



Mid-South

Community College

Support Services for Student Learning

Chapter 9

Academic Advising

New award-seeking students enrolled in College Survival Skills are assigned to their respective College Survival instructor for academic advising. Returning award-seeking students are assigned an advisor according to their declared program of study. Students should log in to Campus Cruiser to locate their assigned advisor. Students who do not declare a particular program of study can seek assistance in course planning from LSC staff or the Admissions Office.

Bookstore

Textbooks and other instructional supplies are provided through a contractual arrangement with Follett, Inc. Dates and hours of operation are posted outside the bookstore in the Reynolds Center.

Career Pathways

Mid-South Community College Career Pathways, which is funded by the Arkansas Transitional Employment Board, provides free career training and college classes to current and potential students who qualify. The program also provides assistance with child care and transportation costs and job referrals.

Basic Eligibility Requirements:

Qualified students must

- be a parent or legal guardian of a child under the age of 21 who lives in his/her home, AND
- receive Transitional Employment Assistance (TEA) now, or have received TEA in the past, OR
- receive SNAP benefits or Medicaid OR
- have an annual family income below 250% of federal poverty level (for a family of 4, the 2010 maximum income is \$55,125).
- complete a Federal Financial Aid Application

Career Pathways provides financial support for college courses, academic support, and the Governor's Career Readiness Certificate to develop on-the-job skills to help prepare students with the skills that local employers want. Students may begin by enrolling in a short-term Certificate of Proficiency to prepare for immediate employment, but most career pathways also include more advanced education from technical certificates through associate degrees to support job advancements.

Program advisors provide counseling to assist students in choosing classes, completing financial aid forms and registering for classes. The program also includes career preparation workshops to provide information on job search preparation, professionalism skills, resume preparation, interviewing skills, and workplace communication skills.

All services provided are designed to eliminate barriers to success and support personal and professional development.

MSCC offers a wide variety of career programs such as administrative office assistant, advanced manufacturing, certified nursing assistant, emergency medical technician, heavy truck maintenance technician, commercial truck driving, website design, welding, machining, renewable energy, and computer technology..

For more information, contact the Career Pathways office at (870) 733-6845.

Career Services

The MSCC Career Services Center, located inside the Sandra C. Goldsby Library, provides a variety of career development services to help MSCC students to identify and be competitive and accomplished in acquiring, and retaining meaningful employment and careers.

Services provided to students include the following:

- Access to part-time, full-time job opportunities
- Resume preparation
- Career planning counseling
- Career assessment using the Arkansas College and Career Planning System
- Career development workshops
- Interview preparation assistance
- On-campus recruitment visits
- Career fairs
- Job search strategies
- Business/dinner etiquette workshops
- Career Services website (accessible through the MSCC homepage)

Services provided to employers include the following:

- Emailing job openings to MSCC students and posting announcements on the Career Services My Communities page via Campus Cruiser
- Access to MSCC student resume book
- On-campus recruiting
- Annual Crittenden County Career Expo

Child Care

Contact information for local agencies may be obtained at the Learning Success Center.

Disability Accommodations

MSCC fully recognizes all provisions of the Americans with Disabilities Act of 1991 and Section 504 of the Rehabilitation Act of 1973 and prohibits discrimination based upon disabilities. No otherwise qualified disabled individual, solely by reason of such disability, is excluded from participation in, denied the benefits of, or is subjected to discrimination in, programs sponsored by MSCC.

Students must contact the Student Success Coordinator and complete a Disability Services Request form before any request for physical or academic accommodations or

auxiliary aids can be considered. Recent supporting documentation from a qualified professional which identifies the accommodations needed is required.

To ensure timely accommodations, students should contact the Student Success Coordinator at least two weeks prior to the start of classes for any semester for which accommodations are needed so that instructors and/or maintenance personnel are able to make the appropriate adjustments. Temporary accommodations may be provided at the discretion of the College once upon receipt of a completed disability services application when receipt of substantiating documentation is delayed for reasons beyond the student's control. .

Students receiving accommodations should reconfirm the need for their continuance for each subsequent semester of enrollment by completing and submitting an updated disability services application two weeks prior to the start of classes. The Disability Services/Student Success Coordinator's office is located in the Sandra C. Goldsby Library, and the phone number is (870) 733-6807.

Student and employee complaints related to the denial or neglect of disability accommodations should be addressed to the Executive Vice President, who is the College's compliance officer for Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. The Executive Vice President is located in Magruder Hall or may be reached by calling (870) 733-6050.

Prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act and Section 504 may be addressed through the College's internal grievance procedures outlined in the College Policies section.

Email Accounts for Students

Each student enrolled in credit classes is automatically issued an MSCC Campus Cruiser email account upon enrollment to facilitate communication with instructors and other students regarding academic issues and student activities. The College uses email to issue announcements regarding special events, emergency notifications, and safety issues, so it is important for students to check their email frequently. As a courtesy, email accounts are maintained for one year after students' last dates of attendance. Students or prior students who use college email accounts for personal business or for the dissemination of offensive or harassing materials are in violation of the MSCC Computer and Email Use Policy, and are subject to the College's disciplinary policy and/or legal procedures as appropriate.

Employment and Training Program

The Employment and Training Program is designed to help eligible Department of Human Services (DHS) food stamp clients become self sufficient. The program assists eligible clients by providing counseling and job search training to overcome employment barriers.

Services provided include:

- Employability Counseling & Assessment
- Job Placement Services

- Educational Development Referrals
 - ✓ GED
 - ✓ English as a Second Language
 - ✓ Literacy
 - ✓ Adult Basic Education
- Occupational Skills Training
- Career Readiness Certificate Referral

To be eligible, clients must be Department of Human Services Food Stamp recipients and be registered for the Requirement to Work.

For more information, please contact the Employment & Training Program Coordinator at (870)733-6756 or a DHS caseworker.

Recreation

MSCC offers a variety of recreational sports designed to promote student participation in campus life, as well as fostering teamwork and leadership development opportunities for MSCC students. Recreational sports currently offered include softball, volleyball, three-on-three basketball, and flag football, as well as several different types of events which are offered through the “Staff versus Student Series” every semester. Our teams participate in the West Memphis Parks and Recreation League, the Arkansas Delta Intramural League (ADIL), as well as many other local, regional and state associational events. Most activities are open to both men and women.

The student lounge area in the Reynolds Center is open daily and avails students to a host of entertainment options including video games, table tennis and various board games. Information about fees, schedules, eligibility, and competition rules is available from the Learning Success Center.

Learning Success Center

Located in the Reynolds Center, the Learning Success Center (LSC) serves as a one-stop location for student learning and information about support services. It provides a network of computers with applications and academic support software for student use with assistance provided by a supportive staff. The Center also offers students opportunities to work in groups or individually and to receive appropriate academic coaching. Students must present valid MSCC IDs for entry into the LSC.

Faculty members, professional and student peer academic coaches offer services in most academic areas. Supplemental instruction, via video tapes or computer resources is also provided for mathematics, English, accounting, science, and computer applications, as well as other courses.

The Learning Success Center also offers students the following services:

- Comprehensive computer lab
- Disability services
- Academic coaching

- Job placement and career guidance
- Admissions and transfer information
- Academic assistance to students on academic probation
- Assistance for students initiating the course drop and withdrawal process
- Minority Male Mentoring
- Other services to enhance student learning, including student life activities, intramural sports and student organizations.

Center hours are posted each semester. Academic coaching schedules are available in the Center, and special holiday hours are posted to notify students in advance of changes in the operational hours. Additional information is available from the help desk in the LSC or by calling (870) 733-6766.

New Student Orientation

At the beginning of each fall and spring semester, MSCC provides an orientation program for new students to acquaint them with College services, activities, regulations, and procedures. Orientation times are published in the schedule of classes for each semester.

Students attending Orientation have the opportunity to meet with academic advisors and register for classes.

Sandra C. Goldsby Library

The Sandra C. Goldsby Library is located in the Donald W. Reynolds Center on the South campus. The Library functions as a study and research center for the College. Currently, the Library houses a collection of more than 18,491 books, 2,000 videos & DVDs, and 714 audio CDs and cassettes (including books on tape and multimedia kits). The Library's collection includes a core collection of contemporary and classic novels for recreational reading, as well as Picture Books and Juvenile novels used by the education courses.

The Goldsby Library subscribes to 73 print periodicals, five daily newspapers, and eight Internet-based online databases, such as EBSCOhost and SIRS Knowledge Source which enable our students to search more than 16,000 indexed periodicals, newspapers, and government documents electronically, most of which provide full-text access. Additional online subscriptions to Gale's Discovering Collection, Grolier Online, and Britannica Online give our students access via the Internet to multiple sets of reference materials and links to more than 40,000 quality web sites considered to be academically appropriate to support students' research needs.

In addition to print and web-based resources, currently enrolled MSCC students have access to needed materials not currently owned by our library by placing a request through our Interlibrary Loan services. Internet and CD-ROM computer workstations are available, as well as a viewing room and private study carrels for viewing video tapes, listening to cassettes and CDs, or studying independently or with a small group of classmates. The Library has a coin-operated self-serve copy machine for Xeroxing class notes, making copies of presentation handouts, etc.

Assistance in locating and use of library materials is provided by the library staff. Telephone assistance in identifying authors or titles, and limited computer-related questions may be accessed by phoning (870) 733-6768. Normal operating hours, as well as special summer and holiday hours are posted on the windows beside the Library's entrance doors, on the Library portion of the MSCC homepage accessible through the Services and Activities link, and aired on the College's cable channel on a regular basis.

The MSCC Student I.D. Card serves as a Library Borrower's Card for students enrolled in credit courses and is required to check out materials from the college's library. With the purchase of a Community Patron card, MSCC non-credit and GED students, and citizens of Crittenden County may also use MSCC library resources. Students attending courses offered by other colleges on the MSCC campus do not have to pay for a patron card if they pay an MSCC technology fee as part of their enrollment with their home institution. Student identification cards are made and validated with the current semester's sticker as one of the final steps during the Registration process at the beginning of each semester. Community patron cards and re-makes of "Lost" student ID cards are available from the Business office in the Reynolds Center during their regular office hours.

Student Insurance

Optional accident insurance, provided by a state-approved agency, is available to students for a nominal fee during registration periods. The College does not carry liability insurance to cover accidents that may occur on campus or during college-sponsored events or activities which occur off-campus. For more information, contact the Learning Success Center

All students are strongly encouraged to take advantage of the insurance program. Allied health students are required to purchase accident and liability insurance for protection in clinical environments.

Student Organizations

MSCC enhances the academic experience by providing extracurricular activities that promote personal growth, citizenship, scholarship, and leadership. Students interested in joining a student organization or in forming a new organization may obtain information and guidelines from the Coordinator of Student Activities in the Learning Success Center.

Baptist Collegiate Ministry

MSCC is a state-supported institution and therefore nondenominational. The purposes of the BCM are to encourage student fellowship, to develop student leadership skills, to provide opportunities for the study of the Bible and practice of its teachings, to organize students for service and ministry projects, to assist students in communicating the meaning of their faith in significant ways, and to offer guidance as students face crises and critical choices in life. Membership is open.

Business Opportunity for Student Success (BOSS)

The BOSS Club is an open student organization dedicated to developing entrepreneurship at Mid-South Community College. The BOSS Club engages in various activities that help students become entrepreneurs, support existing student businesses, and expand opportunities for students at MSCC by networking with the private sector and government leaders.

Men Aspiring to Lead and Excel (MALE)

The MALE Club is a student organization dedicated to improving the retention and goal achievement of males through mentoring, inspiration and encouragement. The club meets bi-weekly as members engage in mentoring sessions, community service projects and cultural enrichment field trips designed to provide academic, personal and social support for the male participants.

National Technical Honor Society

The National Technical Honor Society honors the academic achievement of students in career and technical education. In order to be considered for membership, students must be enrolled in a technical program. Students must have at least a 3.5 grade point average in their technical coursework with at least a 3.0 grade point average overall.

Pep Club

The MSCC Pep Club is an open enrollment club designed for students to show school spirit for MSCC's athletics and related activities. The club's mission is to enhance school pride through engaging the student body in pep rallies, game attendance, and community service events designed to boost team loyalty and support for our Greyhound athletic team.

Phi Theta Kappa

Phi Theta Kappa is the national honor society for two-year colleges. In order to be considered for Phi Theta Kappa membership, students must have completed 12 hours of course work leading to an associate degree program (part-time students may be eligible) and have at least a 3.5 grade point average.

To remain in good standing, a member must maintain a 3.25 cumulative grade point average while at MSCC, including any transfer coursework.

Today Phi Theta Kappa is the largest honor society in American higher education with more than two million members and 1,200 chapters located in all 50 of the United States, U.S. territories, British Virgin Islands, Canada, Germany, Marshall Islands, Micronesia, United Arab Emirates and Palau.

Beta Epsilon Psi, the MSCC local chapter, was chartered in Spring 1997. New members are inducted each semester at MSCC.

SkillsUSA

SkillsUSA is a national organization serving more than a quarter million high school and college students and professional members who are enrolled in training programs in technical, skilled, and service occupations, including health occupations.

SkillsUSA prepares America's high performance workers, providing quality education experiences for students in leadership, teamwork, citizenship and character development. Participation builds and reinforces self-confidence, work attitudes and communications skills, emphasizing total quality at work, high ethical standards, superior work skills, life-long education and pride in the dignity of work. SkillsUSA also promotes understanding of the free enterprise system and involvement in community service activities.

SkillsUSA programs include local, state, and national competitions in which students demonstrate occupational and leadership skills. During the annual SkillsUSA Championships, thousands of high school and college students compete in 73 occupational and leadership skill

areas. SkillsUSA programs also help to establish industry standards for job skill training in the classroom.

Student Advisory Panel (SAP)

The Student Advisory Panel is an interest group designed for student leaders of student organizations and other students who are interested in “being an advocate” for Student Affairs. These leaders engage in brainstorming sessions that allow student-driven ideas and strategies to be the catalyst of strengthening existing programs and starting new programs that enhance the academic and social experience of MSCC students.

The Student Arkansas Education Association (SAEA)

The Student Arkansas Education Association, which is an outreach group of the Arkansas Education Association (AEA) and the National Education Association (NEA), is a professional organization for students who are preparing for a career in teaching. The purpose of SAEA is to assist in the academic, professional, and social development of future teachers. Each fall, the AEA Convention offers many workshops which range from innovative classroom management techniques to “Teacher to Teacher” sessions focusing on proven instructional methods.

The MSCC chapter of SAEA meets regularly and features leadership opportunities, presentations from experienced educators, and a wide range of student support services. In addition to the benefits provided by the local chapter, SAEA members are eligible to take advantage of the services provided by the AEA and the NEA. The AEA and NEA have developed a wide range of products and services including credit cards with travel rewards to auto, homeowners, long-term care and disability insurance; home financing; signature loans; and entertainment discounts.

Telephone Messages for Students

Emergency calls will be referred to the Learning Success Center where administrative staff members will evaluate the nature of the call and respond accordingly. Non-emergency calls will not be referred to students.

Testing Services

MSCC offers a number of national and institutional tests used to assess varying levels of academic preparation. These include the following:

- The Computerized Placement Assessment and Support System (COMPASS) for placement at college entry. For study guides and testing appointments, call the Admissions Office at (870) 733-6728
- The College Level Examination Program (CLEP) tests. Call the Admissions Office at (870) 633-6728 for testing appointments
- General Education Degree examinations associated with the Adult Education Program (Locator test and Test of Adult Basic Education [TABE] and General Education Development [GED—Practice test and full GED]). Call the Adult Education Department at (870) 733-6823 for more information
- Capstone assessment examinations such as WorkKeys assessment by ACT and major field examinations used to determine competencies for technical/occupational programs

- Makeup testing by instructor appointment
- Proctored exams for other colleges and universities.

TRIO Student Support Programs

Educational Opportunity Center

The goal of the federally-funded TRIO Educational Opportunity Center program is to provide free information and services to individuals seeking post-secondary education. The program provides three counselors who work in coordination with the faculty and staff at Mid-South Community College, as well as other area colleges and technical institutions, to connect potential students to the programs and services that best suit their educational needs.

EOC staff provide information on postsecondary educational opportunities and GED; information on student financial assistance (grants, scholarships, etc.); assistance in completing applications for college admissions and financial aid; assistance with placement test scheduling and preparation; academic counseling; career exploration; disability services referrals; study skills workshops; tutoring; mentoring; and any other type of support or assistance that will help a person overcome his or her personal obstacles to higher education.

To be eligible for EOC assistance, an individual must be at least 19 years of age and a resident of either Crittenden, Cross, Lee, Monroe, St. Francis, Phillips, or Woodruff Counties. In addition, the individual must have never attended a post-secondary institution OR must have been out long enough to require re-admission. Priority is given to low-income and first-generation college students.

Those interested in more information or application materials should visit the EOC offices located in the Learning Success Center in the Donald W. Reynolds Center on MSCC's South Campus.

Student Support Services

The goal of the federally-funded TRIO Student Support Services program is to increase the college retention and graduation rates of eligible participants and to facilitate participants' transition from one level of higher education to the next. The program provides four counselors who help connect students with the services they need for academic success, cultural development, and goal achievement.

Special emphasis is given to the development of basic study skills, financial literacy, tutoring, mentoring, academic counseling, and career development. Participants are also eligible for special trips, access to computer laptops for overnight checkout, additional financial aid, and other benefits if they fulfill expectations of the program. Many students qualify for the program, which can accept up to 175 participants per year. To be accepted into the program, students must come from families where neither parent has earned a baccalaureate degree, meet specified income guidelines and may have a disability.

Those interested should visit the Learning Success Center for more information and application materials.

Workforce Services

Arkansas Workforce Center

North Campus Building, Mid-South Community College

Area programs that are focused on workforce development and employment are located together with similar MSCC programs in the North Campus building to provide the resources and synergy to better serve both job seekers and employers. The immediate access to the education and training opportunities on the MSCC campus by clients also facilitates development of the skills and abilities individuals need to enter or move up in the workforce.

Programs/Organizations that are part of the Workforce Center at MSCC include the following:

- Adult Education*—GED/ABE/ESL
- Literacy*
- Employment & Training*—DHS Food Stamp Clients
- Career Pathways*— Parents of Children under the Age of 21
- Workforce Investment Act—Adult Programs
- Workforce Investment Act—Youth Programs
- Workforce Investment Act—Dislocated Worker Program
- Arkansas Rehabilitation Services—Vocational Rehabilitation Services for Persons with a Disability
- Department of Workforce Services—Employment Services
- Department of Workforce Services —Unemployment Insurance
- Department of Workforce Services —Veterans Assistance
- Department of Workforce Services —Transitional Employment Assistance (TEA) Unit
- Additional visiting Center partner(s)

*Grant funded programs currently at MSCC.

Services provided through the Workforce Center include the following:

Job Search

- Employment Listings
- Job Fairs
- Job Research Tools
- Assisted Job Search
- Internet Access for Job Search
- Resume Preparation Assistance
- Career Assessment

Information Services

- Eligibility Determination
- Filing for Unemployment Insurance
- Labor Market Information
- Local Training Provider Listings
- Resource Library

Business Services

- Job Fairs
- Job Matching
- Job Posting
- Job Listing
- Labor Market Information
- Employer Tax Credit Information
- Information on Job Training Programs

Support Services

- Childcare Assistance
- Counseling Services
- Food Stamp Application
- Housing Assistance Application
- Information on Financial Aid
- Medicare/Medicaid Application
- Referral Services
- TEA Application
- Transportation Assistance
- Tuition Assistance Information
- Veteran Services
- Rehabilitation Services

Youth Services

- Adult Mentoring
- Counseling
- Secondary School / GED Support
- Occupational Skills Training
- Summer Employment
- Work Experience
- Tutoring, Study Skills Training, Dropout Prevention
- Job Corps

Training Services

- Employability Skills Training
- Occupational Skills Training
- On-the-Job Training
- Personal Development Seminars
- Work Experience
- Mature Worker's Program

The Arkansas Workforce Center is located in the North Campus building at Mid-South Community College – 2003 W. Broadway, West Memphis, Arkansas, 72301. Call (870) 735-6730 for additional information.