

Student Support Services

College of Alameda provides a comprehensive program of services to assist students to obtain the maximum benefit from their education. All students are urged to use these services whenever necessary.

College of Alameda Student Services is committed to guiding, empowering, and inspiring students to achieve their academic, career and personal goals through a student centered and caring approach.

Alameda One-Stop Career Center

The Alameda One Stop Career Center is conveniently located right on campus. The One Stop has existing partnerships with quality employers, including employers in the Alameda County community who are interested in hiring and training students that typically have limited work histories.

Career Services – The following free services are available to everyone:

- Computer access to help you apply for your next job
- Workshops on networking, resume development, interview techniques and more
- Job leads for off campus employment, including paid internships, and other resume building opportunities
- On site recruitments – come in and meet face-to-face with hiring managers

Intensive Services – Need additional help? No problem.

- On the job training (OJT) opportunities – OJTs can help make the perfect paid transition from school to industry.
- Individualized Training Accounts (ITAs) – Attending classes but need an additional specialized certificate to land that job? We have access to thousands of courses both online and throughout the Bay Area.
- Employment Specialists will help students secure jobs that pay a good wage, including those that need full- and part-time employment so that they can sustain themselves through school and into a career ladder position beyond graduation.

The Alameda One-Stop Career Center is located on West Campus Drive in modular building “P.” Call (510) 748-2208 for further information, or visit <http://alameda.peralta.edu/one-stop-career-center>.

Admissions and Records

Admissions and Records serves as the first point of access to the college for new students and the general public. Students enroll online at www.peralta.edu. Students may also drop and add classes, apply for transcripts and handle other business concerning admissions either online or in person in the A Building.

Admissions and Records is located in the A Building. Call (510) 748-2228 for further information or visit www.peralta.edu.

Adult Education Transitions

The College of Alameda Adult Transition Program works with Adult Schools and Community Based Organizations to foster a seamless transition into the Peralta Community College system. To get you started, we can offer introductory meetings and presentations, enrollment and financial assistance, college tours, and a transitions course that will provide group assistance through the matriculation process. Whether students are seeking degrees to transfer, career technical education to employment, or a self-study education plan for professional development, we are here to ensure your success. The Adult Transitions office is located in the Library, Second Floor, and Room 223.

CalWORKs

The CalWORKs program provides educational/training assistance to students who receive cash-aid through TANF, including self-initiated participants (SIPs) and GAIN referrals. The program assists students in entering the workforce at the highest level possible, and in developing a personal career ladder leading to increased self-sufficiency and individual growth. Support services include priority enrollment, counseling, educational advising, progress monitoring, job development and placement, post employment, childcare, work-study, and case management. For further information, call 510-748-2258 or visit the CalWORKs office, co-located with EOPS and CARE in the A building Welcome Center.

Childcare Services

Childcare services are available for qualifying College of Alameda families on campus at the Alameda Family Services Head Start /Early Head Start Program located at the Children's Center on Campus Drive. Head Start is a comprehensive child development program that has been successfully serving low-income children and their families for over forty years. It is a child-focused program with an overall goal of increasing school readiness and socialization for young children birth to five years old, accomplished by providing a rich preschool environment, involving and supporting the family, and connecting with the community. Half day morning and afternoon sessions as well as full day options are available. If you are interested in enrolling your child in Head Start or Early Head Start at College of Alameda please contact the Head Start enrollment office at (510) 629-6333.

Childcare for the children of College of Alameda students is also available at the Children's Centers at Laney College (900 Fallon Street, Oakland, CA 94607) and Merritt College.

The Laney Center is on East 10th Street and Second Avenue, phone (510) 464-3574.

The Merritt Child Development Center is at 12500 Campus Drive Oakland, CA 94619. (510) 436-2436.

Counseling Services

The Counseling Department offers a wide range of professional counseling services for enrolled and prospective students. These services include:

- Educational planning for degrees, occupational certificates, and transfers to four year colleges
- Evaluation of transcripts for graduation and transfer
- Career counseling and vocational test interpretation
- Help in providing study skills
- Help on academic problems
- Personal counseling and referral to on-campus, and off-campus services
- Classes and special workshops; e.g., Career/Life Planning, College Success, Orientation to College, etc.

New students to College of Alameda are strongly encouraged to meet with a counselor prior to enrolling to develop a Student Education Plan that best meets their academic goals.

Continuing students at the College of Alameda are strongly encouraged to meet with a counselor every semester to make sure that their Student Education Plan is up to date.

In addition, students undecided about their major field of study are strongly urged to meet with a counselor early in their college career to discuss the alternatives available to them. All new and returning students must have their program approved by a counselor, before they can register for classes.

All students should meet with a counselor to design a student education plan (SEP) to outline the course of study necessary to reach the student's educational goal. In addition, students undecided about their major field of study are strongly urged to meet with a counselor early in their college career to discuss the alternatives available to them. All new and returning students must have their program approved by a counselor, before they can register for classes.

Students are invited to go to the Counseling Appointment Desk to make appointments or to meet with counselors on a drop-in basis for brief questions or emergency problems. Discussions of personal matters are confidential.

The Counseling Department is located within the Student Services Complex in the A Building. For additional information, call (510) 748-2209.

Extended Opportunity Programs & Services (EOPS)

College of Alameda offers a comprehensive EOP&S program for students who demonstrate that they have educational, economic, social, cultural, or language problems which interfere with their educational careers. The program offers special supportive services to EOP&S students, including professional counseling, priority registration, career and academic guidance, book purchase assistance, vocational grant assistance, assistance to four year institutions, transfer and admission application.

To qualify for participation in the EOP&S program a student must:

- Be a California resident
- Be enrolled full-time when accepted into the EOP&S program
- Have fewer than 70 semester (105 quarter) units of degree applicable credit coursework
- Qualify to receive a California College Promise Grant (formerly BOG Fee waiver)
- Be educationally disadvantaged

A student may be considered educationally disadvantaged if the student meets one of the following criteria:

- Graduated from high school with a grade point average of 2.49 or below
- Does not qualify for the minimum level English or mathematics course work required for an Associate degree

- Was previously enrolled in remedial education courses
- Is the first in his/her family to attend college
- Is a foreign born resident with language difficulty

Cooperative Agencies Resources for Education (CARE) offers additional support services to EOP&S students who are single parents on TANF (Transitional Assistance for Needy Families) and to break the welfare dependency cycle by completing college-level educational training programs, and therefore, become more employable and economically self-sufficient.

To be eligible, a student must:

- Be 18 years of age
- Be single head of household
- Be a current recipient of TANF/CalWORKS
- Have at least one child under 14 years of age
- Be enrolled as a full-time student upon admission into the program
- Be an EOP&S student

For further information, call 510-748-2258 or visit the EOPS/CARE office located in the A building Welcome Center.

Financial Aid

The Financial Aid Program provides financial assistance to students who, without such aid, would be unable to attend College of Alameda. Financial aid is directed toward ensuring that a student will not be denied a college education because of lack of personal resources. Student aid comes in a wide variety of programs. Although eligibility qualifications and benefits vary, assistance is available for career as well as academic training at College of Alameda. More information on Student Financial Aid is provided in the prior chapter of this catalog.

Financial Aid is located in the A building. Call (510) 748-2391 for further information.

Intercollegiate Athletics

College of Alameda is a participating member of the Bay Valley Conference and offers intercollegiate athletic competition in basketball for men and in volleyball for women students. Students enrolled at College of Alameda may participate in athletic programs at other Peralta Colleges if a particular sport is not offered here. All athletes must meet the specific requirements of the Bay Valley Conference and of the California Community College Athletic Association (CCCAA) in order to be eligible for participation.

For more information, visit the Athletics Office in D203, or telephone (510)748-2373.

Library/Learning Resources Center

The Library/Learning Resources Center (Building "L") houses a wide variety of services and resources for students, faculty and staff.

The Learning Resources Center, on the second floor, is comprised of the Tutoring Center; Language and General Studies Center; Math, Science and Vocational Center; Academic Lab; and Proctoring Center. The Learning Resources Center is a collaborative learning community environment that provides centralized access to programs and services designed to assist students in succeeding in their academic endeavors, including the development of learning skills and attitudes for effective performance in the college environment as well as the enhancement of thinking abilities and knowledge base, and provides instructional support to faculty in the classroom.

Library

The Library is on the first floor of the L Building and houses an instructional area, circulation services desks and reference desks as well as the print collections that include: Browsing, Best Sellers, Circulation, Reference, Periodicals, and Textbook Reserve. The library offers online resources that includes article databases, ebooks and streaming video. Other Library services located on the first floor include photocopiers, group study rooms, a leisure reading area, and the library office. At the Reference desk, the librarians provide instruction in the use of library resources for individuals, classes, and workshops. The Library also offer online reference help via our "Ask a COA Librarian" chat reference service accessible from our library homepage at <http://alameda.peralta.edu/library>. The online catalog provides access to all district library print collections. A variety of additional online resources, including electronic periodical databases, are also available on the reference computer workstations and remotely for registered students.

The College of Alameda student identification card for the current semester is the user's library card. Library users are responsible for returning borrowed materials on time and for paying a charge for lost or severely damaged materials. Circulating materials are considered overdue when not returned by the due date. Failure to meet these obligations will result in a "hold" on student transcripts, registration and borrowing privileges. A library "hold" can be removed when overdue library materials are returned and/or all charges are paid. Library users that do not comply with or violate the College of Alameda Student Code of Conduct or Library rules and regulations may be subject to disciplinary action and/or loss of library privileges.

Learning Resources Center

The Learning Resources Center (LRC) is located on the second floor of the Library and is a combination of labs that provide tutoring for most subjects taught at the college: the Writing Center/Language Lab, Open Computer Lab, Math Lab, and MESA Center (in the Science Annex). Our tutors are trained to provide individual tutoring sessions, as well as facilitate groups and workshops. The LRC also provides Study Groups and supplemental instruction in Math, English, Sciences, and other subjects. For additional information, please contact (510) 748 - 2307 or visit the second floor of the library.

NextUp Program (Formally known as CAFYES)

NextUp is a supplemental component of the existing Extended Opportunity Programs and Services (EOPS) program. The purpose of NextUp is to strengthen the capacity of community college districts to support the higher education success, health and well-being of some of the nearly 13,000 current and former foster youth who are enrolled in California's community colleges.

To be eligible, you must be a current, or former, foster youth in California whose dependency was established or continued by the court on or after the youth's 16th birthday.

Be no older than 26 years of age at the commencement of any academic year in which he/she participates in NextUp.

NextUp student must be enrolled in 9 units at the time of acceptance.

NextUp services include

- Need based grants (housing, transportation, etc.)
- Meal assistance
- Book vouchers
- Career Technical Education grants
- School Supplies

New Dream

New Dream is a program for returning citizens who are on parole or probation and for the family members who have been impacted by the justice system. The New Dream program supports student's transition into college, break down the stigma of being incarcerated, and demonstrate that our formally incarcerated reentry students can thrive and become active productive citizens on campus and in our community. The program is tailored to the individual needs of the students.

New Dream Services:

- Academic Counseling
- Peer Mentoring
- Book Vouchers
- Cap & Gown
- Housing and Job referrals
- Clothing
- Support Groups
- Legal support

For more information, visit the Welcome Center Building A, or telephone (510)748-5288

Phi Theta Kappa Alpha Chi Alpha

Phi Theta Kappa is an international honor society for community college scholars. The purpose is to promote the ideals of scholarship, leadership, fellowship, and service. College of Alameda Chapter, Alpha Chi Alpha, was chartered in June 1992. Chapter members participate in campus, regional, and international projects. Invitation to membership goes to all students who have accumulated at least 12 semester units, have a GPA of 3.5 or higher, and identify College of Alameda as their home/main campus. For more information, contact (510) 748-2260 to reach the faculty advisor or visit www.ptk.org.

Programs and Services for Students with Disabilities (known as DSPS)

Programs and Services for Students with Disabilities provides educational and vocational support services for students with disabilities who are enrolled in classes at College of Alameda. Services include academic, personal and vocational counseling; diagnostic testing; registration assistance; support service personnel such as note-takers and sign language interpreters; testing accommodations; liaison with four-year colleges and community agencies; instructional materials in alternate media, such as Braille, large print, electronic text (e-text), tactile graphics, and audio recording; access to adapted computer equipment and other assistive technology.

In addition instructional programs are offered for students with disabilities who meet eligibility criteria:

1. **The Learning Skills Program** assists students with learning disabilities to succeed in their college program by providing assessment, instruction, advising, and liaison with campus instructors and programs. Meet with a counselor in the DSPS program to inquire about enrolling in Learning Resources 296 for eligibility assessment.

2. **The Adapted Computer Learning Center** offers classes in assistive technology and in improving cognitive skills.

Assistive Computer Technology instruction is designed to meet the computer access needs of students with learning disabilities, acquired brain injury, visual impairment, or physical disability. Adaptations include programs to increase print size on the screen; speech synthesizers that read aloud information on the screen; voice input to allow “hands free” computer operation; an embosser for Braille output of written material; and programs that modify the keyboard.

Cognitive Skills & Brain Injury Program - Computers are used as a tool in teaching cognitive skills to students with specific learning disabilities or acquired brain injuries resulting from head trauma, stroke, hypoxia, brain tumor, infections of the brain or ingestion of toxic substances. The Improving Cognitive Skills class remediates basic mental processes such as memory, attention, concentration, perception, and organization. It retrains complex thinking skills such as categorizing, sequencing, problem solving, abstract reasoning, and communicating. It helps students develop compensatory strategies for coping with decreased cognitive function.

3. **The College to Career Program**, funded through a contract with the California Department of Rehabilitation (DOR), works in partnership with the DOR and the Regional Center of the East Bay to provide access to college, internships, and job placement for students with Intellectual Disabilities. Support services such as educational and vocational coaching are provided. Please contact the College to Career Coordinator at the DSPS program for more information.
4. **The WorkAbility III Program** is a cooperative contract between the College of Alameda and the California Department of Rehabilitation (DOR). The program provides job search skills training and job placement services for persons with disabilities who have a DOR Counselor.

For additional information on DSPS services or programs, call (510) 748-2328 or visit the DSPS office in Room D117.

Safety Services

The Alameda County Sheriff’s Department provides sworn deputies on this campus to assist students and staff. Sheriff’s deputies are an integral part of the College community, functioning as consistently as possible with the College’s philosophy and objectives. Deputies are sworn police officers responsible for the reporting and investigation of all emergency and police matters on campus. In an emergency, dial 7236, or 465-3456. Sheriff’s deputies are located in Room F121.

Safety Aides

Student Safety Aides assist Safety Services by patrolling the campus, parking lots and attend campus events and activities. Aides are available for escort services to and from parking lots. To receive assistance please call (510) 748-2327.

Office of Student Activities and Campus Life

The goal of the Office of Student Activities and Campus life is to provide activities, programs and services that improve overall student experience at CoA. Students who participate in campus events, community service opportunities, field trips and student clubs, can meet new people, feel a part of the campus community, and develop valuable leadership skills. Student Activities and Campus Life services and programs include:

- College Hour Events
- Cougar Service Days
- Commencement
- Associated Students of College of Alameda (ASCOA)
- Student Clubs and Organizations
- Safety Aide Program
- Lost and Found

Visit the office on the 2nd floor of the Student Center. F-217.

Associated Students of College of Alameda (ASCOA)

ASCOA is the campus student government association representing student concerns to administration. ASCOA also plans campus activities for student enjoyment. ASCOA is always looking for self-motivated, responsible students. To join ASCOA, to serve on a campus committee or volunteer for an event stop by the ASCOA office on the 2nd floor of the Student Center. F-212.

Student Center (F-building)

The Student Center is the focal point of student life at CoA where students can experience social, cultural and educational events. Events with guest speakers, health and wellness workshops, and performances are often hosted in the F-building. Additionally the F-building houses the following services:

- Health Services
- Mental Health Services
- International Student Services
- Bookstore
- Reflection Room
- PCCD Police Services
- Office of Student Activities and Campus Life
- ASCOA offices
- Computer Lounge
- Food Services
- Vending Machines
- ATM machine
- Microwaves
- Filtered Water Bottle Filling Stations

Bookstore

The Bookstore is located on the 1st floor of the Student Center. You can purchase textbooks, school supplies and snacks. Check the class schedule for store hours.

Food Services

In between classes visit the micro-market and café, located on the 2nd floor of the Student Center. The micro-market and café features many fresh and healthy grab and go items, snacks, beverages, pastries, and coffee drinks.

Student Ambassador Program

Student Ambassadors are student leaders who have a 3.25 GPA or greater and demonstrated leadership abilities. The Ambassadors represent College of Alameda and the Peralta Community College District at college fairs, high school recruitment visits, community events, the commencement ceremony, and numerous other school-related activities.

For further information, contact Outreach at (510) 748-5223.

Student Health Services

Health Services contributes to the educational aims, matriculation, and retention of students by promoting their well-being. Student Health Services are supported by a student health fee, charged to all students to fund district-wide healthcare.

At the COA campus:

Campus Nurse: Assists students in health matters. Health Services provides health counseling, referrals, health education, flu-shots, flu-shots, birth control, pregnancy testing, emergency first-aid and assistance with general problems. Low-cost eye exams and glasses are available upon request.

Health Navigator: Provide assistance with Medi-Cal, Covered California, and CalFresh (CA Food Stamp Program) enrollment and assists with linkage to community resources. Location: F-116.

Mental Health Counseling: Provides support with adjusting to college, relationship difficulties, coping with crisis, problems at school or work, social isolation, difficulties sleeping anxiety, depression, alcohol and/or drug use, family stress, stress management, eating disorders, grief, or anything else that has been distressing.

Massage Therapy and Acupuncture: Available Wednesdays from 9-1:00 in F-109.

Low-cost dental services: Available by appointment in A-208.

Health Services website: <http://alameda.peralta.edu/health-services/>

Nursing Services: (510) 748-5280, F-105b

Mental Health Counseling: (510) 748-2320, F-105a and F-116

Acupuncture and Massage Therapy appointments can be made online at: ccacu.net

COA Dental Services/Alameda residents and COA students only: (510) 986-6812, A-208

Transfer Center

The College of Alameda Transfer Center offers a variety of resources and services to assist students with transferring to the California State University, University of California system, in-state-private and out-of-state universities including Historically Black Colleges and Universities (HBCUs). For a comprehensive list of services and schedule of transfer events, visit the Transfer Center located in the Welcome Center, Building A or visit the Transfer Center website at: www.alameda.peralta.edu/transfer-program.

Transfer Center services include:

- Advising sessions with four-year college and university representatives
- Assistance using online transfer resources
- Admission applications and essay assistance
- Transfer Admission Guarantees (TAGs) with select UCs and HBCUs
- Transfer Resource Library
- Transfer-specific workshops
- Cross Enrollment with UC Berkeley, CSU East Bay, Mills College, JFK University and Holy Names University
- Student computer work stations and study area
- Tours to local four-year colleges and universities
- Transfer Day college fair

Workshops and Events:

- Annual fall semester "Transfer Day" event where students can meet admissions representatives from over 40 four-year colleges and universities
- Transfer Basics workshop
- UC personal statement workshop

For more information, call (510) 748-2209.

Concurrent Enrollment Program

College of Alameda provides its students the opportunity to enroll concurrently in one lower-division course each semester at any of the participating colleges or universities listed below. This program was designed to increase exposure to a college or university where a student might not otherwise plan to enroll, to allow student access to complete required courses not available at their home campus, and to enable students to test their potential for success in a college or university environment.

Participating colleges include:

- California State University, East Bay
- Mills College
- John F. Kennedy University
- Holy Names University

Students are expected to earn a "C" or better in the university coursework at the participating four-year college or university in which they concurrently enroll. Students may participate in Concurrent Enrollment for up to one year provided they have completed 20 semester units of transferable coursework, completed ENGL 1A with a grade of "C" or better, enrolled as a full-time student taking a minimum of 12 units, and established California residency.

Formally admitted UC students and individuals who have attended a four-year institution or hold a Bachelor's Degree or equivalent from a foreign university are not eligible to participate. For more information about program eligibility criteria and participation in the program, please schedule an appointment to see a counselor.

Articulation

The mission of Articulation Program at College of Alameda is to assist students transferring to four-year colleges and universities by establishing articulation agreements regarding those courses that will transfer as lower-division requirements, including specific courses that will meet general education, course-to-course, major preparation requirements, and updating annual AA/AS General Education Requirements. By enhancing student's ability to transfer to four-year colleges and universities, the Articulation Program supports the College in meeting its mission: "to serve the educational needs of its diverse community by providing comprehensive and flexible programs and resources that empower students to achieve their goals."

Tutorial Services

In an effort to meet the educational needs of students, the college provides free tutoring in most subjects taught at the college. Tutors are trained to handle group and individual tutoring sessions in the Tutorial Center and in the classroom. Individual tutoring is available to students after their needs have been properly assessed by Learning Assistance personnel and through faculty or peer advisor referrals. For additional information, visit the Learning Resources Center on the second floor of Building L, or telephone (510) 748-2315.

Veterans Resource Center

The Veterans resource Center provides assistance to veterans and to eligible dependents of veterans in their pursuit of an educational degree. Services include: counseling, tutorial assistance, outreach, recruitment, referral service for job placement, Veterans Affairs Application for benefits and financial assistance.

To receive VA benefits at College of Alameda, veterans and dependents must do the following:

1. Apply for admission at www.peralta.edu.
2. Complete the assessment and orientation process.
3. Meet with a counselor and have a Student Education Plan completed, outlining the requirements of the program you have declared as your objective. The educational objective must be an educational goal that is offered at College of Alameda and has been approved by the California state approving agency. Unofficial transcripts can be used by the counselor to determine your remaining requirements at this meeting.

All veterans must make an appointment with the counseling office during their first semester in attendance, in order to complete a Veteran's Evaluation of Course Requirements for Current Objective. Evaluations cannot be done on a drop-in basis. The evaluation is required prior to certification of a student's second semester, and if and when a student changes to a new major a new evaluation must be completed prior to further certification. Only courses indicated on the evaluation will be certified for payment by V.A., as these are the courses that are needed to complete graduation or transfer requirements.

4. Verify prior college credit by having official transcripts sent to Office of Admissions & Records, Peralta Community College District, 333 E. 8th St., Oakland, CA 94607. All students receiving Veterans Benefits are required to submit official academic transcripts from all schools attended before, during or after military service--whether or not benefits were received or units completed. Enrollment will only be certified for one semester pending evaluation of prior credit. These transcripts will be used when determining prior credit for courses that satisfy major requirements when completing the student's Evaluation of Course Requirements.
5. Submit applicable documents to the Veterans Resource Center for the processing of your educational benefits: Application (Form 22-1990) and DD214 for the Veteran Student, application (Form 22-5490) and dependent documentation for the Veterans' Dependents Program. The VA office will determine eligibility and notify student of such awards.

Veterans continuing at the college must notify the VA office of any change in address, major, units, or education plan. It is the responsibility of each student to promptly notify the College of Alameda Veterans Office of changes in unit status, courses, grades, academic objective, number of dependents to be claimed, and address. Failing to do so may result in an overpayment of benefits which would need to be repaid to V.A.

Call (510) 748-5284 for further information or visit the Veterans Resource Center on the second floor in the G building.

Credit for Military Experience

Completion of a minimum of one year's active duty with the Armed Forces of the United States, including completion of a basic or recruit training program and receipt of an honorable discharge, provides six semester units toward the Associate degree if this credit has not previously been applied toward a high school diploma. The VA Office will submit the DD214 to the Office of Admissions to obtain the credit once the 12 semester units has been completed at the Peralta Colleges.

If the veteran has completed courses taken during military service, the VA Office will request evaluation of the ACE or SMART transcripts from the Office of Admissions and Records.

Standards of Progress for Veteran Students Receiving Benefits

A veteran student who is on academic probation for two consecutive semesters shall be subject to discontinuance of benefits if the student earned a cumulative grade point average of less than 2.0 ("C" grade). This directive is separate and apart from the college's standards for academic dismissal.

Welcome Center

The Welcome Center provides computers and assistance with online admissions/registration and financial aid applications (FAFSA). Students may also obtain access to their Student Center to print informal transcripts and their current schedule.

For further information, visit the A Building or call (510) 748-2184.