
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

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.

Apprenticeship

Apprenticeship programs are organized in cooperation with a joint apprenticeship committee, a unilateral apprenticeship committee, or an individual employer of the respective craft for the training of apprentices approved by the State of California, Division of Apprenticeship Standards. West Hills College Lemoore supports apprenticeship training by offering select committees and employers' apprentice instruction. For more information, contact [559.934.2168](tel:559.934.2168).

Extended Opportunity Program and Services (EOPS)

The Extended Opportunity Program and Services (EOPS) is a state funded program that provides over and above support services to full-time students (part-time allowed for students with disabilities) with financial and educational needs. Eligibility is determined by income level and demonstration of need.

The following services are available:

- Academic and Career Planning
 - Transfer Assistance and Application Fee Waivers
 - Orientation
 - Additional Counseling and Workshops
 - Priority Registration
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- School Supplies
- Additional Financial Aid and Book Grants
- Transportation Assistance

For more information, please contact the EOPS Program at [559-925-3330](tel:559-925-3330).

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 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 270B.

For more information, please contact the CalWORKs Program at [559.925.3330](tel:559.925.3330).

Cooperative Agencies Resources for Education (CARE)

The CARE Program at West Hills College Lemoore is associated with 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. Acceptance to EOPS is required.

For more information call the EOPS /CARE Program at [559.925.3330](tel:559.925.3330).

Disabled Students Programs and Services (DSPS)

DSPS provides support to students who have a verifiable disability that result in an educational limitation. Students with a physical disability, visual impairment or auditory impairment, mental health disability, permanent or temporary health concerns, or a learning disability can receive assistance from specialized personnel. Services may include the following:

- Academic and career planning
- Adaptive computer technology
- Community liaisons
- Computer Assisted Real Time (CART) captioning services
- Educational assistance classes
- Electronic textbooks
- Learning disability assessments
- Mobility cart services
- Note taker service
- Priority registration
- Sign language interpreting
- Testing accommodations

For more information, please contact the DSPS Program at [559.925.3330](tel:559.925.3330).

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
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- Contact with representatives from four-year institutions
- Tours to four-year institutions
- Applications to four-year institutions
- Transfer planning assistance
- Workshops on transfer issues

Military Program

Department of Defense Voluntary Education Partnership Memorandum of Understanding

West Hills College Lemoore supports the Principles of Excellence guidelines as an educational institution participating in the federal tuition assistance program. West Hills College Lemoore acts in accordance with the DOD principles and criteria.

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.
- Student Educational Plans 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 [559.925.3216](tel:559.925.3216) or visit <https://westhillscollge.com/lemoore/resources/student-support/active-military/>

Tuition and Fees for Military Service Members

Fees are due at time of registration. If fees not paid in full, withdrawal from all classes for non-payment may take place. Students that are eligible for Tuition Assistance through their military branch need to contact West Hills College NAS Lemoore Site Coordinator.

Residency for Military Service Members

A qualified active duty member and/or dependent who reside in California and are attending a California school may receive in state tuition rates. Contact West Hills College NAS Lemoore Site Coordinator for assistance.

Financial Aid for Military Service Members

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

Registration for Military Service Members

Active duty members may be eligible for priority registration based on their current military orders. In order to be eligible, members must submit a copy of their current orders to the West Hills College NAS Lemoore Site Coordinator.

For the purposes of priority registration eligibility, all active duty service members must complete orientation, multiple measure/self-placement, and have a current education plan. Some further considerations are:

- First-time students shall be defined as students with no district courses recorded on their academic record, and who have not previously been awarded priority registration.
 - Potential graduating seniors and first time students are required to complete orientation, multiple measure/self-placement, and an education plan.
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- Continuing students are students who are currently enrolled during the semester when the registration period occurs. All continuing students must have a completed student education plan on file to receive early registration.

Students are required to meet all criteria for registration priority before a deadline approximately one month before the registration period opens. These registration priorities also apply to courses offered during the summer session.

Refund Policy for Military Service Members

West Hills College Lemoore returns unearned military tuition assistance funds on a proportional basis through at least the 60% portion of the term for which they were provided regardless of the reason for withdrawal (service-related or otherwise). Any unearned TA funds will be returned directly to the military service, not to the service member.

West Hills College Lemoore will work with service members that stop attending due to a military service obligation in identifying solutions that will not result in a student debt for the returned portion. Military tuition assistance is awarded based on students completing the entire term it was awarded. When a student withdraws, they may no longer be eligible for the full amount.

Tuition Assistance eligibility will be recalculated for students who officially withdraw from a course prior to completing 60% of the enrollment period. The official last date of attendance is used to determine the number of days completed. Recalculation of eligibility is based on the percentage of TA benefits earned.

The Department of Defense requires that the college return any unearned TA applied to institutional charges. The student will then owe the college the amount that was returned.

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.

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.

Veterans Upward Bound (VUB)

The West Hills College Lemoore Veterans Upward Bound program is a FREE program that helps prepare Veterans to enter, be successful, and to graduate from college.

Services

- Individualized career assessment and planning
- Application assistance
- Financial aid and GI Bill® information
- Help obtaining military and other transcripts
- Advisement and assistance with college admission and enrollment steps
- Academic Counseling
- College preparation instruction and tutoring for Math and English skills improvement
- Preparation and testing for academic placement exams
- Access to other resources: study areas, campus library, computer labs, and student union
- Referrals to additional college and community resources

Eligibility

- Meet military service requirements
 - Received other than a dishonorable discharge
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- Completed a minimum of 180 days of active service; or was a member of a reserve component of the Armed Forces called to active duty for more than 30 days; or was a member of a reserve component of the Armed Forces who served on active duty on or after September 11, 2001
- S. Citizen, resident or applying for residency
- Low-income and/or first-generation

For more information on these and other services, call: 559-925-3345

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.

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.

For the purposes of priority registration eligibility, all veterans must complete orientation, multiple measure/self-placement, and have a current education plan. Some further considerations are:

- First-time students shall be defined as students with no district courses recorded on their academic record, and who have not previously been awarded priority registration.
- Potential graduating seniors and first time students are required to complete orientation, multiple measure/self-placement, and an education plan.
- Continuing students are students who are currently enrolled during the semester when the registration period occurs. All continuing students must have a completed student education plan on file to receive early registration.

Students are required to meet all criteria for registration priority before a deadline approximately one month before the registration period opens. These registration priorities also apply to courses offered during the summer session.

Attendance Standards for Veterans Using Educational Benefits

The last date of attendance for each course is reported to the VA when a student officially withdraws, is withdrawn by faculty or stops attending without officially withdrawing. For VA education benefits a “W” grade is considered punitive and the last date of attendance must be reported to the VA.

All changes in credit must be reported to the West Hills College Lemoore Certifying Official. ***If changes are not reported in a timely manner it can cause an overpayment of VA education benefits.***

Reporting “F” Grades for Veterans Using Educational Benefits

Each semester the academic progress of VA students will be monitored for “F” grades. If a failing (“F”) grade is received in a course, the VA will only be notified if the failing grade is due to a lack of class attendance or lack of completing assignments or the final. If a student received an “F” grade, an email will be sent to the instructor. The instructor is required to state whether the student completed the class and received the “F” on the basis of work completed, or if the student received the failing grade based on lack of class attendance or participation. In the latter case, the instructor must indicate the month and the day they last attended and/or stopped participating.

No further action will be necessary for those who received a “F” grade based on work completed in the class. If the “F” grade is a result of non-attendance, the VA will be notified of the last date of attendance or assignment/final reported by the instructor. Due to the reported information a possible overpayment of VA education benefits can be generated.

Special Note: Online attendance is based on assignments, tests, quizzes, discussion boards etc. Logging into an online class does not count as attendance.

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 (military transcripts, prior colleges) in relation to the student’s declared major should be applied for before or upon completion of one semester.

*Special Note: **Public Law 115-48, Section 304, as amended by the Department of Veterans Affairs Expiring Authorities Act of 2017, Public Law 115-62, §411***

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.

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 [559-925-3215](tel:559-925-3215).

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).

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 drop-in services to students who seek assistance with career assessments, career development, job searches, resume and cover letter development, pre-employment, job placement assistance, finding an internship or industry connection for projects and all things career readiness.

In addition, the WIN Center assists faculty with Work Based Learning opportunities on campus including guest speakers, field trips, and the annual Entrée to Employment event. WIN Center staff organize monthly events to assist students in their exploration and awareness of careers in their major and to help students network with employers that may be hiring or looking to hire qualified graduates.

Eagle Closet

Students can find the Eagle Closet in the WIN Center. This closet is designed to help students get outfitted for an interview or career readiness event. Clothes are either purchased or donated by partners and given to students to start their professional wardrobe. Students that seek help finding professional business attire can drop-in to the WIN Center to get assistance.

Internships

Students can find internships to help them learn more about their chosen career field and develop their work experience in an industry sector through an internship. An internship is a highly-structured, career preparation activity where students are placed at a work site, usually for a semester or more, to participate in and observe work within a given industry. Internships are designed to give students hands-on experience, providing them with a deeper understanding of an occupational area and industry.

Interns may be paid or unpaid. If unpaid, the intern is viewed as a volunteer by the employer. If the intern is paid, then they are viewed as an employee of the company; however, employment isn't guaranteed at the end of an internship. Internships help students develop the essential skills that employers value such as communication, collaboration, creativity, teamwork and work ethic. WIN Center staff can assist students get ready for an internship interview, resume submission or other preparation activities.

Jobspeaker online platform

Students looking for a job on campus or off can use the online Jobspeaker platform. Jobspeaker is a mobile app and online tool that helps students:

- Find a job or internship – paid, unpaid, on campus or off campus
- Manage a job or internship search, resumes, and profiles
- Connect with on campus events
- Learn about scholarships and work based learning opportunities

Jobspeaker pulls from many different websites, including Indeed and Monster, and also features jobs posted directly by employers who want to hire West Hills College Lemoore students. Students may login to Jobspeaker with their WHCCD email and password. For more information or help with Jobspeaker or any of the services offered, contact the WIN Center at [559.925.3388](tel:559.925.3388).

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 [559.925.3310](tel:559.925.3310).

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 every year beginning in October 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 2019 -2020 academic year, annual awards range from \$657 to \$6,195 for students who qualify.

California College Promise Grant (CCPG)

The California College Promise Grant 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 Promise Grant 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 CCPG 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. CCPG Applications are available at the Financial Aid Office.

Maintaining California College Promise Grant Eligibility (CCPGC)

Students who qualify for the CCPG 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 CCPG eligibility at the next registration opportunity.

If a student loses CCPG 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.

California College Promise Waiver (LCCPW)

The California College Promise Program Enrollment Fee Waiver is a state program that waives community college enrollment fees for first-time, full-time students. Students must be a resident of California or determined to be AB540 by the Registrar's Office and must have completed either the Free Application for Federal Student Aid (FAFSA) or the California Dream Act Application (CADAA) and not be eligible for the California College Promise Grant.

Students must use Reg365 and enroll in at least 15 units for both Fall and Spring terms. The LCCPW covers an academic year beginning with the summer term and eligibility continues for the fall and spring terms as long as the student maintains enrollment of at least 15 units for the fall and spring terms and academic progress is maintained by completing at least 15 units in the fall semester with a 2.0 gpa. A Terms of Agreement will be sent to all those who

meet the initial criteria for completion and submission to the Financial Aid Office. This form is also available at the Financial Aid Office. This waiver is only for the 1st academic year.

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 can apply for an entitlement award by completing a California Dream Act Application (CADAA) 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.

The maximum grant is \$1,672 per academic year. Applications and further information are available at California high school counseling offices *and on the web* at 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.

Student Success Completion Grant

The Student Success Completion Grant is available to Cal Grant B or C recipients who are enrolled full time for the Fall and/or Spring terms. The Student Success Completion Grant pays full-time Cal Grant B or C recipients a maximum of \$1,298 annually at \$649 per semester for eligible students who enroll and attend 12 through 14.99 units per term and a maximum of \$4,000 annually at \$2,000 per semester for eligible students who enroll and attend 15 units or more per term.

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 attempted 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 25 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.

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. All loans must be repaid within 30 days of request.

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.

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
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- 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.