



Operating Protocol & Procedure

Details:

Number: 304

Title: Services for Students

Category: Students

Office of Primary Responsibility: Office of the Vice President of Student Success

Approval Date: 3/30/15

Effective Date: 3/30/15

Revised: 5/8/17, 5/6/24

Reviewed: May 2024

Purpose:

To provide awareness of student services available to students at the College.

Applicability:

Students

Definitions:

Student - An individual is considered a student at PCC once he/she has enrolled in a credit or non-credit course.

References:

None

Attachments:

None

Operating Protocol:

Student Services are provided to students through the Division of Student Success and Academic Services. Services may vary by campus and offered under the following Departments:

Admissions & Records: Oversees and/or performs the centralized and backend processes related to or required for student registration, change of program, graduation, transcript generation and maintenance, transfer credit evaluation, grade maintenance, VA educational benefit processing, and international student reporting and provides technical assistance in all processes to PCC staff as needed. Manages the DegreeWorks degree audit suite and related Course Program of Study review and notification processes; submits SURDS, National Student Clearinghouse, FACTA, and College Opportunity Fund reports and facilitates SEVIS and DoD MOU

compliance; provides FERPA compliance and Banner operational training, technical support for Banner issues, and interpretation of System, State, and Federal policy.

Children First: Provides free information on licensed child care providers, Colorado Universal Preschool and resources in the community.

The Downtown Studio and Customer Solutions Center – The Downtown Studio staff provide one-on-one in-person enrollment services and staffs the Customer Solutions Center, which is PCC's phone-based help center where prospective and current students can ask and obtain answers and guidance for enrollment and Financial Aid questions.

Dean of Students: The Dean of Students supports the academic mission by addressing student conduct issues, promoting appropriate behaviors by students, and ensuring educational integrity. This position specifically exists to educate students on behavioral standards and to enforce those standards. This position provides leadership and oversight of the student conduct process and is responsible for education and adjudication activities including case management, documentation, and education related to student rights and responsibilities.

Disability Resources: Provides accommodations for equal access to students with disabilities at all campus locations. Students must register with the Disability Resources Center to access reasonable accommodations commensurate with the applicable disability. These accommodations include but are not limited to note taking, alternative text formats, and sign language interpreting.

Financial Aid & Scholarships: Administers a comprehensive program of need based and no-need based federal and state grants, loans, and scholarships.

Learning Center: Provides services that include tutoring, (both in-person and online), study space, access to campus technology (computers, laptop use, printing) and support, and campus information.

Library: Provides access to printed and online materials to students, faculty, and staff in the library and via websites. Library staff and resources support PCC's curriculum and promote information literacy. Research assistance is available in the library and virtually. The PCC Library is also a satellite branch of the Pueblo Public Library.

OPTICA: First Year Experience programming is offered through the Title V OPTICA grant. The OPTICA grant aims to support all first-year students with wrap-around, holistic, services to support students transition to college, emotional intelligence coaching, improve financial literacy, and increase career development readiness. OPTICA also provides HSI-specific professional development to implement culturally responsive practices and pedagogy.

The PCC Health Clinic: Pueblo Community College and Pueblo Community Health Center (PCHC) have partnered to provide health services to PCC students, staff, and community members. Health services include: sick/acute healthcare, physical/well exams, immunizations, minor injury treatment, health education, contraceptive counseling, medication management, referrals to specialists, tobacco cessation, and immunization record transcription for health students. The PCC Health Clinic also provides behavioral health

referrals for individual therapy, crisis services, coping skills, treatment for anxiety, depression, and substance abuse.

Recruitment – Provides services to all prospective students seeking to attend Pueblo Community College. Staff serve as a main point of contact for anyone interested in enrolling in classes at PCC. Recruitment oversees outbound communication services with prospective students, manages community outreach activities, and coordinates special events geared toward enrollment.

Student Center: A multi-use Student Center facility that includes a Bookstore, Recreation Center, Go!Zone Enrollment Center, Recruitment Center, Lounge area, Quiet Study, multi-use rooms including the Fortino Ballroom, and the Welcome Center which provides general information and student and staff photo identification cards.

Student Life: The Student Life Program at Pueblo Community College is focused on student success through active involvement in a variety of co-curricular programs including but not limited to Student Governance, Clubs and Organizations, and Student Activities.

Student Support and Outreach: Administers comprehensive services to include academic advising, to new, pre-health and continuing students, career and transfer services, and concurrent enrollment programs as well as basic skills advising, and placement scores interpretation. Success coaches work with students to serve as advocate instructors and faculty, connect students to resources such as agencies that assist with overcoming challenges and barriers, help maintain financial eligibility, support inside and outside of classroom, academic planning, navigating the college system and expectations and career and professional development.

Testing Center: Provides access to a comprehensive selection of testing services. Options vary by campus, but may include: placement testing for enrolling at PCC, GED, academic testing for college classes, credit by exam (CLEP and DSST), proctor services for tests required by other colleges, distance proctoring services for other institutions, high stakes/professional testing and certification exams (such as Pearson VUE).

Wellness & Recreation Center: The purpose of the Wellness & Recreation Center is to provide safe, welcoming, and accessible facility to pursue personal fitness goals of Pueblo campus students and members (community and employee members) regardless of individuals fitness or experience level.

Procedure:

None