

Student Services

Austin Community College is an institution committed to helping all students achieve their educational and career goals. This section of the Catalog provides basic information about programs and services offered by the College to increase the chances that students will succeed.

Advising

Academic advisors assist new college credit students to complete the application process, review state-mandated TASP requirements, understand ACC's placement policies, and evaluate assessment results. Once a student is admitted to ACC, advisors collaborate with counselors and faculty to provide accurate, up-to-date advising information to students. Advisors also assist Early College Start high school students, visiting students, and transfer students from other institutions trying to take classes at ACC, and One-Stop Center students hoping to continue their education at Austin Community College.

Assessment

ACC offers assessment services at all campuses. In addition to the entry-level testing described in the *Assessment and Testing Section* of the Catalog, the College provides assessment tools to help students develop an accurate picture of their abilities, interests, personality traits, skills and values in order to select courses, majors and careers. When appropriate, counselors work with faculty members in providing diagnostic testing to assess student learning problems and to offer workshops on preparing for a test, dealing with test anxiety, and improving test taking skills.

Testing Centers

Academic Testing Centers are located at the Cypress Creek, Eastview, Northridge, Pinnacle, Rio Grande, and Riverside Campuses and at the Fredericksburg, Round Rock, and San Marcos ACC Centers. Hours of operation vary by location and are available at www.austincc.edu/testctr. Students should check with their instructors on the availability of tests at the various locations. Students must be registered in classes at Austin Community College in order to take tests in the Testing Centers. Procedures for using this service are available from the Academic Testing Centers. In addition to an ACC Student ID, Testing Centers require a valid picture ID.

Learning Labs

The Learning Labs offer free tutoring to all ACC students by qualified instructors and tutors. Located at all ACC campuses, the Learning Labs are open weekday and weekend hours. Hours vary by campus and are available at www.austincc.edu/rvslab/ll.html. Labs offer:

- Individual tutoring on a walk-in basis for most subjects.
- A variety of tapes, computer programs, and books for self-paced improvement.

Child Development Center

The Children's Laboratory School on the Eastview Campus is a full-day and evening, year-round preschool program that also serves as a demonstration school for ACC's Child Development Department. Child Development students observe, practice and receive feedback from degreed and experienced classroom teachers. The Children's Lab School offers a quality program for children ages 6 months through 5 years during the day and ages 2 through 9 years in the evening. It enrolls children of ACC students, staff, and faculty, as well as children from the Greater Austin community.

The Children's Lab School is accredited by the National Academy of Early Childhood Programs, a division of the National Association for the Education of Young Children. The program strives to provide children with a culturally enriched environment reflecting the diversity of the Austin area. For more information, call 223-5200.

Child Care and Textbook Payment Assistance

Students in applied science degree or certificate programs may receive textbook and/or child care payment assistance through the Support Centers, which are located at most ACC campuses. Please note: The Support Center is a grant-funded program. Services and assistance are limited to available funds. Students must meet specific eligibility requirements to receive services. For more information call 223-5200.

Counseling and Educational Planning

www3.austincc.edu/evpcss/rss/counsel/counseling.htm

Counselors are available at every campus to assist students in defining educational and career goals, learning to benefit from instruction, and dealing with life challenges that may reduce their chances of succeeding at ACC. Counselors provide three types of services: pre-enrollment, after enrollment, and transition. Pre-enrollment Services include establishing liaison relationships with area middle and high school counselors, leading orientation groups, and working with academically at-risk students during their initial ACC registration. After-enrollment Services include direct services to students as well as partnerships with

faculty members to increase the chances that students will succeed. Direct services to students include advising and educational planning, career and crisis counseling, a tracking system for academically at-risk students, and targeted support services for underprepared students. Faculty-counselor partnerships include the Advising Program and the Retention Program. Transition Services include programs to assist students to transfer successfully to a college or university or to locate employment related to their field of study at ACC.

Career Centers

Students interested in exploring career issues and options will find many helpful resources in the Career Centers located at each campus.

Career Center Locations

Cypress Creek	Rm 1003	223-8111
Eastview	Rm 2113	223-5188
Northridge	Rm 1140	223-4719
Pinnacle	Rm 216	223-8111
Rio Grande	Rm A156*	223-3138
Riverside	Rm 8115-B	223-6095

*Rm 156 in the Student Services Building

Counselors assist students to:

- Identify career goals
- Assess their interests, values, experiences, and abilities
- Research occupations and the job market
- Learn job search strategies
- Write a résumé
- Learn how to interview effectively
- Use the Internet to search for jobs

Although career resource materials vary at each location, students can expect to find a variety of reference materials, videos, college catalogs, and computer software programs available free of charge. Current ACC and local job listings are posted, and career assessment is available through a counselor. Students also have access to career assessment and self-assessment instruments, such as Discover, the Strong Interest Inventory, and the Myers-Briggs Personality Inventory.

Limited services for career counseling and job referral are available to students and alumni. Employers may submit job postings and requests for recruiting visits, which must be approved and scheduled in advance. Please contact the Campus Career Centers for further information.

Cultural Centers

The *African-American Cultural Center* at the Eastview Campus strives to increase understanding in the ACC and Central Texas communities of the culture, history and contributions of African-Americans. The African-American Cultural Center offers many opportunities to students:

- A comfortable academic environment as they pursue their educational goals
- A respect for, knowledge of and appreciation for their heritage
- Opportunities for faculty members to increase their awareness of and sensitivity to cultural dynamics
- Mentoring
- Retention activities

For more information, contact the director at 223-5166 or the associate director at 223-5165.

In an effort to provide a link between ACC and the local Latino community, the College established the *Latino/Latin American Studies Center*. Known as *El Centro*, the center is involved in the recruitment and retention of Latino students and in championing the educational goals of Latino students in nearby school districts. Housed at the Eastview Campus, *El Centro* will launch an exciting mentoring program for public school students in 2003-2004. For more information about *El Centro* or the community mentoring program, contact *El Centro* at 223-5224 or visit *El Centro*'s web site at www3.austincc.edu/evpcss/rss/centro

New Student Orientation

The faculty and staff of Austin Community College believe that participation in orientation increases the chances that students will succeed at ACC. Therefore, the College requires new college-credit and transfer students who have completed less than 12 hours to participate in orientation. ACC offers two orientation options at convenient times and places: small group sessions and a web-based tutorial.

Services for Students with Disabilities

www.austincc.edu/osd

Each ACC campus offers support services for students with documented disabilities. Students with disabilities should register with OSD at the primary campus they expect to attend. Each semester, in addition to meeting with the OSD supervisor at the primary campus, students need to meet with the OSD supervisor at all campuses they are attending in order to discuss accommodation needs. These accommodations may include, but are not limited to, interpreters, note takers, targeted orientation sessions, registration assistance, and testing with accommodations. Because ACC prefers to have all accommodations in place the first day a student enters a class, students with

disabilities are urged to apply for accommodations at least three weeks before the start of a term. ACC also works with the Texas Rehabilitation Commission (TRC), The Texas Commission for the Blind (TCB), and other community service organizations to provide support services to students. For additional information about support services for eligible students with disabilities, contact the following offices:

Cypress Campus	(Room 1030)	223-2026
Eastview Campus	(Room 2133)	223-5159
Northridge Campus	(Room 1120)	223-4726
Pinnacle Campus	(Room 221)	223-8300
Rio Grande Campus	(Room 155A)	223-3142
Riverside Campus	(Room 8138)	223-6244

NOTE: Relay users may access any ACC number through Relay Texas at 711.

Workforce Connection

ACC advisors are housed at two Workforce Centers, one in North Austin and one in South Austin. These advisors work with advisors and counselors on ACC campuses in assuring that Capitol Area Workforce Development Board clients enter and benefit from the services available at the College.

Student Life

The Student Life Office complements the academic program and enhances the overall educational experience of students by offering quality social, cultural, intellectual, recreational, and leadership programs. Through participation in student government, student organizations, special events, recognition programs, leadership training, student publications, and cultural connections programs, students gain leadership and teamwork skills that give them an edge in the professional world. Visit the student life website at www3.austincc.edu/evpcss/rss/sl for detailed information about programs and services.

Clubs and Organizations

ACC encourages all students to participate in at least one student organization. There are over twenty student organizations registered each year, created by students for students. Each organization is dedicated to some aspect of student life: professional development, cultural enrichment, political action, or community service. Current ACC students in good academic standing are invited to form new organizations if none of the registered organizations meet their needs. A complete listing of student clubs and organizations is on the web at www3.austincc.edu/evpcss/rss/sl.

Cultural Connections Series

This series of events celebrates the rich and vast contributions made by individuals of diverse ethnicities and cultures. The Student Life Office conducts special events to coincide with national celebrations and features regional and nationally recognized leaders, artists and writers throughout the year.

Make A Difference

The Make A Difference Project is a national day of helping others that takes place every year. Coordinated through the Student Life Office, the Make A Difference Project recruits ACC students interested in leadership through service, to join with college students across the country to participate in the National Make A Difference Day. Interested students should contact the Student Life Office at 223-3114 or www3.austincc.edu/evpcss/rss/sl.

Leadership Awards and Recognition

Student Life coordinates the Who's Who Among Students in American Community Colleges, the PTK/USA Today/AACC Scholarship competition, and the Presidential Student Achievement Award.

Leadership Training

The Student Life Office sponsors leadership training for all students interested in acquiring skills to become student leaders. Leadership retreats, luncheon seminars, and outdoor adventures are some of the ways students can develop or acquire leadership skills.

Student Government Association

The Student Government Association (SGA) is the official voice of the student body, functioning as an essential link between students and the ACC administration. By acting as an advocate for student concerns, the SGA works to improve the quality and value of the educational experience for students at ACC. The SGA appoints students to College committees and provides monthly updates to the Board of Trustees.

Student Newspaper

The student newspaper, *ACCent*, provides information for students, staff, and faculty at all ACC campuses and sites. The publication serves as a lab for journalism students to publish their work from classes. Copies of the *ACCent* are available on all campuses. Detailed information on *ACCent* is available in the ACC Student Handbook, the Student Life Procedures Manual, and on the web at www3.austincc.edu/evpcss/rss/accent.htm.

Student Rights and Responsibilities

Austin Community College is an educational institution committed to challenging individuals to explore new ideas and see new opportunities. The college's mission is to provide a wide range of high quality educational services to its students in an environment that supports the ideals of quality, flexibility, accessibility, and diversity. Student involvement in College activities and organizations is strongly encouraged. Student input regarding the improvement of the college's educational and support services is valued. Students at the College have the rights accorded by the Constitution to freedom of speech, peaceful assembly, petition, and association. These rights carry with them the responsibility to accord the same rights to others in the College community and not to interfere with or disrupt the educational process. Opportunity for students to examine and question the pertinent data and assumptions of a given discipline, guided by the evidence of scholarly research, is appropriate in a learning environment. This concept is accompanied by an equally demanding concept of responsibility on the part of the student. As willing partners in learning, students must comply with College rules and procedures. ACC's disciplinary procedures are outlined in the ACC Student Handbook, which new students receive during orientation. They also are outlined in program-specific handouts, which students in selected programs receive during their first semester at ACC, and are on the web at www3.austincc.edu/evpcss/handbk/

Student Complaint Procedures

The College provides students the opportunity to discuss any non grade-related complaints they may have with College employees who are in a position to resolve their complaints. Complaints may include but are not limited to discrimination based on race, color, gender, religion, age, national origin, disability, or sexual orientation. The procedure to follow is outlined in the ACC Student Handbook and is on the web at www3.austincc.edu/evpcss/handbk/

The student's instructor and appropriate instructional administrators resolve complaints about grades. The procedure to resolve grade disputes is in the ACC Student Handbook.

Students' Role in College Decision-Making

The participation of students in ACC's decision-making process is an important institutional value. Participation in decision-making occurs in several ways: program and instructor evaluations, monthly presentations to the Board, participation in the Student Government Association, focus groups and the Student Activity Fee Committee. During orientation, new students receive information about the Student Government Association and are invited to participate in the SGA. The Student Government Association appoints students as voting members to many

college-wide and campus-specific committees where they influence decisions on a variety of issues from the budget to the registration process to the remodeling of college facilities.

Bookstore

ACC Bookstores are located at Cypress Creek, Eastview, Northridge, Pinnacle and Riverside Campuses, and at 817 West 12th Street to serve the Rio Grande Campus. Hours of operation vary by location and are available at <http://austincc.bkstore.com>. Instructional course materials and supplies are available. ACC Centers and distance learning students may also order course materials through MBS Direct Textbook Exchange, Inc. on line at www.mbsdirect.net, by fax at 1-800-325-4147 or telephone at 1-800-325-3252.

Health Services

Austin Community College is not equipped to provide health services to students. However, first aid kits are available at the Campus Police Offices and in various vocational instructional areas.

ID Cards

A student needs two ID cards to use ACC services. An ACC ID card and a photo ID such as a valid driver's license, DPS ID or passport must be shown with the ACC ID as proof of identity. All rights and privileges of the ID card are governed by ACC policy and procedures. IDs for on campus classes are available through the Admissions Offices after the semester begins. For Distance Learning students they are mailed. A \$4 replacement fee may be charged. The charge for lost ID's is also \$4.

Field Studies

In order to provide students the unique advantages of academic, cultural, and physical resources not available in the classroom, Austin Community College offers some select courses that are taught out-of-state or out-of-country. Such courses offer students the opportunity to "experience" the subject they are studying and enhance their understanding of other peoples and places. Generally, study programs take place during the summer.

Center for International Programs

The Center for International Programs promotes international education, perspectives, and cultural experiences as essential components for the development of individuals ready to assume leadership roles in our society. The Center supports the ACC community in developing, maintaining, evaluating, and disseminating international activities that will strengthen the curricula and increase global awareness.

Students, faculty, staff, and members of the community can use the Center as a resource for studies abroad programs,

international service projects, international study tours, independent learning, and student projects for credit. Help is also available for recruiting international students and faculty and assisting with special international projects in consultation with appropriate departments. Call 223-7114, visit www.austincc.edu/intprogr/main, or come to the Highland Business Center, 504.5 for more information.

Reserve Officers Training Corps (AROTC – Army)

The Army Reserve Officers Training Corps (AROTC) offers many unique opportunities for both male and female students. ROTC normally is a four-year program: the basic course is conducted during the first two years of college, the advanced course during the last two years. In order to qualify for the advanced course, credit must be received for the basic course. Through a cooperative agreement between ACC and The University of Texas at Austin, ACC students may earn ROTC credits applicable to the four-year program.

Credit for the first two years does not obligate the student for further military service, but it does prepare him or her for entry into the advanced phase of ROTC with eventual commissioning as a 2nd Lieutenant in the Active Army or Reserve Force. In addition, entrance into the basic ROTC program gives students the opportunity to be eligible for ROTC scholarships.

Students may register at ACC for two semester credit hours of Military Science (MLS) each semester (see Course Descriptions). All instruction, however, will be conducted at The University of Texas at Austin.

Reserve Officer Training Corps (AFROTC – Air Force)

Students transferring to senior colleges and universities for upper-level work leading to a bachelor's degree, have the opportunity to earn a commission in the Air Force by participating in the AFROTC four-year program. AFROTC units are hosted by The University of Texas at Austin, The University of Texas at San Antonio, The University of Texas at El Paso, Baylor University, Texas Christian University, Angelo State University, Southwest Texas State University, North Texas State University, Texas A&M University, East Texas State University, and Texas Technological University. Both scholarship and non-scholarship options are offered. In addition, AFROTC offers a two-year program for juniors and seniors, and several special one-year programs for nurses and lawyers.

Students interested in the two-year program should contact the AFROTC unit, The University of Texas, Austin, TX 78712 (471-1776), during the first semester of their sophomore year. All AFROTC students attend AFROTC courses on the senior university campus. Graduates are commissioned as Air Force Second Lieutenants and go on to become pilots, navigators, missile officers, engineers, and staff officers in a multitude of career fields.

Safety and Security

ACC Campus Police Department

The Campus Police Department is a public service-oriented law enforcement agency charged with the responsibility of providing police protection for the college's students, faculty, staff and property. It is staffed by state licensed police officers responsible for enforcing federal, state and local laws in addition to college rules and regulations.

All accidents, thefts or other criminal matters that occur on ACC property are to be reported to the Campus Police Office at the site where the incident occurs. Students may also contact the Campus Police for assistance with dead batteries, keys locked in vehicles or to get an escort to a vehicle. Lost and found is also located in each Campus Police Office. The Central Dispatch emergency number is 223-7999.

Alcohol

Possession, sale or use of alcoholic beverages on ACC premises is prohibited by policy. State law and ACC policy prohibit possession or use of alcoholic beverages on ACC premises by a person under the age of 21.

Drug Free Campuses

ACC policy and state law prohibits the possession of illicit drugs and drug paraphernalia on any of its premises.

Registered Sex Offenders

Information concerning registered sex offenders who are students or employees at the Austin Community College may be obtained online from the Texas Department of Public Safety at <http://records.txdps.state.tx.us/sosearch/default.cfm>

Weapons

State law and ACC policy prohibit the possession of weapons as defined in Article 46.03 of the Texas Penal Code and prohibitive weapons as defined in Article 46.05(a) of the code on ACC premises. A legal weapon may be used as a teaching aid if prior approval has been obtained from the Campus Provost's Office and the campus police are notified.

Campus Facilities

Austin Community College has six full-service campuses located in the district:

Cypress Creek Campus: 1555 Cypress Creek Rd., Cedar Park, TX 78613; (512) 223-2000

Eastview Campus: 3401 Webberville Rd., Austin, TX 78702; (512) 223-5100

Northridge Campus: 11928 Stonehollow Dr., Austin, TX 78758; (512) 223-4000

Pinnacle Campus: 7748 Highway 290 W., Austin, TX 78736; (512) 223-8001

Rio Grande Campus: 1212 Rio Grande, Austin, TX 78701; (512) 223-3000

Riverside Campus: 1020 Grove Blvd., Austin, TX 78741; (512) 223-6000

While not all programs are offered at all locations, campuses have a wide variety of day and evening classes (and some weekends) and a large array of student and educational services.

Centers

The College, in partnership with area independent school districts, offers evening courses at some high schools which are referred to as Centers. Courses and support services vary and, in some cases, may be provided through a designated ACC campus.

Parking

Parking at many Austin Community College locations is limited. Students enrolled for classes at the Rio Grande Campus are encouraged to utilize the Downtown Dillo Service. Park and ride free near Austin High School to catch the Red Dillo and near Zachary Scott Theatre to catch the Gold Dillo. Both lines run every 12-15 minutes. Route maps are available at www.capmetro.org.

Parking is by permit only. Parking permits for faculty, staff and students are \$10.00 per academic year. Students may obtain their parking permits at any Campus Police Office. Copies of the ACC Parking Policy can be obtained at any Campus Police Office.

Adult Education, Business Services, and Continuing Education students may call 512-223-7723 for applicable policies.

Housing

Austin Community College neither operates residence halls nor maintains lists of available or approved housing. Housing is available in the City of Austin. Students are responsible for their own housing arrangements.

WorkKeys Service Center and Highland Assessment Center

The WorkKeys Service Center provides job and occupational profiling to determine the skills needed for successful employment, and assessment of individuals' skill levels to help in determining the education and training they need to meet these standards. The Highland Assessment Center provides additional career and placement assessment services to individuals and organizations.

Veteran's Certification

All documentation must be submitted and the criteria met before certification for benefits will be processed. Check with the ACC Veterans Affairs Office for details.

Educational Objectives. The U.S. Department of Veterans Affairs (DVA) requires that each veteran receiving educational benefits be following an approved course of study which leads to an approved degree or vocational objective. A veteran may not receive payment for courses previously completed, for courses that are in excess of degree or certificate requirements, or for courses that do not apply to an approved degree or certificate.

Period of Certification. Veterans may be certified for both the fall and spring semesters during the fall registration, but must be certified for the summer semester separately. Certification processing begins on the first day of the term.

First-time Applicants will need to contact the VA Office at the Northridge or the Riverside campuses.

All students receiving DVA Educational Benefits must submit official transcripts of all previous college education and/or vocational training. Veterans must also have their military training evaluated, if it is applicable to the educational objective (see Credit for Military Courses).

Maintaining Eligibility

Reducing Course Load. It is the responsibility of the student receiving benefits to report any withdrawals to the ACC VA Office. Reduction in course load may cause a delay in monthly payments and a possible reimbursement of benefits as determined by the DVA Regional Office.

Satisfactory Progress. Satisfactory academic progress must be maintained. Enrollment does not guarantee eligibility for benefits. Check with the ACC VA Office for details about maintaining satisfactory progress.

Activation. Students must activate their files every year by completing a VA institutional application to let ACC know that they want to claim benefits.

Summer Sessions or Short Semester. Payment of benefits for semesters that are shorter in length than a normal fall or spring semester is based on the number of credit hours. Check with the ACC VA Office for details.

Developmental Education Courses for Veterans

Not all Developmental Education courses are authorized for payment for DVA benefits. Approved Developmental Education courses may be used as prerequisites if required by the degree plan (English/Math) and if a need has been established based on assessment test results. For further information, please call the VA Office at Northridge.

NOTE: Veterans under Chapter 1606 (Reserve/Guard) are not authorized payment for Developmental Education courses, unless eligibility was established after October 1, 1990.

Office Locations. Students should check in the course schedule for campus office locations.

Veterans Benefits Checks

When First VA Check Arrives. Veterans should not depend on the first DVA check arriving in time to pay for tuition, fees, and books. Veterans must have money for tuition and fees at the time of registration. After the ACC VA Office has submitted the enrollment certification to the DVA Regional Office in Muskogee, Oklahoma, allow 6-8 weeks for processing.

Advance Payment. Advance payment is intended to help eligible students meet school-related expenses that are concentrated at the beginning of a term. Students wanting advance payment should apply with the ACC VA Office at least 40 working days prior to the first registration payment deadline.

Although this procedure allows the benefit to be paid in advance, the check cannot be released to the student until the tuition and fees have been paid in full. Please contact the ACC VA Office regarding eligibility requirements and regulations.

Other Resources for Veterans

College Work-Study. Veterans may receive work-study under Ch. 30, 31, VEAP (32), 35 and 1606 if they are enrolled as full-time or three-quarter-time students, show financial need, and work-study positions are available. The student is entitled to minimum wage. The maximum number of hours a student may work will be based upon 25 times the number of weeks in the student's enrollment period (See more under VA Office).

Veterans and Veterans' Dependents – Hazlewood Act. Texas veterans who served in any war from the Spanish-American War up to and including the Cold War, which began after the Korean Conflict fall under this Act. The children of persons killed while in the armed forces during the previously mentioned period and orphans of members of the Texas National Guard and Texas Air National Guard killed since January 1, 1946, while on active duty either in the service of their state or the United States may be eligible. Students must meet all Texas residency requirements. Refer to the current course schedule for application procedures and deadlines.