

# STUDENT AND CAMPUS SERVICES

## A guide to where you can find answers to your questions!

The Student Affairs Division at Valencia College is designed to assist all Valencia students in achieving extraordinary learning results by better preparing students to start right and be successful. Student Affairs encourages the use of LifeMap and Atlas tools, as a means of success for all students. The order of the following descriptions can be used to direct you to the best resource.

**Information Station** – The Information Station is positioned in a central location on each campus. It is staffed by student leaders trained to provide general information to new and returning students. From here, prospective students and visitors to campus will be able to obtain directions to the offices on campus, learn how to apply for admission and financial aid online, information about the assessment process, and other general information.

**Answer Center** – The Answer Center is where all student service activities begin. This is the first stop for students to ask about the application process, discuss financial aid, inquire about orientation, and receive basic academic advising. A professional staff member, known as a Student Services Advisor, will meet with a student visiting the Answer Center to assist in the following areas:

- Admissions: Application, residency and deadlines
- Financial Aid: Award information, proper documentation and deadlines
- Transcripts: High school, college, AP, CLEP, DANTES and IB
- Graduation: Proper documentation, commencement information and deadlines
- Referrals: Referrals to other offices (as necessary)

**Advising Center** – In the Advising Center students receive specialized assistance with issues that are more involved or complex than those handled in the Answer Centers. A student visiting the Advising Center may meet with a Student Services Manager, a Student Services Advisor for Financial Aid, an Academic Advisor, a Counselor, or a Program Advisor specific to a Meta-Major. These staff members are the experts in their areas.

The Advising Center staff is trained to both assist and educate. The Advising/Counseling staff will assist you in achieving your career and education goals in a productive and efficient manner. This office provides developmental advising which includes life, career and education planning; interpretation of assessments; strategies to address academic and personal challenges; programs to encourage student success skills; information about graduation requirements and academic policies; correct course selection for student programs; preparation for university transfer; and assistance with financial aid. Students may also be referred to an Atlas Lab to learn how certain online tools can be used to plan their education path, prepare for a career and save selected work in an electronic format.

### Other Support Service Areas

**Academic Departments** – Academic Departments are where students are able to speak with Academic Deans, Career Program Advisors, and Program Advisors. Career Program Advisors offer valuable assistance to students enrolled in Associate in Science Degree, Associate in Applied Science Degree and technical certificate programs. They can help ensure that students are taking the right classes to complete their programs, explain graduation requirements and transfer options, and describe career opportunities for graduates. Program Advisors assist Associate in Arts students. Each Program Advisor is assigned specific Meta-Majors and have in-depth knowledge in that major.

**Learning Support Centers** – A variety of learning laboratories designed to assist students who need help in reading, writing and mathematics skills.

**Assessment** – The office where students take the PERT (Postsecondary Education Readiness Test), the LOEP (Levels of English Proficiency), the CLEP (College Level Examination Program), and the TEAS (Test of Essential Academic Skills).

**Atlas Lab** – The Atlas Access Lab is the resource for assistance with online tools and services. Through My LifeMap Tools, the staff assists with registration; online career and education planning; and accessing other student information such as financial aid, accounts, and degree audits.

**BayCare Student Assistance Services** – Students can access confidential, professional assistance to help resolve problems that affect their personal life and/or college performance. Besides being confidential, this voluntary program is designed for all students to seek help on their own. Credit students are able to use this service at no charge as the service is funded through the student activity fee.

**Business Office** – The office where questions related to student financial accounts are answered and payments are received.

**Career Center** – The office where a variety of services are available to assist students in making career decisions, setting career goals, and preparing for a job search.

**Enrollment Services** – Enrollment Services receives incoming calls, emails, and chats from prospective and current students with questions about program information, the application process, financial aid, orientation, records, transcripts, basic academic advising, and general college information.

**International Student Services (ISS)** – Students attending Valencia on an F or J Visa must meet with an International Student Coordinator after completing the admissions process. After a student is accepted to Valencia, the ISS staff offers assistance in creating a course schedule, making appropriate referrals, and addressing immigration-related topics.

**Internship and Workforce Services** – The office where students and employers connect for opportunities such as employment or an internship in a specific field.

**Office for Students with Disabilities** – Valencia is committed to ensuring that all of its programs and services are accessible to students with disabilities. The Office for Students with Disabilities (OSD) provides individual assistance to students with documented disabilities based upon the need and impact of a student's specific disability.

**Security** – The office in which parking decals and Student ID cards are issued. All emergencies (illness or injury) as well as any disturbance on

campus that could result in a serious injury should be reported to the Security Office. It is also the location of lost and found services.

**Student Development** – Student Development offers all students a variety of programs and services that connect students with each other and with Valencia. Students can learn more about SGA (Student Government Association), campus activities, clubs and organizations, student leadership programs (Wellness Ambassadors, Welcome Team, Campus Programming Board, Orientation Team, Financial Literacy Ambassadors, Atlas Lab Leaders), intramural sports, UFit program, and Valencia Volunteers (community service programs).

**Tutoring Services** – Tutoring services are available at no charge to students for academic courses in which they are currently enrolled. Tutoring Services matches students having difficulty in a course with tutors who demonstrate competence in the specific course. Valencia also provides access to Smarthinking online tutoring, free of charge. Smarthinking is accessible in the Courses tab of Atlas and offers support in a variety of subjects including: math, writing, science, business, computers and technology, nursing and allied health, study skills, and job search preparation. Students can connect on demand with an expert tutor for a drop-in session 24 hours a day, schedule an appointment in advance, submit writing for detailed review, or ask a question offline. Smarthinking is a great option for students who take classes solely online and rarely visit a campus, or for times when campus centers are at capacity or closed due to business hours.

**Veteran's Affairs** – The Veteran's Affairs Office is responsible for providing veterans and their eligible dependents assistance that will enable them to maximize their veteran's educational entitlement.

**Useful websites:**

[atlas.valenciacollege.edu](https://atlas.valenciacollege.edu) (<https://atlas.valenciacollege.edu>)

[valenciacollege.edu/futurestudents](https://valenciacollege.edu/futurestudents/) (<https://valenciacollege.edu/futurestudents/>)