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## Student Services

Student Services are an important and integral function at West Hills College Lemoore. The college develops and offers a wide scope of support services dedicated to supplementing and complementing instructional programs and providing educational and cultural resources to students, faculty, administrative staff and the community.

Our goal is to recruit, retain and graduate students. We believe that education that is accessible to all is a sound investment for the individual and the community. We want to ensure and facilitate student academic success by providing high quality supportive services responsive to the needs of our college's diverse population.

As a result of our vision and determination, Student Services is a leader and catalyst for change within West Hills College Lemoore.

We are proud of the respect Student Services has earned throughout our district. We encourage students to utilize these services as a part of their goal for educational success.

### Counseling

All students should consult a counselor to develop a Student Educational Plan. Your Student Educational Plan is your roadmap to completion. This plan will assist in the completion of a certificate, associate degree or transfer program. Students should seek out their counselor or advisor to update their Student Education Plan, update the major and/or educational goal; or if they need a current Student Educational plan for other departments (e.g. Financial Aid, Veterans, etc.)

West Hills College Lemoore counseling programs include the following:

- Academic counseling, in which the student is assisted in assessing, planning and implementing immediate and long-range academic goals.
- Career counseling, in which the student is assisted in assessing his/her aptitudes, abilities and interests; the student is advised concerning the current and future employment outlook and how to best prepare for an occupation.
- Personal counseling, in which the student is assisted with personal, family, or other social concerns when the assistance is related to the student's education. Otherwise, referrals will be made to appropriate public and or private agencies.

### Matriculation

Matriculation is a process that brings a college and an enrolling student into an agreement for the purpose of realizing the student's educational goal. The agreement acknowledges responsibilities of both parties to attain those objectives through the college's established programs, policies and requirements.

- On the college's part, the agreement includes providing:
  - An admission process.
  - Orientation to college programs, services and procedures.
  - Pre-enrollment assessment and counseling for course selection.
  - A suitable curriculum or program of courses.
  - Continuous follow-up on student progress with referral to support services when needed.
  - A program of institutional research and evaluation.

On the student's part, the agreement includes:

- An expression of at least a broad educational intent at entrance and willingness to declare a specific educational objective within a reasonable period of enrollment.
- Diligence in class attendance and completion of assigned course work.
- Completion of course and maintenance of progress toward an educational goal according to standards established by West Hills College Lemoore and the State of California.

The purpose of matriculation is to ensure access to appropriate programs and courses offered by community colleges to all students who can benefit and to facilitate successful completion of student educational objectives in accordance

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with applicable standards of educational quality as determined by the Board of Governors and the Board of Trustees of West Hills Community College District.

The goals of matriculation include, but are not limited to, student success and institutional effectiveness.

## **Students' Rights and Responsibilities in the Matriculation Process**

### **Student Educational Plan**

Students will be required to express at least a broad educational intent upon admission and to declare a specific educational goal within a reasonable period. They are also required to participate in counseling or advisement, diligently attend class and complete assigned coursework. Students will be expected to maintain progress toward an educational goal according to standards established by the district.

Each student will be required to identify a specific educational goal. Once a specific educational goal has been declared, students will need to complete a Student Educational Plan in consultation with a counselor. Students who fail to fulfill these responsibilities or fail to cooperate with the district may be suspended, or services may be terminated as authorized in Section 55520 of the California Educational Code, provided that the district does not suspend or terminate any service to which a student is otherwise entitled under any other provision of law.

The West Hills Community College District shall ensure that information in written form describing their rights and responsibilities is available to all students.

The West Hills Community College District shall also ensure that the matriculation process is efficient, so that students are not discouraged from participating in college programs. Whenever possible, students will be permitted to avoid additional testing by submitting scores on recently-taken tests that correlate with those used by the district.

Information obtained from the matriculation process shall be considered student records and shall be subject to the requirements of district policy in accordance with the Family Education Rights and Privacy Act of 1974.

The West Hills Community College District has established the following exemptions within the Matriculation Plan:

- Orientation services have already been provided by the college.
- The student has received an AA/AS degree or higher.
- The student is enrolled exclusively in physical education activity courses or other courses with no basic skills or prerequisites/co-requisites required.
- The student attends West Hills College Lemoore courses for which high school credit will be awarded.

## **Extended Opportunity Program and Services (EOPS)**

The Extended Opportunity Program and Services (EOPS) is a state funded program that provides additional support services to students with financial and educational needs. Eligibility is determined by income level and demonstration of need.

The following services are available:

- Academic programming
- Vocational planning
- Grants and/or books
- Career guidance
- Priority registration and instructional assistance
- Transfer assistance to four-year schools
- Individual counseling
- Multicultural programs

## **CalWORKs**

California Work Opportunity and Responsibility to Kids is California's Welfare plan in response to Federal TANF (Temporary Aid to Needy Families) Program. Students who are enrolled in credit or noncredit classes are eligible to

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participate. Additionally, students must be receiving AFDC/TANF, be named on the case and be receiving the adult benefits.

CalWORKs students receive counseling and case management services, job placement, career development, work-study, child care, educational planning, workshop opportunities and coordination with other campus programs such as Cooperative Agencies Resources for Education (CARE). The CalWORKs programs works in conjunction with the Kings County Department of Social Services. Individuals interested in the CalWORKs program can contact the CalWORKs Counselor in room 270.

### **Cooperative Agencies Resources for Education (CARE)**

The CARE Program at West Hills College Lemoore is a cooperative effort between Fresno and Kings County Department of Social Services (DSS), Employment Development Department (EDD) and the college's Extended Opportunity Program and Services (EOPS). The focus of the CARE Program is to assist single parents on AFDC via supplemental grants and workshops that will provide the necessary support for their academic success and retention. Students are required to maintain full-time status of 12 units. For more information call the EOPS /CARE Program at [559-925-3330](tel:559-925-3330).

### **Disabled Students Programs and Services (DSPS)**

West Hills College Lemoore is committed to providing equal access to education for disabled persons. The DSPS Office provides services to those persons with physical, learning and psychological disabilities. These services include the following:

- Individual, academic and vocational counseling
- Priority registration
- Note takers/Readers
- Diagnostic testing
- Alternative testing services
- Mobility assistance
- Liaison with the State Department of Rehabilitation and other agencies
- Assistive technology
- Alternative media

Our Learning Skills Program provides individual and small group instruction for students with learning disabilities in a high-tech laboratory setting. Computer-assisted instruction is available to all students with disabilities. For more information, please contact the DSPS Program at [559-925-3331](tel:559-925-3331).

### **Transfer Center**

The Transfer Center is located in the Administration Building and serves students who are transferring to the California State University system (CSU), the University of California system (UC), private and out-of-state colleges and universities. Services offered include:

- College catalogs
- A resource library of directories and transfer publications
- Contact with representatives from four-year institutions
- Tours to four-year institutions
- Applications to four-year institutions
- Transfer planning assistance
- Workshops on transfer issues

### **Veterans**

West Hills College Lemoore is approved for training of veterans, dependents of deceased and disabled veterans under applicable federal and state laws administered by the Veterans' Administration and the State Department of Veterans' Affairs.

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## **Veterans Resource Services**

West Hills College Lemoore is privileged to welcome veterans, reservists, military personnel and their families to our College community. We value your service, and we are here to help ease your transition from the military to college life. Our Military Services team understand the unique challenges veterans face, and we arm students with the support and resources needed to meet their personal and academic goals.

## **Veteran Education and Vocational Programs**

West Hills College Lemoore provides assistance to Veterans and dependents for the following benefit programs

- Chapter 30- Active Duty Educational Assistance Program, Montgomery GI Bill ®
- Chapter 31- Vocational Rehabilitation
- Chapter 33- Post-9/11 GI Bill ®
- Chapter 35- Survivors and Dependents Educational Assistance Program
- Chapter 1606- Selected reserve Educational Assistance Program
- Chapter 1607- Reserve Educational Assistance Program (REAP)

## **Tuition and Fees for Veterans**

Fees are due at time of registration. Fees not paid in full, withdraw from all classes for non-payment will take place. Students that are eligible for the Post 9/11 GI Bill ® (chapter 33) and VA Vocational Rehabilitation (Chapter 31) need to contact West Hills College Lemoore VA Certifying Official.

## **Residency for Veterans**

A qualified veteran and/or dependent who reside in California and are attending a California school within 3 years of discharge can receive in state tuition rates. Contact West Hills College Lemoore VA Certifying official for assistance.

## **Financial Aid for Veterans**

Other financial assistance may be available by completing a FAFSA application (Free Application for Federal Student Aid) only at [www.fafsa.gov](http://www.fafsa.gov).

## **Veteran Registration for Veterans**

Veterans may be eligible for priority registration for 15 years following their discharge from active duty. In order to be eligible, veterans must take a copy of their DD 214 discharge papers to the West Hills College Lemoore, Certifying Official. All veteran students are required to meet matriculation components (application, orientation, placement test and SEP).

## **Prior Credit for Veterans**

All prior credit must be reviewed and credit granted as appropriate to an approved program that has been selected by the veteran student. Individuals may apply for military credit at West Hills College Lemoore based on recommendations by the ACE Guide. A petition for Health Education 35 must be completed. An evaluation of all the student's prior credits (JST, prior college) in relation to the student's declared major should be applied for before or upon completion of two semesters.

## **Academic Counseling for Veterans**

The new student advisement is especially important for veterans because the veteran is required to select an approved program and can only receive benefits for taking courses that are required to complete the approved program.

Non payable courses include physical education (except for dependents and P.E. majors); health education (except for dependents and H.E. Majors); NP (no pass reported as a drop at the end of the semester); and "F" grade as the result of non-attendance; or general work experience classes.

Students enrolled in short-term classes should be aware they will only be paid for those units during the time of actual class time. The VA will only pay for classes that have been completed. If a student must drop a class due to "Mitigating circumstances", the student will have to provide documentation to VA if an overpayment is in result.

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The student is required to repay all benefits received for a withdrawn class from the day the class was dropped. This applies when there is no “Mitigating circumstances”.

Students are required to report any changes in classes, units, address, phone number or program to West Hills College Lemoore staff. Contact the VA Certifying official at West Hills College Lemoore at 559-925-3341.

#### Probation and Disqualification for Veterans

The law requires that educational assistance benefits to veterans and other eligible persons be discontinued when the student ceases to make satisfactory progress toward completion of his or her training objective. The VA will allow two semesters of academic probation (grades below 2.0). Students will not receive benefits for the third consecutive semester of academic probation. (Students are recommended to make an appointment with the VA counselor for student options).

### **The Workplace Internship Network (WIN) Center**

The Workplace Internship Network (WIN) Center supports the West Hills College Lemoore mission of preparing students for careers. The WIN Center provides a variety of in-person and online services to participants in the areas of career assessment, career development, job searches, reference materials, pre-employment and job placement assistance.

For more information or help with any of the services offered, contact the WIN Center at 559-925-3307.

### **Military Program**

In partnership with the Servicemembers Opportunity Colleges (SOC) program, West Hills College Lemoore provides a learning environment, educational resources and outreach services to military service members and their dependents.

West Hills College Lemoore is dedicated to assisting the military service members, veterans and their dependents allowing them to earn their associate degree and the option to continue their college education.

Per the recommendation of the American Council of Education (ACE) credit will be awarded for military training and experience.

- Courses may be obtained through online and/or traditional classrooms.
- Courses are offered in two 18 week, four 9 week and one summer intersession.
- SOC agreements shall be issued to enhance the academic goals of the service member and their dependents.
- Transfer credits will be accepted from an accredited institution.
- Counselors, advisors and student service personnel will be readily available to assist the servicemember and their dependents.

For more information on the Voluntary Education Military Program call 925-3350 or go to the website: <https://www.westhillscollge.com/lemoore/resources/student-support/active-military/>

### **Student Financial Assistance**

West Hills College Lemoore recognizes that many students need financial assistance in order to continue their education. Every effort is made to help as many students as possible through the various financial aid programs administered by the college.

The financial aid programs are limited with a major portion of the funding provided by the federal and state governments. Priority application deadlines are established each year and students are encouraged to apply in advance of these deadlines to ensure fund availability by the start of the semester. However, federal aid programs accept applications throughout the academic year. Any student who can demonstrate a degree of need qualifies for financial assistance and can, therefore, expect help depending upon the availability of funds. Information can be obtained from the Financial Aid Office, at 925-3310.

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## Student Refunds/Repayments

### Refunds

You may be eligible for a refund if your student account charges, like enrollment fees, from all sources are less than payments you or others made on your behalf. If a refund is due to you and caused, in full or in part, by receipt of financial aid funds, the West Hills District Business Office distribute it to you as scheduled and shown on the Financial Aid website or myWestHills portal. For refunds not caused by receipt of financial aid, you must request a refund directly from the Dean of Students.

If you withdraw completely from all courses at West Hills and received federal financial aid, the Financial Aid Office staff must calculate if you are eligible for additional refunds or if you owe money back to the federal government. Federal financial aid regulations require institutions to calculate eligibility of financial aid used for institutional costs through the 60% point (11th week at West Hills College Lemoore) of the enrollment period for which the aid was intended. This requirement applies to students who withdraw or are dropped from school on before the 60% point of the term. This refund/repayment policy applies to any student who withdraws from or stops attending all classes prior to the 60% point of the semester. For a more detailed description of the West Hills College Lemoore refund policy, inquire in the Financial Aid Office and ask for the Refund Policy.

If a repayment from the student is owed to the federal aid program(s), the calculated refund will be credited to the federal Title IV or state programs in the following order:

- Outstanding balances of any Federal Direct Student Loans
- Federal Pell Grant Program
- Federal SEOG (Supplemental Educational Opportunity Grant)
- State Grant

### Repayment Policy

When a student withdraws, drops out, or is expelled on or after the first day of class in a payment period, the institution will determine whether the student received an overpayment of financial aid funds for non-institutional expenses. The overpayment is the difference between the amount received as cash disbursements and the amount incurred for non-institutional costs during the portion of the payment period that the student was actually enrolled. Employment (including Federal College Work-study) is not considered in determining the amount of cash disbursement.

A student who owes a repayment on a Direct Student Loan, Federal Pell Grant, FSEOG, or SSIG is ineligible for further Title IV assistance until the repayment is made. This information will be reported to the national student aid database and will be reflected on future Student Aid Reports (SARs) until paid.

- The institution takes the following steps to contact students about required overpayments:
- A hold is placed, preventing registration and release of student records.
- Three written requests for repayment are mailed to the student.
- The overpayment is submitted to the California State Tax Office.
- The overpayment may be referred to the Department of Education for collection.

### Grants

To apply for financial aid programs administered by the college, students must file a Free Application for Federal Student Aid (FAFSA) listing West Hills College Lemoore, Title IV Code #041113, among the colleges to receive information. Financial aid applications are available online at [www.fafsa.gov](http://www.fafsa.gov) every year beginning in January for the following school year. A FSA ID will be required to sign the application electronically. To get an FSA ID, go to <https://fsaid.ed.gov/npas/index.htm>

Students who apply annually by March 2nd are given priority consideration by West Hills College Lemoore and meet the Cal Grant deadline for state grants. Awards are contingent upon available funds. West Hills College Lemoore participates in the following federal, state and institutional financial aid programs.

**Pell Grants (Federal)**

Federal Pell Grants are available only to undergraduate students who have not received a bachelor's degree. This grant must be applied for by students before consideration of any other grant aid program can be made. The Pell Grant amount is determined by a formula that considers the student's enrollment status and expected family contribution. For the 2016 -2017 academic year, annual awards range from \$573 to \$5,730 for students who qualify.

**Board of Governors Enrollment Fee Waiver (BOG)**

The Board of Governors Enrollment Fee Waiver (BOG) is a state program that waives community college enrollment fees. Students must be a resident of California or determined to be AB540 by the Registrar's Office, and either be eligible through completion of the Free Application for Federal Student Aid (FAFSA), or the BOG Application by meeting specified income criteria, or being a current recipient or dependent of a recipient of TANF/CalWorks, SSI/SSP or General Assistance, or have a dependent's fee waiver from the Veteran's Affairs Department, or Congressional Medal of Honor or 9-11 dependent, or dependent of a deceased law enforcement/fire suppression personnel killed in the line of duty. The BOG covers an academic year beginning with the summer term and eligibility continues for the fall and spring terms as long as academic progress is maintained. BOG Applications are available at the Financial Aid Office.

**Maintaining Board of Governors (BOG) Fee Waiver Eligibility**

Students who qualify for the BOG Fee Waiver must maintain academic and progress standards in order to continue to receive the fee waiver and priority registration. Successful academic standing is a cumulative GPA of 2.0 or higher. Students whose GPA falls below 2.0 for two consecutive primarily terms (fall and spring), may lose their fee waiver. In addition, if the cumulative number of units completed is less than 50 percent in two consecutive terms (fall and spring), students may also lose the fee waiver. Students will be notified within 30 days of the end of each term of their status and that a second term of probation will result in a loss of the BOG eligibility at the next registration opportunity.

- If a student loses BOG eligibility, they can regain eligibility by:
- Improving GPA or course completion
- Appeal under extenuating circumstances
- Appeal under significant academic improvement
- Not attend school for two consecutive primary terms.

Affected students can submit an appeal form to the Office of Student Services. To assist students with improved academic success, students can receive academic support, tutoring, and assistance from their counselor(s) and advisors, student success teams support, workshops or class enrollment in an intervention class

**Cal Grant B Program (State)**

Cal Grants are available through the California Student Aid Commission (CSAC) to students who are residents of California and file the FAFSA by March 2nd. An additional deadline of September 2nd for community college students allows them to be considered for a second round of competitive awards. The Cal Grant program consists of Entitlement and Competitive awards. Entitlement awards are guaranteed to students who have graduated high school in 2015 – 2016 or later and meet the eligibility requirements. As of January 2016, AB540 students are able to apply for an entitlement award by completing a California Dream Act Application at <https://dream.csac.ca.gov/>. Competitive awards are offered on a competitive basis to those students who did not receive entitlements and are not guaranteed.

A GPA Verification Form must be submitted to CSAC for all new Cal Grant applications by March 2nd. West Hills College Lemoore, as well as most schools, submits these GPAs electronically. Only students who have college units at more than one school must mail a certified Cal Grant Grade Point Average Verification Form to CSAC by March 2nd. Students are advised to submit the GPA verification form to the appropriate school at least 10 days in advance of the deadline. Students awarded a Cal Grant A will have their awards put on reserve until they transfer to a four year California college or university, as these funds are credited toward tuition fees. Students awarded a Cal Grant B receive a stipend to help cover living expenses. If students are transferring to a four year California college or university, students receive tuition assistance in addition to the stipend.

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The maximum grant is \$1,670 per academic year. Applications and further information are available at California high school counseling offices *and on the web at [www.calgrants.org](http://www.calgrants.org)*.

#### **Cal Grant C Program (State)**

Cal Grant C awards are for students enrolled in an occupational or vocational course of study and intend to receive a Certificate of Achievement or Associate's Degree. Grants are based on the student's need and help cover the cost of, books, supplies, tools and special clothing. The maximum grant is \$547 per academic year.

#### **Full Time Student Success Grant**

The Full Time Student Success Grant is available to Cal Grant B or C recipients who are enrolled full time for the Fall and/or Spring terms that pays up to an additional \$600 annually.

#### **Federal Supplemental Education Opportunity Grant (FSEOG)**

The basic purpose of this program is to assist undergraduate students whose exceptional financial need would prevent them from attending college. The grant is awarded to students who have the highest need, have completed less than 60 units and are eligible to receive Pell grants. Students receiving FSEOG funds must be enrolled in at least 6 units per semester. Students must file a FAFSA by March 2nd to receive priority consideration, as there are insufficient funds to meet the needs of all eligible students. Awards are made on a first come, first served basis to eligible students. The average annual award is \$400.

#### **College Work Study (Federal and State)**

The College Work Study Program provides part-time employment opportunities giving students the chance to earn money to cover school expenses. An effort is made to find jobs which are related to students' academic programs, yet do not conflict with their class schedules. Students work a maximum of 19 hours per week during the regular academic period and up to 40 hours per week when classes are not in session. Jobs may be on or off-campus. Off-campus jobs must be for a non-profit agency.

## **Job Placement**

The Financial Aid Office assists students with community job placement, both during school and after graduation. Referrals are posted for both part-time and full-time permanent jobs.

## **Direct Student Loan Program**

West Hills College Lemoore participates in the William D. Ford Federal Direct Loan Program. Direct loans are low interest loans for students and parents to help pay for the cost of a student's education. The lender is the U.S. Department of Education rather than a bank or other financial institution. Direct loans are a form of financial aid and must be repaid with interest. Students who have demonstrated financial need may apply for a Direct Subsidized Loan. The federal government pays the interest on subsidized student loans while students are enrolled in at least 6 units and during a grace period afterward. Students who are not eligible for a subsidized loan and do not have a financial need as calculated by the financial aid office may apply for a Direct Unsubsidized Loan. The interest on an unsubsidized loan begins immediately and is not paid by the government. The interest rate for both loans is 3.86%. To apply for direct loans, students must file a FAFSA, attend an Entrance Workshop, sign a Master Promissory Note (MPN) and complete a loan application. Loan maximum amounts are based on grade level and eligibility. Parents of dependent students may borrow funds from the Direct Parent Loan for Undergraduate Students (PLUS) program. The interest rate is 6.41%.

## **Emergency Student Loan Program**

These short-term loans may be made to students who need a small sum during difficult short-term economic times. Students may borrow up to \$100 from the Associated Student Body. Larger amounts may be borrowed under certain conditions, but all loans must be repaid within 30 days of request.

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## **Scholarships**

West Hills College Lemoore offers a variety of local and institutional scholarships and maintains applications for outside scholarships. Awards are made on the basis of scholastic achievement, selected major, citizenship, leadership and/or need. Scholarships are offered through the generosity of citizens and civic groups in the West Hills Community College District and surrounding area. Criteria vary with each scholarship. Brochures and applications for the following academic year are available each spring from the Financial Aid Office.

Institutional and local scholarship applications may be obtained online and from any of the West Hills College District locations: Lemoore, Coalinga, Firebaugh and NASL. Applications for outside scholarships may also be obtained by contacting any counselor.

West Hills College Lemoore scholarship applications must be submitted to the West Hills College Foundation and received by the March 1st deadline. Applications must be legible and complete to be considered.

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