

STUDENT HANDBOOK

2012 - 2013



A L A M O
C O L L E G E S

SAN ANTONIO COLLEGE

1300 San Pedro Avenue
San Antonio, TX 78212-4299

CREATE YOUR TOMORROW

San Antonio College does not discriminate on the basis of race, religion, color, national origin, sex, age or disability with regard to access, employment programs, or services. Inquiries or complaints concerning these matters should be brought to the attention of the Department of Human Resources, 201 Sheridan, Building AA, San Antonio, TX 78204.

TABLE OF CONTENT

President's Message

Glossary6-8

- Academic Calendar
- Academically At Risk Student
- Add/Drops
- Census Date
- Certificates (All offered by SAC)
- Course Syllabus
- Degrees
- Discipline
- Grade Point Average (GPA)
- Major
- Minor
- Permanent Record
- Student Classifications
- Transcripts

Section 1. Admissions & Registration Information9-12

- Principle of Equal Opportunity
- Academic Fresh Start
- Adding or Dropping Courses
- Administrative Hold
- ApplyTexas Application
- Admissions Credentials
- Attendance
- Class eSchedules
- Course Loads
- Course Number
- eCatalog
- Early Admissions
- Entry-Level Competencies
- Final Examinations
 - Final Exam Policy
- Parking
- Prerequisites
- Repeating a Course
- Sections Numbers
- Semester Hours
- Senior Citizens
- Six Course Drop Ruling
- Student Development
- Student Residency Status
- Student Rights and Responsibilities
- Tuition and Fees
- Veterans and Their Dependents
- Walk
- Withdrawals

Section 2. Enrollment Resources & Services13-14

- ACES
- Service Desk
- Access & Educational Support Programs
- Admissions and Records
- Assessment Center
- Financial Aid (Student Financial Services)
- International Students

Section 3. Academic Instructional Programs	15-17
<ul style="list-style-type: none"> Arts and Sciences Division Continuing Education Training Network Developmental Level Courses Distance Education EDGE Program English as a Second Language (ESL) Military Science Program/Army Reserve Officer Training Program Open Entry/Open Exit (OE/OE) Professional and Technical Education Division Raul S. Murguia Presidential Honors Program Service-Learning Service Member's Opportunity College Program Tech Prep Program 	
Section 4. Academic Performance Policies	18-20
<ul style="list-style-type: none"> Advanced Placement (Non-Traditional Credit) Academic Dismissal Academic Standing and Probation Grades Graduation Honors Lists Transferring Credit To SAC Transferring Credit From SAC 	
Section 5. Student Resources & Support Services	21-28
<ul style="list-style-type: none"> Access & Educational Support Programs Cafeteria Counseling & Advising Services Counseling Center Unit Services Deaf and Hard of Hearing Services Graduation Plus Project San Antonio Education Partnership (SAEP) Transfer Center Veterans' Affairs Creative Media Early Childhood Center Laboratories Learning Resources Department (Library) Lost and Found Office of Student Life Public Transportation Publications Services for Women & Non-Traditional Students SAC Bookstore Safety & Security Student Development Student Identification Card (ID) Student Learning Assistance Center Student Technology Center Visual Arts Gallery International Students Office 	
Section 6. Student Policies & Procedures	29-41
<ul style="list-style-type: none"> Non-Academic Misconduct AIDS/HIV Policy Campus Sex Crimes Prevention Act Cancellation of Classes Due to Inclement Weather Children on Campus Policy Contacting Students in Case of an Emergency Criminal Offenses Drug-Free Schools and Communities Act Amendments of 1989 	

Electronic Devices in the Classroom
Emergency Communications
Family Education Rights and Privacy Act (FERPA)
Freedom of Speech and Assembly
Gang Free Zone
Incident Reporting and Response
Personal Care Attendant
SOBI (Strategies of Behavioral Intervention)
Sexual Harassment - Alamo Colleges Policy Prohibiting
Smoking Policy / Tobacco-Free Campuses
Student Academic Grievance Procedures
Student Non-Academic Grievance Procedures
Grievance Policies
Academic Grievance Policy
Non-Academic Grievance Policy
Student Code of Conduct
Student Obligations

Section 7. Departments & Divisions	42-45
San Antonio College Campus Map	46
Academic Calendar http://www.alamo.edu/calendars/	

Welcome To San Antonio College

PRESIDENT'S MESSAGE

Dear Student,

Congratulations on enrolling at San Antonio College. Your decision will start you on a path that can lead to academic enrichment, professional success, and a commitment to lifelong learning. San Antonio College faculty and staff are dedicated to assisting you in defining and achieving your academic goals. However, to make the most of the opportunities the College has to offer, you need to be informed.

One excellent source of information is this Student Handbook. It contains important deadlines, phone numbers, policies, procedures, and available services designed to help you. I suggest you read the Handbook thoroughly and keep it available as a reference. You will be surprised at how helpful it will be to you.

San Antonio College is a wonderful place to begin your academic career. There are academic programs to meet all interests, excellent student support services, and a vast array of opportunities for extra curricular activities. I hope you will make the most of all the College has to offer you. Remember, read the Handbook, ask questions, and make it a point to get to know your professors and counselors. All of us are vitally interested in your success.



As a former San Antonio College student, I hope your experience here is as important to you as mine was to me. On behalf of the College, I wish you the best.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Zeigler".

Robert E. Zeigler
President

SAN ANTONIO COLLEGE ADMINISTRATION

President

Robert Zeigler, Ph.D.

Interim Vice President of Academic Affairs

Robert H. Vela, Ed.D

Vice President of College Services

David Mrizek, M.A.

Vice President of Student Affairs

Robert H. Vela, Ed.D

Dean of Learning Resources

Alice Johnson, Ph.D

Dean of Arts & Sciences

Conrad Krueger, Ed.D.

Dean of Student Affairs

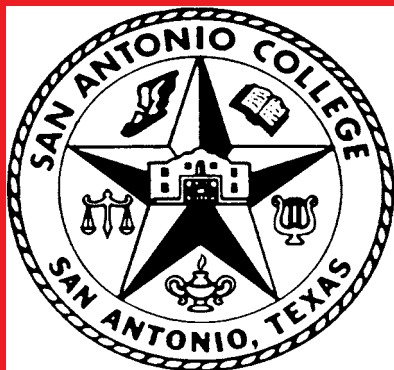
Emma L. Mendiola, MSSW, LMSW

Dean of Continuing Education Training Network

Tim Rockey, M.A.

Dean of Professional and Technical Education

Vernell E. Walker, M.A.



OUR VISION

San Antonio College will be nationally recognized for student success and best practices.

OUR MISSION

San Antonio College will provide responsive education through excellence, accessibility, and diversity. San Antonio College is a public community college that provides and supports the educational and lifelong learning needs of a multicultural community. As a leader in education, San Antonio College is committed to excellence in helping students reach their full potential by developing their academic competencies, critical thinking skills, communication proficiency, civic responsibility, and global awareness.



ACADEMIC CALENDAR

Courses offered in any of the following semesters/sessions accumulate the same number of contact hours.

FALL SEMESTER

The Fall semester lasts 16 weeks, generally beginning the last week in August and continuing through mid-December.

SPRING SEMESTER

The Spring semester lasts 16 weeks, generally beginning the first week in January and continuing through the middle of May.

START-TWO SEMESTER

The Start-Two semester lasts 14 weeks, generally beginning the second week after regular semester starts.

FLEX SESSION

Flex session courses are eight weeks in length and are scheduled during the Fall and Spring semesters. Flex I begins with the regular semester and ends at mid-semester. Flex II begins at mid-semester and ends with the regular semester.

MAYMESTER SESSION

Maymester session courses are offered during the three weeks separating the end of the Spring semester and the start of the Summer session. Students are limited to three college credit hours during the Maymester session.

SUMMER SESSION

The Summer session is divided into two six-week sessions and one eight-week session. Courses taught in Summer's six-week sessions generally meet five days a week, beginning in June and continuing through mid-July, and, again, starting in mid-July and continuing through mid-August. Eight-week Summer courses generally meet twice a week from June 1 through July 31.

ACADEMICALLY AT-RISK STUDENT

An academically at-risk student is a student who is at risk of not reaching their goals because their GPA has fallen below 2.0 or has difficulty in progress of completing courses.

ADDS/DROPS

ADD

Enrollment in a course after initial registration.

DROP

Voluntary or involuntary official withdrawal from a course (or all courses).

CENSUS DATE

The census date is the date on which the College certifies student enrollment for financial aid recipients as well as to the state for formula funding. Courses dropped by students on or prior to the census date will not appear on permanent records. See the Academic Calendar in the current SAC Class Schedule for census dates.

CERTIFICATES (ALL OFFERED BY SAC)

LOCAL

Generally, Local Certificates are granted by two-year colleges and require the completion of six to 14 semester hours of credit.

MARKETABLE SKILLS

Generally, Marketable Skills Certificates are granted by two-year colleges and require the completion of nine to 14 semester hours of credit.

LEVEL I

Generally, Level I Certificates are granted by two-year colleges and require the completion of 15 to 42 semester hours of credit.

LEVEL II

Generally, Level II Certificates are granted by two-year colleges and require the completion of 43 to 59 semester hours of credit.

ENHANCED SKILLS

Generally, Enhanced Skills Certificates are granted by two-year colleges and require the completion of six to 15 semester hours of credit, in addition to requiring certificate candidates to have already earned an Associate in Applied Science (AAS) Degree. Total semester hours for the AAS Degree and the Enhanced Skills Certificate shall not exceed 87.



COURSE SYLLABUS

Generally, instructors provide students with a course syllabus during the first week of class. The syllabus includes instructor information, a course description, course requirements, grading system, attendance policy, and make-up procedures. Complete understanding of the syllabus is the responsibility of each student in the class.

DEGREES

ASSOCIATE’S (OFFERED BY SAC)

Associate’s Degrees are granted by two-year colleges and some universities and require the completion of 60 or more semester hours of credit.

BACHELOR’S

Bachelor’s Degrees are granted by four-year colleges and generally require the completion of 124 or more semester hours of credit.

MASTER’S

Master’s Degrees are granted by some colleges and most universities and generally require the completion of 30-36 semester hours of graduate-level courses beyond the Bachelor’s Degree, plus a major research paper (thesis) and/or comprehensive exam.

DOCTORATE (Ph.D., Ed.D., etc.)

Doctorate Degrees (Ph.D., Ed.D., etc.) are granted by a few colleges and some universities and generally require the completion of 30-36 semester hours of graduate-level courses beyond the Master’s Degree and may include extensive research and a dissertation in addition to written exams.

DISCIPLINE

A discipline (noun) refers to an academic subject area such as English or history; to discipline (verb) refers to the punitive action taken due to a violation of the Student Code of Conduct.

GRADE POINT AVERAGE (GPA)

The GPA is a numerical grade average calculated on completed courses by determining the total number of quality points earned (“A” = 4, “B” = 3, “C” = 2, “D” = 1, “F” = 0) divided by the number of semester hours completed (indicated by the second digit of the course number: SPAN 1411).

MAJOR

A major is the primary concentration in a program of study toward a degree.

MINOR

A minor is the secondary concentration of study that may be offered at four-year colleges or universities.

PERMANENT RECORD

The student’s permanent record is part of the College’s official archives and contains personal data, test scores, summary of transfer and admissions information, SAC courses attempted, grades, GPAs, and academic status.

STUDENT CLASSIFICATIONS

FRESHMAN

A freshman is a student who has 0 to 29 semester hours of college-level credit.

SOPHOMORE

A sophomore is a student who has 30 to 59 semester hours of college-level credit.

UNDERGRADUATE

An undergraduate is any student who has less than a Bachelor’s Degree.

TRANSCRIPTS

Transcript requests are being processed daily, however, due to required validation of converted data, it may take 5 - 7 business days to process your request. Please contact Enrollment Services / Admissions and Records Office if your request is not processed in 7 business days so that they may follow up on your request. Please **do not submit** another request, as this may further delay your transcript.

Request **official transcripts** in [ACES](#) by doing the following:

- Login to [ACES](#)
- Click Web Services
- Select Student Tab
- Go to Student Records
- Click Academic Transcripts
- Select Request Printed Transcript (*at the bottom of the page*)

If any questions about the courses or grades on your transcript, please contact your Enrollment Services / Admissions and Records Office for assistance.

- SAC 210-486-0200
- SPC 210-486-2700
- PAC 210-486-3700
- NVC 210-486-4700
- NLC 210-486-5401

You may also view [Student FAQs](#) for helpful information.



SECTION 1. ADMISSIONS & REGISTRATION INFORMATION

PRINCIPLE OF EQUAL OPPORTUNITY

No person shall, on the basis of race, national origin, religion, sex, disability, age, or color be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity sponsored or conducted by San Antonio College. Further, these principles shall apply to admission of students and to all aspects of the employment of personnel, staff, and faculty.

ACADEMIC FRESH START

Senate Bill 1321 entitles residents of Texas to seek admission to public institutions of higher education without consideration of courses undertaken 10 or more years prior to enrollment. The bill has been called the “right to an academic fresh start,” and it gives students the option of electing to have coursework, taken 10 or more years prior to the starting date of the semester in which the applicant seeks to enroll, to count as usual or to be ignored for admissions purposes.

ADDING OR DROPPING COURSES

From the beginning of classes through the census date Class Change/Add/Drop forms may be picked up from the Admissions and Records Office (FAC 216). Subsequent to the census date, students withdrawing from all courses should contact the Counseling Center (MLC first floor) for Class Change/Add/Drop forms and students withdrawing from one or more, but not all, of their courses should contact their instructors for Change/Add/Drop forms. Students are responsible for following up and confirming that a request to withdraw from a class has been processed.

In all cases, Class Change/Add/Drop Forms must be submitted directly to the Admissions and Records Office (FAC 216) for processing. See the Academic Calendar in the current SAC Class Schedule for class change/add/drop dates.

ADMINISTRATIVE HOLD

Administrative holds result when students fail to comply with the College’s administrative policies, such as failing to maintain a 2.0 GPA or failing to register for orientation. Such violations result in registration being delayed until they are corrected.

APPLY TEXAS APPLICATION

Students must submit an application via the Web at www.applytexas.org. Students without access to a computer may visit the Web Center (FAC 208) for assistance.

ADMISSIONS CREDENTIALS

All students must provide the Admissions and Records Office (FAC 216) with official transcripts from the last school attended or GED scores. Registration in subsequent semesters will be denied if students do not supply the Admissions and Records Office with transcripts by the third week of classes, and SAC transcripts will be withheld pending the receipt of required transcripts.

ATTENDANCE

Regular and punctual attendance at all classes and laboratories, day and/or evening, is required. A student absent for any reason is responsible for all work missed. Both tardiness and early departure from class are forms of absenteeism. The instructor establishes the policy with regard to each.

Absences of each student are recorded without exception. The counting of absences begins on the first day of class. A student absent the equivalent of two weeks of instruction in a 16-week semester may be dropped by the instructor. If a student is dropped from a class for excessive absences, the instructor may record a grade of “W” (withdraw).

CLASS SCHEDULES

Class listings and registration details are published each semester (Fall/Start-Two/Summer/Spring) as part of the SAC Class eSchedule. Students can view the class eschedule [online](#).

COURSE REASSIGNMENTS

The college reserves the right to change instructors and class locations and to delete classes due to insufficient enrollment.

COURSE LOADS

In Fall and Spring semesters, a student may not register for more than 19 hours without a dean’s approval. The maximum credit hours a student may register for in Summer or Flex sessions depends on the session’s length.

COURSE NUMBER

All credit courses offered by SAC are identified by a four-digit number. The first digit differentiates between standard college-level courses and developmental level courses (which begin with a zero). The second digit indicates the number of semester hours, and the last two digits identify the specific course. For example, BUSI 2302 is a standard, three-semester-hour college-level course.

eCATALOG

The SAC eCatalog is an online catalog covering College policies, procedures, and curricula. eCatalogs are available [online](#).

EARLY ADMISSIONS

Early admissions applications will be accepted each semester from students who have completed their high school junior year. Gifted students in their sophomore and junior year of high school may apply to the director of the Admissions and Records Office (FAC 216).

ENTRY-LEVEL COMPETENCIES

TEXAS SUCCESS INITIATIVE (TSI)

The Texas Success Initiative (TSI), enacted by the Texas Legislature, is designed to ensure that all students entering college be assessed in reading, writing, and mathematics to determine the student's readiness to perform and enroll in freshman-level academic coursework. Therefore, each entering undergraduate student at SAC is required to be assessed prior to enrollment. Course placement in reading, writing, and mathematics is determined by taking one of the following mandated testing instruments: THEA or Asset with the essay.

ASSESSMENT TESTING

Students entering college for the first time without SAT/ACT scores or scores older than three years must take the THEA test. Students with ACT composite scores below 21 or SAT total scores below 1070 (minimum of 500 in English and mathematics) must take the reading comprehensive portion of the THEA test. Other tests are administered by referral. For more information contact the Assessment Center (FAC 112).

FINAL EXAMINATIONS

While other examinations are given at the discretion of the instructor, a written comprehensive final examination, not to exceed two and one-half hours in length, shall be given at the end of each semester for each course at the regularly scheduled time. Any exceptions to these requirements must be approved by the appropriate dean. Other examinations are given at the discretion of the instructor.

Students who must be absent from a final examination must petition their instructor for permission to postpone the examination. Students absent without permission from a final examination are graded "F." Postponed examinations result in a grade of "I." The final examination must be taken within 120 calendar days from the end of the semester or the grade automatically becomes an "F."

See the Final Exam Schedule in the current SAC Class eSchedule online for final exam dates and times (which differ from normal class meeting dates and times) at <http://mysaccatalog.alamo.edu/> and clicking on **Final Exam Schedule** of the semester enrolled on the navigation column to your left.

FINAL EXAM POLICY

A comprehensive final evaluation, not to exceed three hours in length, shall be given at the end of each course at the official scheduled final exam time. Any exceptions to this requirement must be approved by the appropriate Dean. Other evaluations are given at the discretion of the instructor.

A student who must be absent from a final evaluation should petition that instructor for permission to postpone the evaluation. A student absent without permission from a final evaluation is graded "0" on the exam.

PARKING

Registration and identification of vehicles owned, operated, or parked by students, faculty, and staff on the campus, day or evening, must be on file in the DPS Office in accordance with state statutes and board regulations for the general welfare and safety of all persons at the College. Permits may be purchased in the Business Office (FAC 201).

The purchase of a parking decal does not guarantee a parking space on the campus; however, it does authorize parking if space is available in designated parking areas under control of the District. Decals are not transferable, and these fees apply:

<u>Duration of Permit</u>	<u>*Fee</u>
Fall: August - December:	\$50.00
Spring: January - May (until August 31):	\$30.00
Summer: June - August:	\$18.00
Replacement:	\$10.00

***All Fees are subject to change. Visit the website for updated fees at [Parking Permits](#).**

Information required for registration includes the person's name, address, telephone number, Banner ID, student or faculty identification card, and valid state driver's license.

PREREQUISITE

A prerequisite is a requirement — a course or skill level — a student needs before enrolling in a course. For example, SPAN 1411 is a prerequisite for SPAN 1412.

REPEATING A COURSE

Students attempting a course for a third time will be assessed an additional special tuition rate unless the course is a remedial English, mathematics, or reading course; a special topics course; or a music course beginning with MUAP, MUEN, MUSI 11–, or MUSI 22–. Students may appeal the special tuition rate with the Admissions and Records Office (FAC 216).

SECTION NUMBERS

Section numbers are the three-digit numbers following course numbers that identify class meeting dates, times, locations, and instructors. Keep in mind that a course might be assigned several sections. For example, ENGL 1301 can have multiple sections, including ENGL 1301 001, ENGL 1301 002, and potentially more.

SEMESTER HOURS

Semester hours indicate how many credits a course is valued as having, and they are identified by the second digit of the course number. For example, ENGL 1301 is worth three semester hour credits.

SENIOR CITIZENS

SAC, in accordance with H.B. No. 696 and Section 54.210 of the Texas Education Code, allows senior citizens (persons 65 years or older) to enroll in lecture courses free of tuition and fees in courses for non-credit. For more information on Senior Citizens Admissions and Registration, go to [website](#) for more information.

SIX COURSE DROP RULING

Students are limited to a total of six course drops during their undergraduate career, including a course(s) dropped at another institution as defined in Section 51.907 of the Texas Education Code, which limits the number of courses that may be dropped under certain circumstances. A dropped course is defined as a course in which an undergraduate student at an institution of higher education has enrolled for credit but did not complete under these conditions:

- the student was able to drop without receiving a grade or incurring an academic penalty;
- the student's transcript indicates or will indicate that the student was enrolled in the course past the deadline to add and drop prior to the census date; and
- the student is not dropping the course in order to withdraw from the institution.

Exceptions to the course drop limit include a total withdrawal from the institution and an approved waiver drop. Guidelines for requesting an exception may be located through the Alamo Colleges' [homepage](#).

STUDENT DEVELOPMENT

Students with less than 15 college credit hours successfully completed must enroll in SDEV 0170 or 0370 during the Fall or Spring semester in which they enroll. Course topics include: SAC policies and procedures, curricular offerings, student support services, time management, reading strategies, note-taking, test-taking, transfer strategies, career exploration, and healthy lifestyle strategies. See Student Development in Section 5, page 27 of this handbook.

STUDENT RESIDENCY STATUS

All students are required to substantiate to the satisfaction of the College administration their entitlement to Texas residence classification in order for minimum tuition rates to apply (particularly Chapter 54, Texas Education Code). Students qualifying as state residents for educational purposes pay the resident tuition rate. All other students are classified as nonresidents and pay the appropriate tuition.

STUDENT RIGHTS AND RESPONSIBILITIES

SAC is committed to helping all students reach their full potential by providing for and supporting their learning needs. The College assumes that students enrolling in SAC are familiar with the ordinary rules governing proper conduct. Student involvement in College activities and organizations is encouraged. Student input regarding the improvement of the College's educational services is valued.

Students are protected by all laws which provide rights of citizenship to every individual. Students must, however, assume the responsibilities of citizenship and are expected to obey the policies and procedures of San Antonio College. Please review Student Policies and Procedures in Section 6 of this handbook.

TUITION AND FEES

SAC reserves the right to change its tuition and fees in keeping with the acts of the Texas Legislature and official interpretations thereof. Tuition and fees are subject to change by the Alamo Board of Trustees.

PAYMENT

Students are not officially enrolled at SAC until all tuition and fees have been paid. Students must pay their tuition and fees by the payment deadlines as listed in the current SAC Class Schedule. Failure to pay by the payment deadline will cause the student to be dropped from classes.

Payment of tuition and fees may be made by check, money order, or major credit card. Checks and money orders should be made payable to the College. Payment is accepted on campus or by Web through [ACES](#).

REFUNDS

Students officially dropping courses at SAC will have their refund of tuition and refundable fees calculated according to refund schedules.

For more information on Tuition and Fees, go to [website](#).

VETERANS AND THEIR DEPENDENTS

Students who plan to attend SAC under one of the public laws for veterans and their eligible dependents must go to the Veterans' Affairs Office to complete the required application. It is the student's responsibility to inform the VA Office (MLC second floor, Rm 242) of any changes in enrollment status.

Students enrolling under any of the various provisions for veterans educational benefits should bring sufficient funds to defray the initial cost of tuition and fees, because, customarily, four to six weeks pass before students receive initial payments.

WALK

A walk is a class dismissal due to instructor absence. There is no official College policy regarding how long students should wait if a professor is late to class. A good rule of thumb is to wait 15 minutes and then send a representative to the department chairperson to ask how to proceed.

WITHDRAWALS

Withdrawals may be initiated by the student or instructor at any time during the semester after the official reporting date —12th class day in the Fall and Spring semesters, 6th class day in the Flex session, 4th class day in the Summer sessions — and before the official withdrawal deadline (approximately three weeks before the end of the semester or session). Withdrawal courses appear on the student's record with a grade of "W." Students are responsible for following up and confirming that a request to withdraw from a class (especially through a third party — i.e., instructor) has been processed.

Withdrawal forms are available from the instructor in their departments or in the Counseling Center (see Adding/Dropping Course in this section of the handbook). Students should be aware that these may be academic or financial ramifications for withdrawing from courses. Therefore, students who wish to withdraw from one course must meet with the instructor prior to withdrawing. Students who wish to withdraw from all courses must meet with a counselor prior to initiating an all-course withdrawal.

SECTION 2. ENROLLMENT RESOURCES & SERVICES

ACES

ACES (Alamo Colleges Educational Services) is your San Antonio College portal. An **ACES** portal account is automatically created when you apply to our college or when your information is updated on our Student Registration System. It provides access to college announcements, personal announcements and the college events calendar. **ACES** web services provide access to your class information, instructor information, degree audits, grades and registration information. The **ACES** system also generates your institution email address.

Usernames are created by the following convention: the first letter of your first name, followed by your last name. If more than one employee or student has the same username, a number is appended at the end of the username to make it unique.

A user's Initial Password is the first two characters of their last name IN UPPER CASE followed by the birthday in MMDDYY format.

EXAMPLE:

John Doe

Date of Birth: October 11, 1985

John Doe's Password: DO101185

A user's email address follows the same naming convention as the username, followed by @alamo.edu. John Doe's email address would be jdoe@alamo.edu. Students are allowed to have up to 50MB of emails on the email servers. This includes all messages and attachments in the "Inbox" and associated folders, "Sent Items" folder and "Deleted Items" folders.

To verify your ACES account, go to <http://aces.alamo.edu> and click on the "How do I get a user name and password? Click Here" link on the left navigation bar and follow the onscreen prompts. **If you are not assigned an ACES ID, contact Support Central Helpdesk at 210-485-0555 for technical assistance.**

Off-site access to email is available if you have an Internet Service Provider. To check your email from an off-site location, access the ACES Portal at <http://aces.alamo.edu> and select the email icon at the top right corner of the screen. For technical assistance, contact Support Central at 210-485-0555 or send an email to helpdesk@alamo.edu.

If you forget your password, you can access the self-service component to reset your ACES password at <http://aces.alamo.edu/>.

SERVICE DESK (210-486-0200)

SAC's Service Desk is a telephone service providing students with immediate information about important student services, including counseling, admissions and records, assessment testing, financial aid, student development and strategies for success.

ACCESS & EDUCATIONAL SUPPORT PROGRAMS

Access & Educational Support Programs is made up of two very distinct programs.

THE DISABILITY SUPPORT SERVICE (dSS)

The dSS program serves as a point of contact for students with disabilities that request and receive authorization for reasonable and appropriate accommodations for programs provided by San Antonio College. Academic advising, degree planning, transfer information and counseling are available. (See Section 5 of this handbook for more information).

We are located in room 124 of the Chance Academic Center (CAC). Hours of operation are 7:00 a.m. - 6:00 p.m. Monday - Thursday; 7:00 a.m. - 5:00 p.m. Friday. Contact us at 210-486-0020 or visit our [website](#).

THE STUDENT ASSISTANCE PROGRAM (TSAP) / PEER EDUCATORS PROGRAM (PEP)

The TSAP / PEP promotes healthy lifestyle choices among our students by assisting them in resolving personal problems that can negatively impact their academic success as well as train and empower SAC students to act as agents of change by providing information relevant to the College community regarding alcohol/drug abuse, HIV/AIDS, other sexually transmitted diseases, and family violence. We are located in room 120 of the Chance Academic Center (CAC). Contact us at 210-486-0020 or visit our [website](#).

ADMISSIONS AND RECORDS (FAC 216)

The Admissions and Records Office offers the following services:

- Changes in majors.
- Official transcripts of SAC coursework **prior** to 1984. Official transcripts are requested online through ACES.
- Transfer of credits from other institutions.
- Verification of enrollment requested online through ACES.
- Name change.
- Address change requested online through ACES.



- Registration information.
- Answers to other questions about student records at SAC.

Please visit their [website](#) for more information.

ASSESSMENT CENTER (FAC 112)

The Assessment Center provides a broad range of testing services to meet the needs of its diverse student population: college placement, ESL placement, GED testing, credit by exam, correspondence exams, and certification and licensure exams. The center also provides special accommodation testing for students in conjunction with disABILITY Support Services. For more information contact the center at 210-486-0444 or visit their [website](#).

FINANCIAL AID (STUDENT FINANCIAL SERVICES)

The main purpose of federal and state student aid is to help students go to college even if they do not have the financial means to afford tuition and fees. The first step is to see how much students can afford, which is accomplished by completing the Free Application for Federal Student Aid (FAFSA) form, a federal designed and approved application. The information students provide in this application helps appropriate officials assess their ability to pay and determine a financial package to help meet their needs.

Students may download the FAFSA form [online](#) or they may order it by calling 1-800-4FEDAID, or they may pick one up at SAC's Student Financial Services Office (FAC 101), at any public library, or at most high schools.

FINANCIAL AID PROGRAMS

SAC participates in a variety of federal and state financial aid programs, including grants, loans, and work-study programs. For a list of these [programs](#).

SCHOLARSHIPS

Scholarships may be awarded from internal — SAC/Alamo funds — or external agencies. They are available to students from a variety of sources, both private and public. See Scholarships information at <http://www.alamo.edu/main.aspx?id=5531>.

INTERNATIONAL STUDENTS

The International Students Office (ISO) is dedicated to help our international students succeed while enrolled at San Antonio College. Every effort is made to ensure the students return home with memories of a pleasant American experience.

The ISO serves primarily as the official liaison between San Antonio College and the U.S. Citizenship and Immigration Services (USCIS). We also assist students with applications for admission, registration, medical insurance, etc. Enrolled students are helped to take advantage of USCIS benefits while maintaining their legal status from the point of college admission to the point of transfer to another institution or return to their home country.

We proudly serve approximately 250 students from over 50 countries in Central and South America, Europe, Africa, Asia, Southeast Asia, and the Middle East.

For more information on International Students Admissions, please call 210-486-0116 or for long distance call 1-800-554-5796, toll free, or visit our [website](#).

SECTION 3. ACADEMIC INSTRUCTIONAL PROGRAMS

ARTS AND SCIENCES DIVISION

SAC offers a comprehensive liberal arts curriculum designed to satisfy the requirements of the first two years of a Bachelor's Degree. The Associate in Arts, Associate in Science, and Associate in Arts in Teaching Degrees are awarded for the successful completion of these two years of academic work. For more information regarding Arts and Sciences Division disciplines, courses, and degree/certificate plans contact us at 210-486-0915.

CONTINUING EDUCATION TRAINING NETWORK

Within the framework of the College philosophy, mission, and goals, the Continuing Education Training Network works with departments and divisions and with experts within the community to develop non-traditional educational responses to identified needs. It assists departments and divisions by serving as an outreach mechanism for channeling interested students into appropriate credit programs within the College, and it offers other-than-credit courses and activities on campus and throughout the community on dates and times convenient to SAC students. Please visit the [website](#) for more information.

DEVELOPMENTAL LEVEL COURSES

Developmental level courses are designed for students whose records indicate they need preparation for entering standard college-level courses. The Developmental Education Program exists to identify academically under-prepared students, to prescribe appropriate developmental coursework, to offer alternative delivery methods, and to ensure adequate support services for students in the program.

DISTANCE LEARNING

The Distance Education Center at San Antonio College administers the SAC Online Program which provides innovative instructional delivery methods affording students access to college through flexible scheduling. Within the framework of the College mission and goals, the Distance Education Center works with all academic departments, with the local business community, and the cities of Seguin, New Braunfels, Spring Branch, Kerrville, and Bandera to develop educational responses to newly identified needs. Traditional courses, blended courses, as well as video courses (instructional TV) and online courses, are available to students in and out of Bexar County. These innovative instructional delivery methods are used to respond to the non-traditional educational needs within our community. The Distance Education Center offers college courses at area high schools, military bases, Citibank, and the cities of Seguin, New Braunfels, and Kerrville. Online courses are available to out-of-state students through online registration. For more information, please go to their [website](#).

ONLINE COURSES

Online courses allow students to access courses by computer through the Internet. Prior to enrolling, students are encouraged to review the syllabi of available online courses, (course requirements vary). Upon enrolling, students are required to attend an on-campus or online orientation covering how to take an online course.

ONLINE DEGREE

SAC offers an online Associate of Applied Science Degree in Criminal Justice, which is approved by the Southern Association of Colleges and Schools. SAC offers the Associate of Arts Degree online. Not all course selections are available in this format.

BLENDED COURSES

Blended courses are classes in which at least 25 percent of the course is offered in an online setting while still retaining elements of traditional teaching methods, including:

- Lectures.
- Discussions.
- Group work.
- In-person activities.

Blended courses are not recommended for students who have a tight work schedule, who do not have the ability to attend on-campus classes (at SAC's main campus), and/or who live out-of-state or out-of-country.

VIDEO COURSES

Videocourses are college credit courses broadcast by television. Students attend an on-site orientation, watch televised or taped broadcasts, attend several on-campus review sessions, and take exams on campus. Most of the course assignments are completed by the student independently.

Videocourses provide flexibility for students who work and want to study at a time convenient to them. Lessons are broadcast on KLRN channel 9 and Time Warner channel 19.

OFF-CAMPUS COURSES

Students can take SAC courses at numerous off-campus sites including: Central Texas Technology Center, Greater Kerrville Alamo Colleges Center, New Braunfels High School, Canyon High School, Seguin High School, New Braunfels ISD Learning Center, and in San Antonio: Churchill High School, Citicorp, and Randolph AFB.

DUAL CREDIT PROGRAM

Please contact the Dual Credit Department at 210-486-0177 regarding information about the Dual Credit Program or visit their [website](#).

EDGE PROGRAM

The purpose of the EDGE Program is to function as a bridge between the first two years of high school and the freshman year of college for students interested in science, mathematics, engineering, or technology. The program is designed to involve 10th, 11th, and 12th grade students in collaborative learning activities within a learning community environment over an eight-week Summer session at SAC and enhance their ability to achieve academic and personal success in their chosen field. Students who successfully complete the coursework will earn two hours of college credit applicable towards an Associate's Degree in Engineering from SAC. For more information visit [website](#).

ENGLISH AS A SECOND LANGUAGE (ESL)

The ESL Program exists to provide sufficient communication skills to enable students to function in U.S. society and to maximize their benefits from educational opportunities available as competent speakers of English. The program seeks to assist students in their pursuits to:

- Attain sufficient English competence for success in academic credit programs.
- Achieve English competence for success in technological or job training programs.
- Acquire functional English literacy.

More information on ESL visit [website](#).

MILITARY SCIENCE PROGRAM / ARMY RESERVE OFFICER TRAINING PROGRAM

SAC students may enroll in military science courses (considered electives) with no military obligation, to develop and enhance their leadership and management skills, or to prepare themselves for transfer into a military science program at a four-year college/university. Upon completion of a Bachelor's Degree in Military Science, students may be commissioned in the U.S. Army. For more information please visit <http://armyrotc.com/edu/univtxsanantonio/index.htm>.

OPEN ENTRY/OPEN EXIT (OE/OE)

OE/OE courses are offered in an unstructured setting where students work independently, adhering to regular weekly attendance and following predetermined and definite due dates for assignments and tests. The program, which is a part of the Administrative Computer Technology (ACT) Department, offers students 23 different software applications courses. For more information contact the ACT Department at 210-486-0531.

PROFESSIONAL AND TECHNICAL EDUCATION DIVISION

Within its Professional and Technical Education Division, SAC provides programs for purposes of job or career entry, career development and change, industry/business startup and development, transfer to four-year degree programs, and technical services to industry. All of the programs are linked with the employing community through active advisory committees, cooperative or part-time work experience, direct placement, and career development activities, as well as the sharing of work-site laboratories and equipment. For more information on Professional and Technical Education, please contact us at 210-486-0920.

RAUL S. MURGUIA PRESIDENTIAL HONORS PROGRAM

The Raul S. Murguia Presidential Honors Program at SAC is a program for highly motivated students with strong academic potential. The two-year program provides selected students an opportunity to develop a solid academic foundation for upper division and graduate success in a wide range of majors. The benefits of the program include: a broad liberal education, highly experienced and dedicated instructors, and challenging classes with academically talented peers.

SERVICE-LEARNING

Service-Learning is a teaching strategy that utilizes community service as a form of hands-on learning for students. Service-learning is curriculum based and tied to the learning outcomes expected for the given course.

A course that incorporates service-learning offers students the opportunity to serve the community in a wide variety of non-profit settings. Faculty members use service and reflective activities as a way to enrich the learning experience and cultivate civic responsibility.

Courses with a service-learning component have a special designation reflected on transcripts.

For more information contact the Office of Civic Engagement: Service-Learning at 210-486-0127.

SERVICE MEMBER'S OPPORTUNITY COLLEGE PROGRAM

San Antonio College offers the Associate of Arts Degree in Liberal Arts, the Associate of Science Degree in Pre-Professional Studies, and the Associate of Applied Science Degree in Criminal Justice, Computer Information Systems, and Management to active duty military personnel through the college's affiliation with the Service Member's Opportunity College Associate Degree (SOCAD) Program. SOCAD provides the opportunity for service members to attain their educational goals while fulfilling their military commitments. Additional information may be obtained by contacting the Department of Veterans' Affairs, located on the second floor of the Moody Learning Center, Rm 242, at 210-486-0111.

TECH PREP PROGRAM

San Antonio College is engaged in major technical and professional career preparation by providing continuity of learning and quality educational opportunities for all students. The Tech Prep/Associate Degree Program is a significant component of this concept providing educational and career preparation in technical fields to high school students who will be the workforce of the future.

The concept of the Tech Prep Program involves a sequence of knowledge and skills acquisition, beginning in elementary school, linked with a guided, integrated high school plan of academic and technical subjects which connects the student to the community college and the university. Articulation provides the avenue for high schools and community colleges to share a jointly developed, competency-based, industry-validated curriculum without duplication or repetition. The program's curriculum in high school and colleges represents a rigorous body of knowledge and skills which will prepare a better-educated worker with advanced skills and the ability to apply these skills as the world of technology changes.

San Antonio College has developed with area independent school districts, and presented for approval by the Texas Higher Education Coordinating Board, Tech Prep Associate Degrees in: Child Development, Computer-Aided Drafting and Design, Criminal Justice, Dental Assisting, Electronics, Medical Assisting, and Administrative Assistant.



SECTION 4. ACADEMIC PERFORMANCE POLICIES

ADVANCED PLACEMENT (NON-TRADITIONAL CREDIT)

In accordance with Alamo policy, the College provides students the opportunity to earn equivalent college credit earned through non-traditional sources, including both internal proficiency examinations and external standardized examinations.

The Admissions and Records Office, with appropriate departmental guidelines, reserves the right to determine the acceptable advanced placement credit up to a maximum of 32 college-level credit hours once the student has earned six college-level credits at SAC. Visit the Assessment Center (FAC 112) to obtain complete guidelines for receiving advanced placement credit.

ACADEMIC DISMISSAL

Students are placed on Academic Dismissal when they fail to meet academic standards during a semester in which they are on academic probation (Scho-Pro). Students on Academic Dismissal are not allowed to enroll in SAC classes for at least one regular semester (Fall/Spring/Summer).

ACADEMIC STANDING AND PROBATION

Acceptable scholastic performance, also known as Good Standing, is based upon student progress toward successful course and program completion. The components used to compute Academic Standing are GPA and course completion. Procedures are developed to positively intervene on behalf of students in order that they may maintain Good Academic Standing. Students are advised to check their status through the WEB for Students.

GOOD STANDING

Minimum 2.0 GPA, per semester/session and overall GPA, including developmental courses. Two (2) summer sessions equal one (1) semester.

ACADEMIC PROBATION

Students who begin any semester/session in Good Academic Standing but fail to maintain a cumulative GPA of 2.0 or higher are placed on Academic Probation. Notification of probationary status is communicated electronically through students' ACES email addresses. Students may re-enroll for one (1) semester/session after meeting with an advisor.

Student status is evaluated after each semester/session. Students must earn a semester/session GPA of 2.0 or higher to remain enrolled.

Upon completion of above requirements any appropriate Academic Hold will be cleared on student records.

Academic Probation status is removed when students earn both a current and a cumulative 2.0 GPA.

CONTINUED ACADEMIC PROBATION

After the first (1) semester/session of Academic Probation Status, students may re-enroll at the Alamo Colleges on a Continued Academic Probation status after meeting with an advisor. Student status is evaluated after each completed semester/session. Students must meet minimum academic (2.0 GPA) standards for each subsequent semester/session. The Continued Academic Probation status is removed when students earn both a current and a cumulative 2.0 GPA.

ACADEMIC DISMISSAL (FIRST OR SECOND ACADEMIC DISMISSAL)

If students on Academic Probation or Continued Academic Probation fail to earn a semester GPA of 2.0 or fail to earn a cumulative GPA of 2.0 in the next semester/session following the probation status, they will be placed on Academic Dismissal. Students placed on Academic Dismissal will receive written notification from the Alamo Colleges.

After remaining out for one (1) semester for each of the First or Second Academic Dismissals, students may re-enter on Academic Probation only after receiving advisement.

Students re-admitted must earn a semester GPA of 2.0 GPA overall or higher to remain enrolled.

Students who wish to remain in school may petition for an exception. Exceptions granted will be re-enrolled under the status of Continued Academic Probation.

Students may re-enroll in Good Standing if minimum academic standards have been met at another accredited college or university during the period of dismissal.

Students placed on Academic Dismissal for the third (3) time will not be allowed to enroll for one (1) calendar year.

In addition to the policy above, students may be required to reduce their course loads and/or enroll in a college success course that is designed to teach proven strategies for academic success.



PERMANENT ACADEMIC DISMISSAL

A student on Academic Dismissal for a third (3) time or more will be placed on Permanent Academic Dismissal and will not be permitted to enroll in the Alamo Colleges for one (1) calendar year after which a petition may be made for re-admission. Petition for re-admission must be submitted in the Dean’s office for their particular major.

DEADLINES TO SUBMIT PETITION FOR RE-ADMISSION AFTER PERMANENT ACADEMIC DISMISSAL ARE AS FOLLOWS:

- Due Date:** Fall - July 1
 Spring - November 1
 Summer - April 1

In addition to the policy above, students may be required to reduce their course loads and/or enroll in a college success course that is designed to teach proven strategies for academic success.

Students who were placed on Academic Dismissal or Academic Suspension at their previous institutions and are seeking to transfer to the Alamo Colleges must follow the policy outlined above.

For additional information or questions, please contact the Dean of Arts and Sciences at 210-486-0915 or the Dean of Professional and Technical Education at 210-486-0914.

GRADES

Permanent grades are recorded only at the end of the semester. The grades used are as follows: “A” (excellent), “B” (good), “C” (average), “D” (below average/pass), “F” (failure), “I” (incomplete), “IP” (in-progress), “W” (withdrawal), and “AU” (audit). For more information on withdrawal, incomplete, and/or in-progress grades.

GRADE AVAILABILITY

Grades are available online, at www.alamo.edu/sac, after the grade submission deadline, which is approximately one week after the last day of finals. To access their grades students may use computers located in the Internet Skills Center (MLC 400B) or in the Web Center (FAC 208).

GRADE CHANGES

Students have a maximum of one year from the end of the semester in which a grade was earned to request a review of the grade or to petition for a change of grade. A grade change requires the approval of the instructor and respective department chairperson.

REPEATED COURSES

After grades are posted all repeated courses are marked appropriately. If two or more grades are recorded for the same course, due to multiple enrollments, the highest grade will be used in GPA calculation.

GRADUATION

SAC grants numerous certificates (see Glossary) and degrees, including the Associate of Arts, Associate of Science, Associate of Arts in Teaching, and Associate of Applied Science Degrees, which students may earn concurrently as long as they meet the requirements for each.

Only those courses in which a productive grade, a “D” or better, has been earned may be applied to meet the requirements in the core curriculum, and only those courses in which a “C” or better has been earned may be applied to meet the requirements in the major field of study. This policy applies to all degree plans.

To qualify for graduation, students must maintain good academic and financial standing in their final semester at SAC, and transcripts from all colleges attended must be on file in the Admissions and Records Office (FAC 216) prior to graduation.

APPLICATION FOR GRADUATION

Students seeking degrees should submit their Application for Graduation form the semester prior to anticipated semester of graduation. All degree/certificate candidates are responsible for identifying the catalog from which their degree/certificate requirements have been met (see Choosing a Catalog below).

Students must meet with a counselor or department advisor for graduation application. Deadlines to submit your graduation application, please see a counselor, department advisor, or Admissions and Records Office, FAC 216.

Applications submitted after the deadlines are processed with the next graduating class, and diplomas/certificates reflect this date. Candidates need not be enrolled during the semester in which their Application For Graduation form is submitted, nor during the semester in which their degree/certificate is conferred.

CHOOSING A CATALOG

A student has the option of meeting degree/certificate requirements as outlined in the SAC eCatalog online for the academic year in which they first enroll in degree-required courses at the College, or as outlined in any SAC eCatalog subsequent to their first enrollment date at the College. Degree/certificate requirements must be met within five academic years from the date of their chosen catalog.

COMMENCEMENT

All degree and certificate candidates are encouraged to be present at the College's formal commencement ceremony held in May, though attendance is not mandatory. Such participation is ceremonial only and confers on a student no rights to a degree. Students will be permitted to "walk" in the commencement ceremony if they lack no more than six semester hours credit to meet degree/certification requirements regardless of the number of ceremonies per year. The Annual Commencement Ceremony includes any student who's degree was conferred during the previous summer, fall, or spring terms. No formal commencement is held in August or December.

CONFERRING OF DEGREES

Although there is only one graduation ceremony per year, degrees/certificates will be conferred (posted on official transcripts) three times per year. Degrees will be conferred at the end of each fall, spring, and summer semester.

DUPLICATE COPIES DIPLOMA FEES

- first diploma at no charge
- duplicate copies at \$25 (*mailed only*)

GRADUATE GUARANTEE

If SAC graduates whose coursework began in the Fall 1993 semester or thereafter are judged by an employer to be lacking in technical job skills identified as exit competencies for their degree or certificate programs, they will be provided up to nine tuition-free credit hours of additional skills training by the College. This guarantee does not, however, imply that the graduate will pass any licensing or qualifying examination for a particular career.



REVERSE TRANSFER DEGREE

Students who transfer from the Alamo Colleges and have earned a bachelor's degree from a Texas college or university, as well as Alamo Colleges students who transfer to another Texas college or university, may qualify for an Associate's Degree. The Reverse Transfer Degree Program is designed for students who have accumulated 25% of the Associate degree (usually 15 credit college-level credit hours) at one of the Alamo Colleges and who have received a baccalaureate degree from a regionally accredited Texas college or university. Earned hours must include the courses required by the Texas Higher Education Act as set forth in Subchapter F, sections 51.301 and 51.302 (six [6] semester hours in U.S./Texas government and six [6] hours in U.S./Texas history).

Students seeking the Reverse Transfer Degree must:

- submit a degree application to the Alamo Colleges
- submit an application for graduation to the Alamo Colleges
- send an official transcript to the senior institution to be attended indicating the award of a baccalaureate degree

HONORS LISTS

Honors lists are comprised of students who earn a minimum cumulative GPA of 2.0 in addition to a non-cumulative GPA of 3.5 or more during the Fall or Spring semesters. Grades earned during the Summer sessions or for developmental education courses are not considered in honors list calculations. One honors ceremony is held each year to recognize students who earned honors during the previous Fall and Spring semesters.

TRANSFERRING CREDIT TO SAC

Only those courses transferred to SAC in which a productive grade, a "D" or better, has been earned may be applied to meet the requirements in the core curriculum, and only those courses in which a "C" or better has been earned may be applied to meet the requirements in the major field of study. This policy applies to all degree plans. In-district or external students on probation or dismissal transferring to SAC will be admitted on probation and advised. Transfer students with Academic Dismissal more than 10 years old will enter in good standing.

TRANSFERRING CREDIT FROM SAC

ARTICULATION AGREEMENTS

SAC has developed articulation agreements with a number of universities, including many universities in San Antonio. These agreements describe a partnership to facilitate the transfer process and may include joint admission agreements, 2+2 degree plans, transfer guides for specific majors, core curriculum equivalences, and course equivalency tables. By utilizing these materials, students can identify which courses may be taken at SAC to complete freshman and sophomore requirements at a particular university. See Transfer Center in Section 5 of this handbook.

ACCESS & EDUCATIONAL SUPPORT PROGRAMS

DISABILITY SUPPORT SERVICES OFFICE (CAC 124)

SAC has a strong institutional commitment to the principle of diversity in all areas. In that spirit, no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the College, or be subjected to discrimination by the College, as required by the American with Disabilities Act of 1990.

The Office of disABILITY Support Services (dSS) at SAC assists students with documented disabilities to independently achieve their educational goals by providing **reasonable and appropriate** accommodations. dSS facilitates access to SAC programs, services, and activities in the most integrated setting appropriate.

The counseling faculty and staff of dSS are dedicated to providing counseling, advisement, reasonable accommodations, and services in order to allow equal access to educational, vocational, social, and personal opportunities for persons with disabilities. Counselors are available 7:00 a.m. - 6:00 p.m. Monday through Thursday, 7:00 a.m. - 5:00 p.m. Friday. (College hours of operation are subject to change; call dSS at 210-486-0020 to confirm current operating hours.) Visit their [website](#).

PEER EDUCATORS PROGRAM (CAC 120)

The Peer Educators Program educates students to make presentations in the classroom and perform other functions related to drug/alcohol prevention, HIV/AIDS awareness, and violence prevention (family/relationship) as well as information related to Sexual Transmitted Disease. Students interested in joining should call 210-486-0020 and ask for peer educator information.

STUDENT ASSISTANCE PROGRAM (CAC 117)

The Student Assistance Program helps students deal with personal problems affecting their lives, families, and thus their academics. Although the assistance program is voluntary, students are encouraged to participate. Strict confidentiality is observed. Request information on assistance by calling 210-486-0020.

CAFETERIA (LSC FIRST FLOOR)

The College's cafeteria is located in the LSC and is available to all students, staff, and faculty at SAC. During the Fall and Spring semesters the cafeteria remains open from 7 a.m.-7 p.m. Monday through Thursday and 7-2 p.m. Friday. (College hours of operation are subject to change; call the Office of Student Life at 210-486-0125 or visit their [website](#) to confirm current operating hours.) The cafeteria offers fast food, prepared meals, snacks, and beverages. It also provides catering services for student clubs and organizations. The cafeteria accepts Visa, Master Card, and Discover.

COUNSELING & ADVISING SERVICES (MLC FIRST FLOOR)

COUNSELING CENTER

The Counselor Center is a major hub for student services. In addition to seeing a Counselor or Advisor, students can also access an array of programs and centers, all designed to maximize student success. Counselors help with the many challenges faced by today's college student. Please contact the Counseling & Advising Services for more information at 210-486-0333 or visit their [website](#).

Students should see San Antonio College counselors/advisors about:

- **ACADEMIC ADVISING**

Advisement is available on a "walk-in" basis, for students needing help to determine courses that will satisfy their academic goals.

- **ACADEMIC SKILLS DEVELOPMENT**

For students who need assistance to become more effective academically. Counselors can assist with techniques for improving their learning skills, such as time management and test-taking.

- **CAREER EXPLORATION/ASSESSMENT**

Professional counselors are available to assist students in exploring their interests and needs, educational plans, identifying possible career, vocational and academic choices.

- **DEGREE PLAN DEVELOPMENT & TRANSFER PREPARATION ASSISTANCE**

For students in need of determining the appropriate degree plan in order to complete a certificate, an associate's degree or to plan courses for transfer to another college or university.

- **PERSONAL AND CRISIS COUNSELING**

Limited assistance for students is available until a referral can be made.

COUNSELING CENTER UNIT SERVICES (MLC FIRST FLOOR)

CAREER SERVICES

MLC first floor, Counseling Center

Phone: 210-486-0135

Fax: 210-486-1722

Web Address: <http://www.alamo.edu/main.aspx?id=5951>

Career Services helps students research and identify majors and careers, search for employment, develop resumes, and improve interviewing skills. Several inventory assessment programs are available in the center for students to explore careers and majors. JobLink is an internet based database that assists students in searching for employment. Also, Career Services staff is trained and ready to assist students with on-line Financial Aid applications (FAFSA), applications for admission to college, and registration for classes.

• CAREER EXPLORATION

The career lab has the following inventories available to assist you:

- *TYPE FOCUS* - assesses your personality style and offers possible career fields that would be a good fit
- *DISCOVER* - suggest careers best suited for your skills, interests and abilities; you can also search for colleges and universities that offer the degree in which you are interested
- *LEARNING STYLES* - determines how you learn best so that you can make the most of your classroom experiences
- *LASSI* - used to evaluate your learning and study strategies

The above inventories can be administered to students on a space-available basis. Come by Career Services. We will get you started on the inventories and the Career Guidance Specialist can help you interpret the results.

• EMPLOYMENT PREPARATION AND SEARCH

Career Services helps you get ready for your job search and provides assistance in locating part-time, full-time and internship employment opportunities. Services available include:

- *JOBLINK* - an online database of job postings by employers. Students and alumni who register can search postings and apply for positions online. To register, go to JobLink on the Career Services website and complete a profile. Once you are activated, you will be able to search job postings, apply for positions and attach a resume.
- *OPTIMAL RESUME* - an online program available to students that allows you to create professional resumes that can easily be updated.
- *RESUME REVIEW* - assistance provided by our Job Placement Specialist in editing and revising your resume to ensure professional results
- *SIMULATED INTERVIEWS* - an opportunity to practice your interviewing skills with our specialist and receive feedback to help make your interviews successful
- *PRESENTATIONS* - to classes and groups on career development topics

Career Services may host several special events each semester, including a Job Fair and a Meet the Majors Fair.

The Career Services website is an excellent resource for students explore possible majors and careers and search for employment.

GRADUATION PLUS PROJECT (MLC FIRST FLOOR)

The objective of the Graduation Plus Project is to increase the number of students graduating from SAC and to help students achieve a better sense of direction toward their career goals. The project will assist students in evaluating their academic progress, review and/or assist in choosing an appropriate Associate's Degree plan, transfer degree plan, or transfer guide, and acquaint students with resources available to them, including the degree audit system, the Transfer Center, and Career Services. Project counseling faculty provide outreach each semester to sophomore students to create awareness of graduation requirements and to assist students in applying for graduation. For more information contact the Graduation Plus Project at 210-486-0122.

SAN ANTONIO EDUCATION PARTNERSHIP (SAEP)

SAC is a proactive partner in the San Antonio Education Partnership (SAEP), a partnership that includes the City of San Antonio, corporate/business entities, nine area higher-education institutions, and 24 inner-city high schools within eight independent school districts. The SAEP guarantees a college scholarship to each eligible student from the aforementioned fifteen high schools. To be eligible students must maintain a 95 percent attendance rate throughout their high school years (freshman-senior), and they must maintain a grade average of 80 for a specified period of time (sophomore-senior). For more information contact the SAEP at 210-486-0121.

Among the services SAEP provides are:

- Designated sections of SDEV 0370, 0170, and 0171.
- Academic, career, and personal counseling.

- Referral by professional counselors to campus-based/ community-based service networks.
- Student extracurricular activities.
- Leadership development opportunities.
- Student support services.
- Search for additional financial aid/scholarship opportunities.
- Sponsorship of campus-based SAEF Club and its activities .

TRANSFER CENTER (MLC FIRST FLOOR)

The Transfer Center at San Antonio College provides a variety of resources for students planning to transfer from the community college to a university. In the Transfer Center students may obtain degree plans, transfer guides for specific majors, information about Joint Admissions Agreements, educational directories, university catalogs and World Wide Web resources, University admissions applications and scholarship information. Degree plans for San Antonio College Associate Degrees and certificates are also available in the Transfer Center.

Additionally, the center arranges student appointments with various university admissions representatives. The biannual Transfer Fair provides an opportunity for San Antonio College students to meet with representatives of universities. San Antonio College makes every effort to assist students wishing to transfer. However, the student must consult with the senior college or university to ensure appropriate courses are taken at San Antonio College.

To acquire more information or to access materials visit or call the Transfer Center at 210-486-0864. *No appointment is necessary.*

VETERANS' AFFAIRS (MLC 242)

Veterans Affairs provides educational benefits to veterans and eligible dependents planning to attend SAC. Eligible individuals must complete the required application prior to being certified for such benefits. For more information visit MLC Second Floor, Rm 242 or call 210-486-0111.

CREATIVE MEDIA

In September 2006, the Library and Creative Media Department was reorganized into two separate departments.

Creative Media is divided into three sections: The Student Multimedia Lab, Audio Visual Center, and The Educational Multimedia Center.

Students: The Student Multimedia Lab provides a hands-on location where students may produce electronic and print media for their classroom presentations and projects. A wide variety of electronic equipment is available for check out and use for approved classroom projects. A small fee is charged for materials used.

Faculty and Staff: Our talented staff of graphic artists, photographer, and video producer are trained to prepare materials for a wide variety of media including print, projection, and electronic. Our media specialists are available to provide video recording, teleconferencing, video conferencing, in studio photography/recording, and distance learning services.

We also lend, maintain, and operate audiovisual equipment in support of classroom teaching and professional presentations. We are committed to providing high quality products and services in a reliable, timely and friendly manner.

The Educational Channel: Following deregulation of the cable industry in Texas, the City of San Antonio asked Media Services to cablecast educational calendar announcements and programming on the Education Channel (Time Warner Ch 98 and Grande Ch 23) for the community.

The Creative Media invites you to schedule a visit so we can learn more about your needs. All Media Services areas are conveniently located in the Moody Learning Center. The Audio Visual Center and the Student Multimedia Lab are located on the fourth floor and the Educational Multimedia Center is on the sixth floor.

HOURS (FALL & SPRING SEMESTERS)

• Audiovisual Center:

Monday - Thursday 7:30 a.m. - 9:30 p.m.

Friday 7:30 a.m. - 4:00 p.m.

• Student Multimedia Lab:

Monday - Thursday 7 a.m. - 5 p.m.

Friday 7 a.m. - 4 p.m.

• Educational Multimedia Center:

Monday - Thursday

8 a.m. - 8:30 p.m.

Friday 8 a.m. - 5 p.m.

(Department hours of operation are subject to change. Call 210-486-0590 to confirm current operating hours, including Summer session hours).

PHONE NUMBERS (AREA CODE: 210)

- Audiovisual Center 486-0586
- Educational
Multimedia Center 486-0589
- Graphics Design 486-1345
- Student Multimedia Lab 486-1352
- Photography 486-0595

PHOTOCOPY MACHINES

Coin-operated photocopy machines are available at the following locations:

- Moody Learning Center
(2nd, 3rd, and 4th floors)
- Chance Academic Center
(rooms 350 and 446)
- Child Development Building
(West Ashby)

4TH FLOOR

- **Audiovisual Unit (MLC 419).** This area provides audiovisual equipment for classroom use by faculty. A request for equipment should be made at least 24 hours before event. In most cases, equipment is delivered to the classroom and picked up. Faculty and staff can check out laptops, digital cameras, and camcorders and other related audiovisual equipment for off campus presentations and other instructional needs. A SAC ID is required for check out.
- **Student Multimedia Lab (MLC 412).** Students may use this facility to design and produce course-related multimedia programs. The facility has many types of equipment and software available for student use. Equipment includes PC and MAC computer workstations, notebook computers, camcorders, cameras, scanners, televisions, videocassette recorders, and color printers. In addition to word processing software, the lab provides software for Web page development, graphics, animation, digital audio, and multimedia authoring. A fax machine for sending items locally is available. A limited number of laptops, digital cameras and camcorders are available for student checkout. A SAC ID and 2nd ID are required. Some services of the lab, such as check out of equipment, require completion of a form by the instructor indicating the equipment is for instructional purposes.
- **Graphics and Photography (MLC 425).** Graphics and Photography are primarily for the use of the college faculty and staff to provide printed images such as flyers, schedules, posters, banners, and program brochures that express the activities and events of the College. Photography is also used in instructional projects, webpages, and other presentations.

6TH FLOOR

- **Educational Multimedia Center (MLC 624).** EMC provides a variety of academic and promotional Multimedia services to the Alamo Colleges which include video recording of classroom lectures, and guest speakers. EMC is equipped to edit and duplicate digital formats. Faculty also make use of our TV studio to record student presentation. Faculty may contact us to arrange video / television conferencing programs or meetings.

DEAF AND HARD OF HEARING SERVICES

At San Antonio College, students with hearing disabilities have a unique academic support environment. Services are offered by the Department of American Sign Language and Interpreter Training, where students are accepted as a linguistic and cultural minority. Students with a current documented hearing loss are eligible to receive accommodations at SAC. Services may involve notetakers, interpreters for the deaf, assisted listening devices, adaptive furniture, or testing accommodations. In addition, student orientation and basic skills reading and mathematics classes are taught in American Sign Language by deaf faculty. For more information please call 210-486-1106 (voice) or 210-785-6085 (tty).

EARLY CHILDHOOD CENTER (ECC 100)

The Early Childhood Studies Department provides a laboratory facility for child development students. The Early Childhood Center Laboratory is accredited by the National Association for the Education of Young Children and provides quality care for approximately 85 children from six weeks to four years of age. Students are encouraged to apply for subsidized child care through either dependent child care services or c-campus grants. The laboratory's hours of operation are from 7:30 a.m.-4:30 p.m. (College hours of operation are subject to change; call the center at 210-486-0530 to confirm current operating hours.)

LABORATORIES

SAC houses well-equipped laboratories that meet the requirements for standard work in more than 20 academic disciplines.

LEARNING RESOURCES DEPARTMENT (LIBRARY)

Library is located in the Moody Learning Center, is a vital technologically advanced center of learning and exploration for students, staff, faculty, and the community. The department collection includes materials in paper, microform, electronic, and other media formats. Informational resources owned by the library, as well as the other Alamo Col libraries, are listed in the online ecatalog. The ecatalog is accessible from the department's [homepage](#), as are additional resources. These include the World Wide Web and

numerous databases and indexes, many of which provide full-text access to magazine, journal, and newspaper articles. The facility provides access to computer workstations where users may access these resources. San Antonio College students, staff, and faculty may also access all Web-based databases and indexes off campus through the library's proxy server.

Also available through the department's homepage are electronic forms that allow users to request interlibrary loan materials and seek reference assistance through the Ask a Librarian service. Services and resources for distance education students and faculty are also available and may be found on the library's distance learning Web page. Remote access to the eCatalog, Web-based databases and indexes, interlibrary loan, and online reference assistance enhances learning opportunities for all library users and is vital for distance education students.

The facility is equipped with two state-of-the-art electronic classrooms where librarians teach students search strategies and techniques for finding relevant information using print materials, the online eCatalog and databases, and the World Wide Web.

Through individual and group instruction, librarians strive to reduce "library anxiety," increase student opportunities for success, and ensure that each student becomes an independent and life-long learner.

OFF-CAMPUS ACCESS

Access to Library is available 24 hours a day. The [website](#) offers general information and access to the library eCatalog, databases with full text magazine, journal, and newspaper articles, library instruction sources, and links to evaluated Web sites organized by topics.

OVERVIEW OF LIBRARY IN MLC 2ND FLOOR (MLC 205)

- **Reference Desk.** Librarians are available at all times to assist students.
- **Library eCatalog & Databases.** Computers provide access to the library catalog and databases. The catalog lists all books, periodicals, U.S. Government documents, and audiovisual items owned by Library and Media Services. Databases provide access to magazine, journal, and newspaper articles.
- **Reference Collection.** Almanacs, atlases, bibliographies, dictionaries, encyclopedias, handbooks, and other reference sources are found in this area.

3RD FLOOR

- **Third Floor Stacks & Circulation Desk (MLC 325).** Up to seven books from the third floor stacks may be checked out for two weeks at the circulation desk with a current SAC photo ID card.

4TH FLOOR

- **4th Floor Checkout Counter (MLC 435).** Magazines, journals, newspapers, microforms; and the McAllister Bookcase special collections may be requested here.
- **Reserve Desk.** Reserve items include books, articles, tests, notes, etc., put "on reserve" by SAC instructors or departments. The items are assigned restrictive loan periods. At this desk you may pay fines for overdue or lost books, request change for up to \$20, purchase computer disks for \$.50, and obtain TexShare cards for checking out books from area college libraries

LOST AND FOUND

Lost and found items are located in the Department of Public Safety (DPS) Office. Every effort is made to return items to the owners, but the DPS accepts no responsibility for lost items. To contact the DPS Office, please call 210-485-0099.

OFFICE OF STUDENT LIFE (LSC 152)

The Office of Student Life provides entertainment and academic enrichment through daily live performances in the LSC, music series, nationally known lecturers, and fine arts programs, and special events such as Oktoberfest, talent shows, cultural awareness programs, off-campus trips, travel for credit courses, recreational sports programs, and community service referrals. Please visit our [website](#) or contact us at 210-486-0125.



LOFTIN STUDENT CENTER (LSC)

The Loftin Student Center houses the bookstore, which is located in the basement, the cafeteria which features a wide variety of foods, a game room and Cyber Café on the second floor, two large screen televisions, and facilities available for extracurricular activities, including variety performers, concerts, fiestas, films, speakers, special programs, and game tournaments. There are lounging, programming, and recreation areas, as well as offices for the Office of Student Life, the San Antonio College Student Assembly, the campus newspaper and magazine, and the Department of Journalism and Photography. Students may pick up bus pass applications in the Office of Student Life (LSC 2nd Floor) for discounts on bus fares to and from College, as well as getting approval to post flyers/posters on bulletin boards located throughout the campus.

POSTING FLYERS AND POSTERS

Students may get approval to post flyers/posters on bulletin boards located throughout the campus from the Office of Student Life. Contact the office at 210-486-0130.

RECREATIONAL SPORTS (LSC 256)

The Recreational Sports Program (in room 256 of the Loftin Student Center) encompasses a wide variety of intramural and extramural events. These include both individual and team competition in intramurals, and extramural teams include women's volleyball, coed cheerleading, fencing, men's softball, and men's basketball. For more information, contact the Office of Student Life (LSC 2nd Floor) at 210-486-0125 or go to their [website](#).

STUDENT ACTIVITIES OFFICE (LSC SECOND FLOOR)

The Office of Student Life provides entertainment and academic enrichment through live performances in the Loftin Student Center, music series, nationally known lecturers, fine arts programs, and special events such as Octoberfest, talent shows, cultural awareness programs, recreational sports programs, and community service referrals. For more information, contact the Office of Student Life (2nd Floor of the Loftin Student Center) at 210-486-0125 or go to their [website](#).

STUDENT CLUBS AND ORGANIZATIONS

The Office of Student Life sponsors a diverse number of departmental, special interest, religious, and honorary student clubs and organizations. Active clubs and organizations are open to students in good standing and offer opportunities for community service, social activities, retreats, and leadership training. For information on active clubs and organizations or guidance on starting a new club or organization, contact the Office of Student Life at 210-486-0130.

STUDENT MEDICAL INSURANCE

Students have mandatory medical insurance for injuries that occur on or off campus. An optional student illness insurance as well as dependent injury and illness coverage is available. Continuing education students have injury medical coverage during class time only. International students have mandatory injury and illness coverage.

Informational brochures and claim forms for the general injury and illness medical plans are available in the Health Promotion Office, Loftin Student Center (LSC 156). Brochures for continuing education and international students are available in the departmental offices.

STUDENT WELLNESS SERVICES

Wellness is the state of the whole person being in positive health as shown by their quality of life and sense of well being. Wellness information is divided into two categories, mental and physical, whether free from disease or not.

The Health Promotion Office is staffed by a registered nurse (RN) and a licensed vocational nurse (LVN). We are ready to support the needs of students in promoting a balanced lifestyle for success in their studies and through their lifetime.

The student wellness center provides:

- Health maintenance, disease prevention and self care information in a variety of formats to students in small groups or individually.
- Weekly seminars given on a variety of health and wellness subjects.
- Referrals for low cost medical care.
- Information for student insurance.

Hours of operation are 8 am to 5 pm Monday through Friday. Student Wellness Services is located in room 260 of Loftin Student Center.

For more information please visit Wellness [website](#).

Operating hours are subject to change, please call the Student Life Office at 486-0125 for current operating hours.

PUBLIC TRANSPORTATION

VIA Metropolitan Transit offers bus service to and from SAC for students located throughout the city. VIA also provides accessible transportation for students with disabilities. Students may obtain bus cards from the Office of Student Life (LSC 152), which publicizes card distribution dates during registration. For more information call 210-227-2020.

PUBLICATIONS

The Ranger, SAC's weekly student newspaper, is distributed free each Monday during the Fall and Spring semesters. It is available in news racks located throughout the campus. The Fourth Write, the College's news feature magazine, is published once annually and distributed throughout the campus. The Ranger and Fourth Write are available on the web <http://www.theranger.org/>.

SERVICES FOR WOMEN & NON-TRADITIONAL STUDENTS

The programs and services for women and nontraditional populations at San Antonio College are sources of support and information. Our mission is to assist women, returning and other non-traditional students reach their personal, educational and career goals by offering a wide variety of services and programs. Visit their [website](#) or contact the office at 210-486-0455.



The following components form the foundation for the mission of the Department of Services for Women and Non-Traditional Students:

WOMEN'S CENTER

The San Antonio College Women's Center provides academic advising, information, referrals and comprehensive supportive services for women and non-traditional populations including displaced homemakers, women-in-transition, single parents/student parents and re-entry women in order to assist them to realize their potential and capabilities. Supportive services include textbook, transportation and childcare assistance for qualified students, scholarship and financial aid resource identification, special sections of college orientation for women returning to school after an absence as well as a leadership development program for women.

SEGUIR ADELANTE ADULT RE-ENTRY PROGRAM

The Seguir Adelante Adult Re-Entry Program provides assistance, encouragement and direction to welfare-to-work/low-income women, dislocated workers, public housing residents and other individuals needing transition services in order to re-enter education and/or the workforce. Programs offered include short-term training and employment programs, job search preparation and assistance, computerized academic skills upgrading, and college preparation assistance.

MI CASA PROGRAM

The Mi CASA Program serves low-to-moderate income resides located in the Tobin Hill, Alta Vista, Beacon Hill and Five Point areas. Services offered include career development, employability skill development, homebuyer education, computer literacy workshops and eligibility screening for social assistance programs (food stamps, WIC, TANF).

COMMUNITY OUTREACH

Special community outreach programs include the annual WE Conference for Women returning to school and the LULAC Rey Feo Parent/Child Scholarship Program. All programs are located in the Empowerment Center located on the corner of Howard and Evergreen Street. To learn more about these services, please call 210-486-0455.

SAC BOOKSTORE (LSC BASEMENT)

The San Antonio College Bookstore is located in the basement of the Loftin Student Center. It compiles the official College book-lists and offers additional books, supplies, and educational aids requested by teachers as well as sundry items. Hours are 7:45 a.m.-6:30 p.m. Monday through Thursday, 7:45 a.m.-2:00 p.m. Friday. The Bookstore is closed on Saturday and Sunday. Students may also purchase textbooks, supplies, etc. at the Bookstore's [website](#).

SAFETY & SECURITY (DEPARTMENT OF PUBLIC SAFETY)

SAC strives to ensure student safety and security. District DPS personnel are on campus at all times, using bike, foot, and motor patrols, and providing the following services: assisting students locked out of vehicles, escorting students to vehicles, and responding to 24-hour emergency dispatches from on-campus phones and pay phones. For services and non-emergency, call 210-485-0099. Please direct **all emergencies** to 210-222-0911. Visit their [website](#).

STUDENT DEVELOPMENT (MLC FIRST FLOOR, RM 118)

There are three unique student development courses that focus on the student's personal and academic success.

SDEV 0170 AND SDEV 0370 are freshman seminar courses designed to enhance both student success and student persistence in college. SDEV 0170 is required for college level students and SDEV 0370 is required for fully developmental students and recommended for students who score below college level in two or more developmental areas (placement scores indicate developmental mathematics, English, and reading).

SDEV 0171 STRATEGIES FOR SUCCESS is an intervention course for students who have demonstrated that they are academically at-risk. Enrollment is by referral from a counselor, departmental advisor, or College Administrator. See [Academic Standards](#) in SAC eCatalog online.

STUDENT IDENTIFICATION CARD (ID)

Student IDs provide students access to such services and activities as library usage, physical education facilities, special events, and more. Student IDs may be obtained in Fletcher Administration Center, FAC 200. Visit the ID Center [website](#).

STUDENT ID CARD FEES

- first card at no charge
- duplicates / replacements at \$10

STUDENT LEARNING ASSISTANCE CENTER (MLC 726)

The Student Learning Assistance Center (SLAC) supplements classroom instruction by offering learning strategies which enhance the success potential of traditional and nontraditional students in the College environment. The goal of the SLAC is to enable students to be independent and resourceful learners by providing learning strategies appropriate to non-traditional students and students with diverse learning styles. We will develop independent learners by teaching students how to learn rather than merely giving them quick answers. The learning strategies offered through the SLAC include: tutoring, computer-assisted instruction, video-based instruction, CD ROM-assisted (multimedia) instruction, study skills and note-taking skills, and computers for word processing.

Tutoring services are offered through the SLAC. All tutors have been recommended by faculty members and have undergone training programs prior to working with students. Call 210-486-0164/0165 to see if tutors are available for your specific class(es).

The SLAC has several computer software programs for student use on portable computers, which are available on a first-come, first-serve basis. On occasion, a teacher will bring a class into the SLAC for a demonstration of a specific software package which may require several computers to be reserved for the class period. Call 210-486-0164/0165 to confirm when the SLAC is open for your on-campus computer needs. The SLAC is located in room 726 of the Moody Learning Center.

STUDENT TECHNOLOGY CENTER (MLC 706)

The Student Technology Center (STC) provides students with general technology support for online and face-to-face courses, helps students identify and utilize computer services such as SAC's online library features, ACES, Blackboard and also prepares students to enroll in Internet courses offered through our SAC Online program. For more information or to make an appointment at the STC call 210-486-0160.

VISUAL ARTS GALLERY (VATC)

The two-story art gallery housed in the Visual Arts and Technology Center (VATC) provides a format for a continuous program of professional and student art exhibits selected and installed by visual arts faculty. The exhibits make examples of quality works in a variety of media directly available for visual arts students. The gallery is open to the public 7 a.m.- 10 p.m. Monday through Thursday and 7 a.m. - 5 p.m. Friday.

INTERNATIONAL STUDENTS OFFICE (OC 134-136)

The International Students Office (ISO) serves as official liaison between SAC and the Department of Homeland Security (formerly known as the Immigration and Naturalization Service). The faculty and staff focus on education and support services, including information on documentation and the processing of materials, as well as academic, personal, and career counseling. The ISO can provide answers to such questions as: How do I maintain my status with the Department of Homeland Security and SAC? Can I work on or off campus? Can I transfer to another college or university? For more information contact the ISO at 210-486-0116 or visit their [website](#).

SECTION 6. STUDENT POLICIES & PROCEDURES

NON-ACADEMIC MISCONDUCT

Non-academic misconduct constitutes any violation not associated with academic performance. All students shall obey the law, show respect for properly constituted authority, and observe correct standards of conduct. More information on Student Code of Conduct can be viewed [online](#).

AIDS/HIV POLICY

AIDS/HIV educational literature is available free to students, employees, and affiliates at the Alamo Colleges' Student Health Centers. Information that students have or have not been tested, or have or do not have AIDS or HIV infection, may be released only to a college's president or designee and to physicians, nurses, or other health care personnel who have a legitimate need to know in order to provide for their protection and to provide for students' health and welfare. Release of this information to others must be based on written authorization by students (if they are over 18 years of age) or by students' parents (if they are minors), and must specify the persons or positions to whom the information may be released. The persons or positions specified shall be provided with appropriate information concerning any precautions that may be necessary and shall be made aware of confidentiality requirements.

CAMPUS SEX CRIMES PREVENTION ACT

In compliance with the Campus Sex Crimes Present Act (section 1601 of Public Law 106-386 and the Jacob Wetterling Crimes Against Children and Sexually Violent Offender Registration Act), persons required to register as part of the State of Texas Sex Offender Registration Program must contact Alamo Colleges' Police Department at (210) 485-0099. Information on legislation regarding safety on campus is available [online](#).

CANCELLATION OF CLASSES DUE TO INCLEMENT WEATHER

In the case of cancelled classes due to inclement weather or other emergencies, attempts will be made to ensure that classroom hours are rescheduled. For the latest information on SAC closures, dial 210-485-0189. The College's radio station, KSYM 90.1 FM, as well as local radio and television stations will also have the latest information on any SAC closures.

CHILDREN ON CAMPUS POLICY

In order to prevent children from potential safety risks, from damaging expensive equipment, from being allowed in areas which might pose safety risks, and from interfering with the learning opportunities for all students, the following Alamo Colleges' policy is currently in effect:

Students are urged not to bring children to classes, labs, or other facilities such as libraries. *Minors under the age of 12 must not be left unattended on-campus at any time. Individual instructors may enforce additional restrictions or waivers for their particular classrooms or labs, which will be included in the course syllabus.*

CONTACTING STUDENTS IN CASE OF AN EMERGENCY

It is not possible for Alamo Colleges' staff to contact students on campuses except in cases of emergency. If it is necessary for someone to reach a student, the person should contact the Campus Police at (210) 485-0099.

CRIMINAL OFFENSES

All students and employees are expected and required to obey the law and to comply with the institutional rules and directives issued by administrative officials. Students are expected also to observe standards of conduct appropriate for an academic institution.

All of the general and criminal laws of Texas are declared by the Alamo Colleges' Board of Trustees to be in full force at all Alamo Colleges. Any recognized misconduct, violation of regulations, or socially unacceptable behavior of students or non-students on- or off-campus, whether civil or criminal penalties are imposed for such conduct at the Alamo Colleges is subject to administrative disciplinary action by the appropriate dean, vice president, and/or president of the college; action by a student-faculty disciplinary review committee; or possible arrest and charge by authorized campus or other peace officers of the city or state.

DRUG-FREE SCHOOLS AND COMMUNITIES ACT AMENDMENTS OF 1989

The Alamo Colleges recognize the importance of awareness about alcohol and other drug abuse. In accordance with the Drug-Free Schools and Communities Act Amendments of 1989, Alamo Colleges have adopted and implemented a program to prevent the unlawful possession, use, and distribution of illicit drugs and alcohol by students on its property and as part of any of its activities. Therefore, for the benefit of each student and employee, the following are the standards of conduct and legal and disciplinary sanctions for unlawful possession or distribution of illicit drugs and alcohol abuse. More information on Legal and Disciplinary Sanctions can be viewed [online](#).

HEALTH RISKS

Drug and alcohol use, misuse, and abuse are complex behaviors with many detriments at both the cultural and individual levels. Awareness of the deleterious effects of any drug/alcohol is imperative for an individual's well being and survival. Negative consequences may be exhibited through physical dependence and/or psychological dependence.

Physical Dependence: The body's learned requirement for a drug for functioning.

Abuse of alcohol or any other drug, whether licit or illicit, may result in marginal to marked and temporary to permanent physical and/or psychological damage, even death. Since many illicit drugs are manufactured and sold illegally, their content varies and may contain especially harmful ingredients or amounts.

Psychological Dependence: The experiencing of persistent craving for the drug and/or a feeling that alcohol or another drug is a requirement for functioning.

Despite the type of drug or alcohol used, a perceived need for the continued use is likely to follow, resulting in dependence.

Dependence on alcohol and/or other drugs alters the user's psychological functioning. The acquisition of these substances becomes the primary focus of the drug-dependent individual and often results in reduced job performance and jeopardizes family and other interpersonal relationships. Criminal behavior is frequently the means for financing a drug habit. Behavior patterns often include violence and assault as the individual becomes increasingly drug/alcohol dependent. Social and psychological alienation and medical problems increase as the abuser becomes entrapped in drug/alcohol dependence.

Drug and alcohol abuse counseling and referral are available to employees, students, and their families. Additional information on the effects of specific drugs and alcohol as well as drug counseling resources in San Antonio, and surrounding areas, is available from the Alamo Colleges' counselors/ advisors.

A biennial review of this program will be conducted by the Alamo Colleges and Student/Employee Assistance Program (SEAP) committee members to determine its effectiveness, to implement changes to the program if they are needed, and to ensure that its disciplinary sanctions are consistently enforced.

ELECTRONIC DEVICES IN THE CLASSROOM

Students are required to silence and store out of sight all electronic communication devices such as pagers, cellular phones, PDAs, etc. when in classrooms, laboratories, libraries, or other areas where such devices would interfere with instruction and learning. Faculty members have the latitude to modify this policy in their syllabi.

EMERGENCY COMMUNICATIONS

The Alamo Colleges Emergency Notification System alerts you to severe weather and other emergencies using phone calls, emails and/or text messages. So it's critical for you to keep your contact information updated so we can deliver the most accurate and up-to-the-minute news to you in an emergency. To find out how to update your contact information in [ACES](#), go to the eCatalog [online](#).

The Emergency Notification System enables us to schedule, send and track personalized voice messages to up to six phone numbers per person and immediately send messages four different ways:

- Voice messages to home phones, work phones, cell phones and email addresses
- *Text messages to cell phones, PDA's and other text-based devices
- Text messages to email accounts
- Messages to TTY/TDD receiving devices for the hearing impaired

Contact information will only be used for Alamo Colleges' notifications and will not be made available to any other service.

**Text messaging will be sent to the text enabled cell phone number provided in your personal information in ACES. By entering your cell phone number, you opt in to receive text messaging from the emergency notification system. For information on opting out of the text messaging option, see the FAQ in the right hand column of this page.*

FAMILY EDUCATION RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act (FERPA) requires any school that receives federal funds to release or withhold a student's education records in accordance with its rules. More information on FERPA can be found [online](#).

FREEDOM OF SPEECH AND ASSEMBLY

The Alamo Colleges support the first amendment rights of every individual, recognizing that inquiry and discussion are essential to intellectual development. The Alamo Colleges embrace the right of individuals to express their views in a manner that conforms to federal, state, and local laws. Students are only limited in expression if the expression materially and substantially interferes with school activities or interferes with the rights of other students or teachers. Therefore, freedom of speech and assembly rights must



be exercised in a manner and at a location that does not intrude upon or interfere with the academic programs and administrative processes of the Alamo Colleges.

To reserve an area on-campus for such purposes, contact the appropriate college office. No equipment or materials will be provided by the Alamo Colleges. Any charges incurred due to the use of Campus Police will be the responsibility of the reserving party.

GANG FREE ZONE

The Alamo Colleges are designated "Gang Free Zones" and as such, any individual(s) involved in organized criminal activity as defined by the Texas Penal Code Chapter 71 is subject to increased punishment if the offense is committed within 1,000 feet of the premises owned, rented or leased by the Alamo Colleges. The offenses subject to this provision can be found in Chapter 71 of the Texas Penal Code.

INCIDENT REPORTING AND RESPONSE

Any criminal offense, suspected criminal activity, or other emergency on campus should be reported directly to the Alamo Colleges' police by telephone, in person, or by dialing (210) 222-0911 from any campus phone or by using one of the emergency telephones located throughout the Alamo Colleges' campuses. Some campus elevators are also equipped with emergency phones. Upon receipt of the call, the Police Communications Center personnel can supply information or dispatch officers as necessary.

For non-emergencies from a campus phone, dial (210) 485-0099. The email address for the Alamo Colleges' Police Department is dst-dpsdispatch@alamo.edu; however, request for police service should not be sent via email. The Alamo Colleges' police or security officers in vehicles, on foot, or on bicycles are eager to be of assistance and may be contacted directly.

The Alamo Colleges' Police Department will respond as quickly and safely as possible to any request for assistance, whether it is an emergency or not. Response time is based on current activity and severity of the call. Crimes in progress, alarms, traffic accidents with injuries, and medical assists have a higher priority than other types of calls.

The importance of prompt and accurate crime reports, no matter when they occur, cannot be over-emphasized. If a student witnesses a crime or emergency, he/she should promptly report it to the Alamo Colleges' Police Department and be prepared to answer questions as accurately as possible. The subsequent investigation can only be as thorough as the information received.

If a student is a victim of a crime or has seen or received information of criminal activity or other emergency, he/she should contact the Alamo Colleges' Police Department immediately.

PERSONAL CARE ATTENDANT

The Alamo Colleges are committed to providing all students equal access to its programs, facilities, and services. In keeping with this commitment, the Alamo Colleges recognize that a Personal Care Attendant (PCA) may be necessary to address the personal needs of a student with a disability in order for that student to fully participate in the college's offerings.

Students who require personal care attendant services are encouraged to provide a PCA to assist the student with personal needs as well as to facilitate as full integration into the college experience as reasonably possible. It is not the responsibility of the Alamo Colleges to provide personal care attendant services to meet the personal needs of the students. It is the sole responsibility of the student to provide a PCA to assist the student should an attendant need to be hired.

PERSONAL CARE ATTENDANT PROCEDURE:

An otherwise qualified student who requires personal care attendant services must make arrangements to provide for his/her own personal care needs, including hiring, training, supervising, and paying (or securing funding) for a PCA to provide these services. The Alamo Colleges do not assume any responsibility for locating a PCA for a student or for coordination or financial obligations for personal care attendant services.

RESPONSIBILITY OF THE COLLEGE

It is the responsibility of the college faculty, staff, and administration to provide academic or program access accommodations for a student with severe physical impairments. Reasonable accommodations will be provided to address the student's disability within the classrooms and service areas of the college. Accommodations are determined through the disability services office. Appropriate accommodations, for example, may include providing a note taker for class lectures or a scribe to record responses or complete forms, providing adaptive equipment within the classroom or lab setting, assuring building and college accessibility, or providing other types of reasonable assistance that will allow the student equal access to the college and its programs.

RESPONSIBILITY OF THE STUDENT

Proper planning and early notification are crucial components to making the transition to the Alamo Colleges successful. It is the student's responsibility to have any needed Personal Care Attendant in place prior to participation in any college-related activities, i.e., testing, advisement, registration, and class attendance. Approval of a PCA's presence in a classroom or event is subject to available space and seating capacity; therefore students should notify the Disability Services office at least 10 days prior to the end of registration or before the anticipated event.



Examples of PCA services may include transfer from a car/van to a wheelchair; transportation around the campus or to/from the classroom; administering medication; and addressing toilet,

feeding or dressing needs. The Alamo Colleges' employees, including but not limited to the disability services offices and health centers, are not responsible for providing personal care attendant services on an interim basis until the student secures a PCA.

Direction of the activities of the PCA while on campus is the student's responsibility. The PCA must abide by the college's Student Code of Conduct. PCAs will not be allowed to proctor tests. If the student requests the PCA to provide note taker or tutorial services, the Alamo Colleges will not pay the PCA for those services. PCAs will not actively participate in a class unless appropriately directed by the student and approved by the faculty instructor.

It is essential that the student have a back-up PCA or an alternative plan of action should the regular PCA not be available to work with the student on a particular day or within a particular class.

STUDENT AND PERSONAL CARE ATTENDANT RESPONSIBILITIES

It is the student's responsibility to:

- Secure any needed PCA prior to attending any college-related activity, i.e., orientation, placement testing, registration, and class attendance. (The Alamo Colleges will not be responsible for providing a PCA on an interim basis.)
- Sign the Personal Care Attendant Agreement & ID Request form each semester/session.
- Ensure that each PCA registers with the disability services office and signs the Personal Care Attendant Agreement each semester/session.
- Ensure that if PCA personnel changes occur during the semester, the student and the new PCA register with the disability services office and sign a new Personal Care Attendant Agreement form.
- Direct the activities of his/her PCA while at the college.
- Have a back-up plan or alternative plan of action should the regular PCA not be available to work with the student on a particular day or in a particular class.
- Follow the Alamo Community College District's (District) policies and abide by the Alamo Colleges Student Code of Conduct.

The PCA is expected to:

- Adhere to the Alamo Colleges Student Code of Conduct, as well as any and all other District and college policies, rules, regulations, and procedures.
- Conduct him/herself in a courteous and professional manner while on campus.
- Not discuss any confidential information about the student with faculty, staff, or other students.
- Allow the student to take responsibility for his/her own progress and/or behavior. The PCA is expected to:
 - Refrain from contact with or asking questions of faculty, staff, or others on behalf of the student.
 - Refrain from intervening in conversations between the student and faculty, staff or other students, unless the student is incapable of communicating directly with the faculty member or other individual, the student requests the PCA's assistance, and a classroom assistant or appropriate communication aid is not immediately available to the student.
 - Refrain from working on or completing any of the student's academic assignments.
 - Complete and sign the Personal Care Attendant Agreement each semester/session and adhere to the requirements therein.

In order for the PCA to be approved by the Alamo Colleges, the student should download a copy of the Personal Care Attendant Agreement and make an appointment with the disability services coordinator to have the form validated. Both the student and the PCA should attend this appointment.

Any PCA who fails to abide by the above policies and procedures and/or those outlined on the Personal Care Attendant Agreement may be subject to removal from the campus, loss of all privileges and/or any other action the District considers appropriate in the event the District determines that the PCA has acted in a manner inconsistent with District policies and/or these procedures.

APPEALS PROCESS

If a student's PCA is asked to leave the campus for a violation of the Personal Care Attendant Agreement or other misconduct, the student receiving services may file an appeal and request review of the PCA's alleged violation/misconduct, under the following procedure:

- An appeal under this Personal Care Attendant Policy must be submitted in writing to the disability services coordinator within ten (10) working days from the date of the removal from campus.
 - The appeal must contain the name, address, telephone number, and email address of the person(s) filing the appeal.
 - The appeal should briefly describe the circumstances and set out any arguments in support of allowing the PCA to return to campus.
 -
 - Upon the filing of an appeal, an investigation will be conducted by the disability services coordinator and the Vice-President of Student Success/Affairs or designee. The investigation shall be thorough, although informal, and it shall afford all interested persons and their representatives, if any, an opportunity to submit evidence relative to the appeal.
- A written determination shall be issued upon completion of the investigation and forwarded to the student within ten (10) class days after the written appeal and all supporting evidence are submitted, or as soon thereafter as feasible under the circumstances. This determination shall be final.
 - The disability services coordinator and Vice-President of Student Success/Affairs or designee shall maintain files and records relating to appeals under this Personal Care Attendant Policy for a period of three (3) years.

CRIMINAL BACKGROUND CHECK:

While not mandatory, the Alamo Colleges encourage students who hire or otherwise receive services from a PCA to conduct a criminal background check on the PCA prior to hiring or using the services of an individual to provide personal care attendant services. Generally, if a student obtains a PCA through an agency, the agency can provide a criminal background check on the individual being considered as a PCA, subject to the PCA's consent to the criminal background check. Alternatively, a student can contact the Texas Department of Public Safety and request criminal background information on a particular individual being considered as a PCA. Information on how to obtain a criminal background check on an individual is available at www.txdps.state.tx.us.



SOBI (STRATEGIES OF BEHAVIORAL INTERVENTION)

The Strategies of Behavioral Intervention initiative consists of a multidisciplinary team that meets regularly to serve five major functions for the college:

1. Provide consultation, education, and support to faculty, staff, and administration in assisting students who display disconcerting or disruptive behaviors;
2. Gather information to assess situations involving students who display disconcerting or disruptive behaviors;
3. Recommend appropriate intervention strategies or disciplinary sanctions;
4. Connect students with who have been referred to the SOBI team with needed campus and community resources; and
5. Monitor ongoing behavior of students who have displayed disruptive or disconcerting behavior

For more information contact the Office of the Vice President for Student Affairs at 486-0930.

SEXUAL HARASSMENT - ALAMO COLLEGES POLICY PROHIBITING

Sexual harassment is against the law and is prohibited against all persons seeking benefits from the Alamo Colleges, including all employees, students, applicants for enrollment or employment, or others who might receive the benefits of Alamo Colleges' activities. Sexual harassment constitutes any unwelcome sexual advances, requests for sexual favors, or other verbal, nonverbal, or physical conduct of a sexual nature, or any conduct or other offensive unequal treatment of an individual that would not occur but for the sex of the individual. Allegations of harassment do not have to be repetitious in nature in order to constitute sexual harassment.

The disciplinary action taken against persons who engage in sexual harassment is subject to appropriate procedural and due process requirements. Any person may report an alleged violation of this policy whether or not the person is affected by the conduct or action. Because the law makes the Alamo Colleges responsible to investigate and if necessary take corrective action as soon as students or employees become aware of an allegation of sexual harassment they shall immediately report the alleged violation to any of the following:

- Associate Vice Chancellor of Employee Services or designee
- Employee's supervisor or an Alamo Colleges' administrator
- College official
- Ethics and Compliance Officer
- Toll-free telephone number (866) 294-3696
- Ethics Hotline online

To file online please review complete information about the Ethics [Hotline online](#). This page provides a link to Questions and Answers and a link to How to File a Report (English and Spanish options available). Please review this information before filing the complaint at the official online reporting site ethicspoint.com.

**FLOW CHART
OF
STUDENT ACADEMIC GRIEVANCE PROCEDURE**

**STUDENT / INSTRUCTOR
CONFLICT**

Appeal to Instructor within 10 days

Resolve with Instructor

Dissatisfaction with
Instructor's Decision

Appeal to Chairperson
within 5 class days

Resolve with Department
Chairperson

Dissatisfaction with
Chairperson's Decision

Appeal to Dean within
5 class days

Dean's Decision is Final



Specific Alamo Colleges' policies and procedures on harassment of students and employees at the Alamo Colleges are specified online at:

- **Employee Standards of Conduct: Harassment**
 - Policy
 - Procedure
- **Student Standards of Conduct: Harassment**
 - Policy
 - Procedure

For updated policies and procedures for Employee Standards and Student Standards of Conduct: Harassment, please visit the District, State, and Federal Regulations in the eCatalog [online](#).

SMOKING POLICY/ TOBACCO-FREE CAMPUSES

All of the Alamo Colleges are designated smoke-free. Smoking and/or using tobacco products is prohibited in all classrooms, laboratories, offices, conference rooms, hallways, parking lots, and all other rooms in all buildings of the Alamo Colleges and on all property that is owned, leased, rented, or otherwise under the control of the Alamo Colleges, including parking lots and any other property owned by the Alamo Colleges. Department of Public Safety officers will issue to those in violation of the policy a penalty citation. Repeated violations will result in further disciplinary action.

STUDENT ACADEMIC GRIEVANCE PROCEDURES

From time to time, conflicts and disagreements may arise between their instructors; the intent of these procedures is to provide equitable and expeditious resolutions. Keeping in mind that instructors are in charge of classroom management, teaching, strategies, testing, and the evaluation of student performance, students are encouraged to use these procedures only when there is clear and convincing evidence that the instructor has treated the student unfairly, or arbitrarily, or capriciously. The student may ask his or her instructor to review the grievance and may appeal the instructor's finding to the department chairperson. If necessary, a final appeal may be made to the dean.

DEFINITION OF TERMS

In these procedures, unless the context clearly requires a different meaning, the following words and phrases shall have the meaning given below:

- 1) "Student" means the person enrolled part time or full time at a College of the Alamo Colleges.
- 2) "Instructor" means the person primarily responsible for teaching the class and may include full-time or part-time faculty as well as members of the classified, professional, and administrative staffs of the District.
- 3) "Chairperson" means the direct instructional supervisor of the instructor in whose department or area of the student grievance arose.
- 4) "Dean" means the direct instructional supervisor of the chairperson in whose department or area the student grievance arose.
- 5) "Days" means weekdays during which the college is in session.
- 6) "Adequate cause" means clear and convincing evidence that the instructor acted unfairly, or arbitrarily, or capriciously in classroom management, teachings methods, testing, or the evaluation of student performance.

PROCEDURES

- 1) If a situation occurs in which a student believes that he or she has been treated unfairly by an instructor, the student should attempt to schedule a conference with the instructor in attempt to resolve the problem.
- 2) A student grievance should be initiated as soon as possible after the incident upon which the grievance is based. Therefore, the student must seek a conference with the instructor within 10 days of the incident.
- 3) If, after a conference with the instructor, the student believes that the matter is unresolved, he or she may consult with the department chairperson. Such consultation shall take place within 5 days of the student's conference with the instructor.
- 4) A Student Academic Grievance Form must be filed with the department chairperson. Copies of the form will be retained by the student and the instructor.
- 5) The chairperson will individually and separately hear the grievance from the student and instructor. After hearing both sides, the chairperson may request that the student and the instructor meet with the chairperson in order to reach an acceptable solution.
- 6) If an agreement is not reached in the hearing or conference, the chairperson will affirm or deny the grievance within 5 days. If the decision is to affirm the instructor's position, the student may then appeal to the dean. If the decision is to affirm the student grievance and to recommend that the instructor reverse his or her decision, the chairperson must meet with the instructor and provide a written explanation. To affirm a student grievance, the chairperson must have adequate cause.
- 7) If either the student or the instructor is not satisfied with the chairperson's decision, he or she may appeal to the appropriate academic dean within 5 days of the chairperson's decision. A complete record of the grievance will be forwarded to the dean by the chairperson. The dean and the chairperson will meet with the student and the instructor. After hearing both sides and reviewing the record the dean will render a decision, in writing, affirming or denying the grievance within 5 days. The dean's decision is final. Form to print can be found at [online](#).



4. If either the student or college official is dissatisfied with the decision of the second level supervisor, he/she has 10 working days to request the decision be reviewed by the Vice President for Student Success or designee. In addition to a copy of all information provided to the second level supervisor, the student or college official must provide a brief statement justifying the additional appeal.
5. The decision of the Vice President for Student Success is final.

NON-ACADEMIC GRIEVANCE POLICY

The [Non-Academic Grievance Policy](#) provides a remedy for students who believe they have been the object of unjust treatment by an Alamo Colleges' employee. This policy does not apply to decisions regarding financial aid eligibility, student disciplinary actions, or academic matters. Grievance Policies are outlined in the Student Code of Conduct ([F.4.2](#) policy and [F.4.2.1](#) procedure).





Informal Attempt to Resolve Grievance with Employee or Supervisor of Program

Resolved to Satisfaction

Not Resolved to Satisfaction

File Student Non-Academic Grievance Form with Direct Supervisor within 5 working days

Resolved to Satisfaction

Decision within 10 working days

Not Resolved to Satisfaction

File Appeal with Second Level Supervisor within 5 working days

Resolved to Satisfaction

Decision within 10 working days

Not Resolved to Satisfaction

File Appeal with the Vice President for Student Success or Designee within 5 working days

Final Decision within 10 working days

Alamo Colleges

Non-Academic Student Grievance Form

STUDENT NAME: _____ DATE: _____

DATE OF BIRTH: _____ BANNER ID: _____

EMAIL ADDRESS: _____ PHONE: _____

ADDRESS: _____

COLLEGE OFFICIAL NAME: _____

DEPARTMENT: _____ DATE OF INCIDENT: _____

BRIEF DESCRIPTION OF INCIDENT BEING GRIEVED:

USE ADDITIONAL SHEET, IF NEEDED.

DATE OF DIRECT SUPERVISOR MEETING WITH STUDENT AND COLLEGE OFFICIAL: _____

RESULT OF MEETING OF SUPERVISOR WITH COLLEGE OFFICIAL AND STUDENT.

GRIEVANCE: _____ RESOLVED _____ UNRESOLVED

STUDENT SIGNATURE: _____ DATE: _____

COLLEGE OFFICIAL SIGNATURE: _____ DATE: _____

SUPERVISOR SIGNATURE: _____ DATE: _____

S
a
n

A
n
t
o
n
i
o

C
o
l
l
e
g
e

*

S
t
u
d
e
n
t

H
a
n
d
b
o
o
k

2
0
1
2
-
2
0
1
3

Alamo Colleges

Non-Academic Student Grievance Appeal

If the student or college official is not satisfied with the supervisor's decision, he or she may appeal to the second level supervisor of the college official. A complete record of the grievance will be forwarded to the second level supervisor. The second level supervisor will meet with the student and the college official and review the record. The second level supervisor will affirm or deny the grievance. Any further dispositions beyond this level will follow the same protocol.

Date of Supervisor Conference with Student and College Official: _____

ACTION BY THE SECOND LEVEL SUPERVISOR

GRIEVANCE: _____ RESOLVED _____ UNRESOLVED _____

SECOND LEVEL SUPERVISOR SIGNATURE: _____ DATE: _____

STUDENT: I _____ ACCEPT _____ REJECT _____ THE DECISION OF THE SUPERVISOR.

STUDENT SIGNATURE: _____ DATE: _____

COLLEGE OFFICIAL: I _____ ACCEPT _____ REJECT _____ THE DECISION OF THE SUPERVISOR.

COLLEGE OFFICIAL SIGNATURE: _____ DATE: _____

ACTION BY VICE PRESIDENT FOR STUDENT SUCCESS

VICE PRESIDENT SIGNATURE: _____ DATE: _____

S
a
n
A
n
t
o
n
i
o
C
o
l
l
e
g
e

S
t
u
d
e
n
t
H
a
n
d
b
o
o
k

2
0
1
2
-
2
0
1
3



STUDENT NON-ACADEMIC GRIEVANCE PROCEDURES

The Alamo Colleges acknowledge the possibility that incidents may occur outside the academic setting that might result in a student feeling he/she is the object of unjust treatment by a college official. This concern could include misconduct or a condition the student believes to be unfair, inequitable, discriminatory, or a hindrance to the student's educational progress. This policy does not apply to decisions regarding financial aid eligibility, student disciplinary actions, or those pertaining to academic matters

Students are encouraged to use the Non-Academic Grievance Procedure only where there is clear and convincing evidence that a college official has treated the student unfairly through forms of discrimination, abuse and/or harassment. Prior to initiating a formal grievance, the student should make a reasonable effort to resolve the problem with the person, or supervisor of the program, against whom the complaint is being made. This should occur as soon as possible following the protested circumstance.

All grievances beyond the level of deans and directors will be channeled to the next higher-level administrator. A complete record of the grievance will be forwarded to the next higher-level administrator. After hearing both sides and the record is reviewed, a decision will be rendered affirming or denying the grievance. To affirm a student grievance there must be adequate cause.

In grievances alleging sexual harassment, students are to follow the procedure outlined under Sexual Harassment in this handbook.

If the complaint is not resolved to the student's satisfaction, the following Student Non-Academic Grievance procedure can be initiated using the Non-Academic Grievance Form.

DEFINITION OF TERMS:

1. **"College Official"** is a faculty member, staff member or administrator employed by the Alamo Community College District.
2. **"Direct Supervisor"** is the person to whom the college official reports.
3. **"Convincing Evidence"** means undisputed proof of such alleged behaviors.
4. **"Adequate Cause"** means clear and objective evidence in support of the student's position.
5. **"Grievance"**: A claim that a student has been the subject of an unjust action or has been denied his/her rights by an employee of the College.
6. **"Appeal"**: An action taken to request a review of and possible change to the recommended resolution of the grievance.
7. **"Working days"**: Weekdays (Monday through Friday excluding holidays).

PROCEDURE:

1. Within 5 working days of the final informal attempt at resolution, a signed and dated written complaint should be made by submitting the Student Non-Academic Grievance Form to the immediate supervisor of the person or program against whom the complaint is being made.

All grievances must include the following:

- A. Student's name and contact information, including day-time phone number, mailing address, and email address.
 - B. A full description of the grievance, providing relevant dates of events and including the names of all parties involved
 - C. A statement describing attempt(s) to resolve the issue informally
 - D. The proposed resolution, relief or action sought
2. Upon receipt of the written grievance, the supervisor will review the document and meet with any or all of the parties cited in the grievance. The supervisor will render a decision within 10 working days.
 3. If either the student or college official is not satisfied with the decision and wishes to appeal, he/she must do so by submitting a written appeal to the second level supervisor within 5 working days. In addition to a copy of the original grievance and supervisor's decision, the student or employee must provide a brief statement justifying the appeal. Upon receipt of the written appeal, the second level supervisor will review all documentation and meet with all parties involved. The second level supervisor will affirm or deny the grievance within 10 working days.

ACADEMIC GRIEVANCE POLICY

Faculty are responsible for classroom management, teaching strategies, testing, and evaluation of student performance. At academic institutions conflicts may develop within the educational process that require academic intervention using the Academic Grievance process. If the grievance process is to function smoothly, a serious effort must be made to resolve such conflicts ex-



peditionously. When student complaints cannot be resolved through informal interaction with a faculty member or chair/coordinator, students are directed to use the Academic Grievance procedure by filing a Student Academic Grievance form, available from any division chair. Students are encouraged to use the Academic Grievance process only when there is clear and convincing evidence that a faculty member has treated the student unfairly, arbitrarily, or capriciously. The Academic Grievance procedure allows for unresolved complaints to continue moving from student, to instructor, to division chair, to dean until consensus is reached or final decision affirming or denying the grievance is made by the appropriate dean.

GRIEVANCE POLICIES

Should disagreements arise between students and their instructors, the Academic Grievance Policy provides equitable and expeditious resolutions. Students may ask their instructor to review a grievance and may appeal the instructor’s finding to the department chair. If necessary, a final appeal may be made to the Academic Integrity Panel.

STUDENT CODE OF CONDUCT

Student Code of Conduct can be viewed [online](#).

STUDENT OBLIGATIONS

Alamo Colleges [Policy F.6.1 Student Success](#)

The philosophy and goals of the Alamo Colleges are to protect the equal opportunity of all persons qualified to attend and to offer services that encourage and enable students to pursue new career goals, upgrade present skills, and enrich their personal lives. Our mission, values, strategic plan, policies, and budget decisions reflect convictions about the importance of success and equity for all students. The Alamo Colleges Student Success policy provides a shared commitment to long-term, institution-wide procedures that support and promote student engagement and learning while requiring strategies that are proven to increase student success.



Inherent to student success is that enrollment in the Alamo Colleges is a voluntary entrance into the academic community wherein the student assumes obligations of performance and behavior that are reasonably imposed by the institution relevant to its mission.

Such obligations may be higher than those imposed on all citizens by civil and criminal law. A student does not surrender rights as a citizen upon enrollment in the Alamo Colleges. Rights and freedoms, however, like those of any other citizen, are not unlimited. The Alamo Colleges have an obligation not to submit to intimidation, violence, or disruptive behavior and expect students to recognize and accept their responsibilities as citizens and members of a scholarly community, among which are respect for the rights of others; academic and personal integrity; and adherence to federal, state, and local laws.

Alamo Colleges [Policy F.6.2 Student Responsibility for Success](#)

As members of the Alamo Colleges learning community, students, faculty, staff, and administrators all share the responsibility to create an atmosphere where knowledge, integrity, truth, and academic honesty are valued and expected. A clear acknowledgment of the mutual obligations of all members of the academic community emphasizes this implicit partnership in fostering the conditions necessary for student success.

In this relationship, the Alamo Colleges provide institutional policies, procedures, and opportunities to facilitate student learning that encourage interaction, involvement, and responsible participation. Inherent in the academic climate is the expectation that students will assume responsibility for contributing to their own development and learning. Academic success is directly tied to the effort students put into their studies, the degree to which they interact with faculty and peers, and the extent to which students integrate into the campus life. The Alamo Colleges Student Responsibility for Success policies outline the expectations in communication, academic success, self-responsibility, and engagement associated with being an Alamo Colleges student.

SECTION 7. DEPARTMENTS & DIVISIONS



AREA CODE: (210)

ADMINISTRATIVE OFFICES

President
FAC 323
486-0959

VICE PRESIDENT OF ACADEMIC AFFAIRS
FAC 328
486-0950

VICE PRESIDENT OF COLLEGE SERVICES
FAC 314E
486-0937

VICE PRESIDENT OF STUDENT AFFAIRS
FAC 309
486-0930

DEAN OF ARTS AND SCIENCES
FAC 302
486-0915

DEAN OF CONTINUING EDUCATION TRAINING NETWORK
FAC 303
486-0926

DEAN OF LEARNING RESOURCES
FAC 320
486-0902

DEAN OF STUDENT AFFAIRS
FAC 305E
486-0906

DEAN OF PROFESSIONAL AND TECHNICAL EDUCATION
FAC 301
486-0924

ARTS AND SCIENCES

DEAN, ARTS & SCIENCES
Conrad Krueger, Ed.D.
FAC 302
486-0916

DEPARTMENT / PROGRAM
Chairperson (Coordinator)
Phone Number
E-mail Address

ENGLISH, READING AND EDUCATION
Mike Burton
GH 123B
486-0660
gburton@alamo.edu

FINE ARTS (THEATRE, SPEECH COMMUNICATION, MUSIC,
DANCE, AND VISUAL ARTS)

Jeff Hunt
MCFA 105A
486-0487
jhunt1@alamo.edu

FOREIGN LANGUAGES, ENGLISH AS A SECOND LANGUAGE AND
PHILOSOPHY

Tammy Perez
OC 119B
486-0979
tperez@alamo.edu

KINESIOLOGY

Bill Richardson
CPEC 131B
486-1019
wrichardson@alamo.edu

MATHEMATICS / COMPUTER SCIENCE

Said Fariabi, Ed.D.
MCCH 221D
486-0289
sfariabi@alamo.edu

NATURAL SCIENCES (BIOLOGICAL SCIENCES, ASTRONOMY,
CHEMISTRY, EARTH SCIENCES)

Teanna Staggs, Ph.D.
CAC 345
486-0856
tstaggs@alamo.edu

PHYSICS, ENGINEERING, ARCHITECTURE AND ENGINEERING
DRAFTING TECHNOLOGIES

Jerry O'Connor
CAC 145B
486-1310
joconnor@alamo.edu

PSYCHOLOGY, SOCIOLOGY AND HUMAN SERVICES

Tom Billimek, Ph.D.
CAC 303
486-1266
tbillimek@alamo.edu

SOCIAL SCIENCES AND HUMANITIES

(HISTORY, HUMANITIES, ANTHROPOLOGY, POLITICAL
SCIENCE, INTERNATIONAL STUDIES AND ECONOMICS)

Paul Wilson, Ph.D.
CAC 223A
486-1699
pwilson1@alamo.edu

CONTINUING EDUCATION TRAINING NETWORK

DEAN, CONTINUING EDUCATION TRAINING NETWORK
Tim Rockey, M.A.
486-0926
trockey@alamo.edu

DEPARTMENT / PROGRAM
Chairperson (Coordinator)
Phone Number
E-mail Address

Registration for all continuing education programs is located in FAC 202.

DIRECTOR OF C.E. OPERATIONS
VACANT

CENTER FOR EDUCATOR PREPARATION
Mona Aldana-Ramirez
486-1419
maldana7@alamo.edu

CONTINUING NURSING EDUCATION CENTER
Sheryd Jackson
486-1191
sjackson@alamo.edu

EMS ACADEMY
Wynn Gordy
486-0418
wgordy@alamo.edu

GENERAL EDUCATION SKILLS CENTER
Anelia Luna
486-0413
aluna@alamo.edu

LANGUAGE SKILLS CENTER / ESL
Victoria Jimenez
486-1423
vjimenez11@alamo.edu

LAW ENFORCEMENT TRAINING ACADEMY
Frank Francis
486-1337
ffrancis1@alamo.edu

MEDICAL ADMINISTRATION & TECHNOLOGY SUPPORT INSTITUTE
Mary Elise Ferrer
486-1702

PROFESSIONAL STUDIES, LICENSURE, & CERTIFICATION CENTER
Joanna Grogan
486-0409
jgrogan@alamo.edu

SERVICE, TRADE & INDUSTRY CENTER
Thermajeon Jones
486-1428
tjones118@alamo.edu

SCOBEE PLANETARIUM
Bob Kelley
486-0100
bkelley@alamo.edu

DISTANCE LEARNING
Usha Venkat (Director)
486-0782
uvenkat@alamo.edu

DUAL CREDIT PROGRAM
Ray Hernandez (Director)
486-0911
rhernandez660@alamo.edu

LEARNING RESOURCES

DEAN, LEARNING RESOURCES
Alice Johnson, Ph.D.
486-0902
ajohnson235@alamo.edu

DEPARTMENT / PROGRAM
Chairperson (Coordinator)
Phone Number
E-mail Address

CIRCULATION / RESERVES LIBRARIAN
Ralph Domas (Librarian)
486-0575
rdomas@alamo.edu

CREATIVE MEDIA
Barbara J. Knotts (Chairperson)
486-0593
bknotts@alamo.edu

LEARNING RESOURCES (LIBRARY)
Eileen Oliver
486-0577
eoliver@alamo.edu

PROFESSIONAL AND TECHNICAL EDUCATION

DEAN, PROFESSIONAL AND TECHNICAL EDUCATION
Vernell E. Walker, M.A.
486-0920
vwalker@alamo.edu

DEPARTMENT / PROGRAM
Chairperson (Coordinator)
Phone Number
E-mail Address

ALLIED HEALTH
DENTAL ASSISTING, DENTAL LABORATORY TECHNOLOGY,
MEDICAL ASSISTING AND EMERGENCY MEDICAL SERVICE
(EMS)

Stella Lovato
NAHC 134H
486-1535
slovato@alamo.edu

AMERICAN SIGN LANGUAGE / INTERPRETER TRAINING
Lauri Metcalf
NTC 114
486-1113
lmetcalf@alamo.edu

BUSINESS
(ACT, COURT REPORTING, PARALEGAL STUDIES, BUSINESS
ADMINISTRATION, BUSINESS MANAGEMENT, INTERNATIONAL
BUSINESS MANAGEMENT, BANKING & FINANCIAL SERVICES,
REAL ESTATE, AND
PUBLIC ADMINISTRATION)
Val Calvert
OC 325B
486-0190
vcalvert@alamo.edu

COMPUTER INFORMATION SYSTEMS
Troy Touchette
NTC 213A
486-1072
ttouchette@alamo.edu

EARLY CHILDHOOD STUDIES
Ellen Marshall, Ph.D.
ECSB 205
486-0516odom
emarshall@alamo.edu

MEDIA COMMUNICATIONS
(COMMUNICATION DESIGN, JOURNALISM, MUSIC BUSINESS,
PHOTOGRAPHY, AND RADIO, TELEVISION & BROADCASTING)
Marianne Odom
LSC 204A
486-1786
modom@alamo.edu

MORTUARY SCIENCE
Felix Gonzales
NTC 238A
486-1135
fgonzales@alamo.edu

NURSING
Carol Lewis
NAHC 378B
486-1179
clewis@alamo.edu

PROTECTIVE SERVICES
HOMELAND SECURITY AND FIRE SCIENCE
Gary Fox
NTC 323A (SAC)
486-0082
First Responders Academy, (FRA 12) Von Ormy, TX
486-0987
gfox@alamo.edu

STUDENT AFFAIRS

DEAN OF STUDENT AFFAIRS
Emma L. Mendiola, MSSW, LMSW
486-0906
emendiola@alamo.edu

DEPARTMENT / PROGRAM
Chairperson (Coordinator)
Phone Number
E-mail Address

VICE PRESIDENT OF STUDENT AFFAIRS
Robert Vela, Ed.D.
486-0930
rvela63@alamo.edu

ADMISSIONS AND RECORDS / ENROLLMENT SERVICES
J. Martin Ortega (Director)
486-0721
jortega@alamo.edu

COLLEGE HEALTH SERVICES
Paula Daggett
486-0224
pdaggett@alamo.edu

COUNSELING AND ADVISING SERVICES
David B. Rodriguez (Interim Director)
486-0333
drodriguez3@alamo.edu

COUNSELING & ADVISING SERVICES
Early College Program, MLC 1st Floor
486-0333

- CAREER SERVICES
MLC first floor
486-0142
- TRANSFER CENTER
MLC first floor
486-0864
- VETERANS' AFFAIRS
MLC 1st floor, Rm 175
486-0111

PARTNERSHIPS & EXTENDED SERVICES
Helen Torres (Director)
486-0393 or 486-0390
htorres@alamo.edu

STUDENT DEVELOPMENT
Julie Engel
486-0340
jengel@alamo.edu

STUDENT LIFE OFFICE
Emily Kahaneck
486-0127
ekahaneck@alamo.edu

SUPPORT SERVICES

ADMISSIONS AND RECORDS
FAC 216
486-0700

ASSESSMENT CENTER
FAC 112
486-0444

BOOKSTORE
LSC Basement
733-5960

BUSINESS OFFICE
FAC 201
486-0201

EARLY CHILDHOOD CENTER
ECC 101
486-0530

HEALTH PROMOTIONS OFFICE
LSC 156
486-0158

CONTINUING EDUCATION REGISTRATION
FAC 202
486-0422

CREATIVE MEDIA
MLC 624
486-0589

DEPARTMENT OF PUBLIC SAFETY
Office / Dispatch
485-0099

- ALAMO COLLEGES POLICE DEPARTMENT
NON-EMERGENCY
485-0099
- DPS - EMERGENCY
222-0911
- ALAMO COLLEGES WEATHER LINE
485-0189

DISABILITY SUPPORT SERVICES
CAC 124
486-0020

DISTANCE LEARNING & SAC ONLINE

- SAC ONLINE
486-0781
- SAC ONLINE HELP DESK
486-0777
- VIRTUAL COLLEGE OF TEXAS
Raven Puente
486-0033

DUAL CREDIT
FAC 230
486-0177

FINANCIAL AID (STUDENT FINANCIAL SERVICES)
FAC 101
486-0600

I.D. CENTER
FAC 200
486-0015

INTERNATIONAL STUDENT'S OFFICE
OC 134-136
486-0116

LIBRARY
MLC 209
486-0559

PUBLIC RELATIONS
FAC 313
486-0881

STUDENT ASSISTANCE PROGRAM
CAC 117
486-1449

STUDENT LEARNING ASSISTANCE CENTER (SLAC)
MLC 726
486-0165

WOMEN'S CENTER
Empowerment Center
703 Howard St. (corner Evergreen and Howard St.)
486-0455

WRITING CENTER
GH 203
486-1433



San Antonio College is approved and accredited by the
Southern Association of Colleges and Schools.

Southern Association of Colleges and Schools
1866 Southern Lane
Decatur, Georgia 30033-4097
404/679-4501
<http://www.sacscoc.org/>

The Alamo Colleges is an Equal Opportunity Employer.
For special accommodations issues or an alternate format,
contact San Antonio College disABILITY Support Services at 210-486-0020.

SAN ANTONIO COLLEGE CAMPUS MAP

SAC CAMPUS MAP



ALAMO COLLEGES

SAN ANTONIO COLLEGE



Additional parking available at Playland Park, 2222 N. Alamo St. Shuttle service every 15 min. Off-site parking lot located at Dewey and Ogden. UPS store - FAC 2nd floor. See map on SAC website (alamo.edu/sac) for updates. "Only motor vehicles with a valid Alamo Colleges Vehicle Registration Tag/Decal properly displayed may park on campus. Visitors to the college are exempt from this requirement." - (Alamo Colleges Police).

New to campus? Here are some places you might need to find!

Fletcher Administration Center (FAC)
 Admissions & Records — 2nd floor
 Business Office — 2nd floor
 Continuing Education — 2nd floor
 Financial Aid — 1st floor
 ID Center — 2nd floor
 Testing and Assessment — 1st floor
 Web Center — 2nd floor

Moody Learning Center (MLC)
 Counseling and Advising — 1st floor
 Veteran's Affairs — 1st floor
 Disability Support Services — 1st floor

San Antonio College Student Handbook 2012 - 2013