through the state Family PACT Program (this also includes PAP testing, breast exam, birth control counseling and dispensing).

### Mental Health Services

Professional short-term psychotherapy for individuals at Tel (089 (0)12 (r i>BDC T\* [(t)-5 ( ces)56 (9ien-US)/M4 (d co)19 (es)5 )20 (a)9 (mi)-5

studying and recreational center. Black safe haven. Where you can be yourself, no double consciousness required.

## Learning Resources and Student Services

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

### SparkPoint CCSF Basic Needs Center

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

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\*\*Not using VA education benefit but would like to get Priority Registration date, please complete steps 2,3,5,8 and provide DD214.

For assistance with completing the admissions process, contact the Office of Admissions and Records, MUB 188 or via email at [admit@ccsf.edu](mailto:admit@ccsf.edu) or the Veterans Services at [veterans@ccsf.edu](mailto:veterans@ccsf.edu).

Certifiable Benefits:

1. Montgomery GI Bill ®\* Active Duty (MGIB-AD) (Chapter 30)
2. Veteran Readiness and Employment (VR&E) (Chapter 31)
3. Post 9/11 GI Bill ®\*, (Chapter 33) Detailed chapter 33 information is online at [www.gibill.va.gov](http://www.gibill.va.gov). Students who believe they may be eligible for chapter 33 should review chapter 33 online and call the Education Call Center (1-888-299-9999) or visit [www.gibill.va.gov](http://www.gibill.va.gov).

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be processed for the new major. The VA will make the final approval  
on all educational goal changes. (Some programs at City College are

VA programs under the Veterans Integrative to Academic Leadership (VITAL) initiative, part of the VA's national effort to outreach and provide services to support student veterans as well as faculty and staff ([www.mentalhealth.va.gov/student-veteran/index.asp](http://www.mentalhealth.va.gov/student-veteran/index.asp)).

Our SFVA VITAL's Student Veteran Health Program Team consists of SFVA Licensed Clinical Social Workers whose goal is to ease the experience of asking for and receiving help from the VA and support student veterans' well-being while transitioning from the military to an academic environment. We collaborate with the CCSF Veterans

