

# STUDENT SUPPORT SERVICES

Delaware County Community College is committed to helping students achieve success in their college experience and provides resources, support and services to students as they pursue their educational objectives. Our goal is to educate students to take responsibility for their education and their lives with programs and services designed to teach self-sufficiency and make students active participants in their educational planning.

## Act 101

**Marple** - 610-359-5388

Academic Building, Room 2170

[www.dccc.edu/act101](http://www.dccc.edu/act101) (<http://www.dccc.edu/act101/>)

Funded through the Pennsylvania Higher Education Assistance Agency (PHEAA), Act 101 supports academic readiness and provides financial assistance for eligible PA residents. During the summer, the Program offers an intensive seven-week program that includes free transitional courses and helps make the start of college life a smooth and meaningful experience. During fall and spring semesters, the Program offers professional counseling, tutoring in subjects such as reading, writing, and mathematics, and study skills workshops for program participants.

## Admissions Office

**Marple** - 610-359-5050

Founders Hall, Room 3500

[www.dccc.edu/admissions-and-financial-aid/admissions/](http://www.dccc.edu/admissions-and-financial-aid/admissions/) (<https://www.dccc.edu/admissions-and-financial-aid/admissions/>)

Delaware County Community College is committed to providing an equal educational opportunity to all who can benefit. This open-door policy allows the College to admit any high school graduate or person who has passed the GED (high school equivalency) exam. Incoming students meet with advisors and counselors for advice on the courses they select. Early applicants have the best chance to enroll in courses that fit their academic plans and schedules.

To learn more, visit the Admissions Procedures (<https://catalog.dccc.edu/admission-procedures/>) page or the DCCC Admissions (<https://www.dccc.edu/admissions-and-financial-aid/admissions/>) web page.

## Alumni Association

DCCC's Alumni Association benefits include employment services, a LinkedIn alumni group, and volunteer opportunities, among other resources. DCCC alumni involvement is crucial in helping the College continue its mission of providing exceptional education and empowering the next generation.

Learn about how you can stay connected and make a difference at the Alumni and Giving (<https://www.dccc.edu/alumni-giving/>) web page.

## Assessment Services

**Marple** - 610-359-5322

Academic Building, Room 4260

[www.dccc.edu/admissions-and-financial-aid/admissions/assessment-services/](http://www.dccc.edu/admissions-and-financial-aid/admissions/assessment-services/) (<https://www.dccc.edu/admissions-and-financial-aid/admissions/assessment-services/>)

Assessment Services, located in room 4260 at the Marple Campus, helps ensure students achieve maximum potential at DCCC. Services

include testing, transfer of credit into the College, credit for prior learning, academic advisement, and other services that support a student's progress toward their academic goals.

To learn more, visit the College's Assessment Services (<https://www.dccc.edu/admissions-and-financial-aid/admissions/assessment-services/>) web page.

## Campus Store

**Marple** - 610-359-5180

Founders Hall, Room 2541

[www.dccc.edu/campus-life-and-athletics/campus-life/campus-store/](http://www.dccc.edu/campus-life-and-athletics/campus-life/campus-store/) (<https://www.dccc.edu/campus-life-and-athletics/campus-life/campus-store/>)

Provides convenient access to a wide selection of school supplies, trade books, technology, fan gear and textbook options. Provides used and rental textbooks as well as year-round buyback and price match programs.

To learn more, visit the store in Founders Hall or visit the Bookstore (<https://www.bkstr.com/delawareccmaplestore/home/>) web page.

## Career Coach

The College partners with Lightcast to provide Career Coach, an easy-to-use online career exploration and information system where students can explore careers and academic programs and build résumés.

To learn more, visit the DCCC Career Coach (<https://dccc.lightcastcc.com/?radius=&region=Philadelphia%20Metropolitan%20Area>) web page.

## Disability Services

**Marple Campus** - 610-325-2748

Academic Building, 1335

Fax: 610-723-2002

Email: [accommodations@dccc.edu](mailto:accommodations@dccc.edu) ([Accommodations@dccc.edu](mailto:Accommodations@dccc.edu))

**Branch Campuses** - 610-359-5229

Downingtown, Room 230

Upper Darby, Room 120

Southeast Center

Pennock's Bridge, DCCC Admin Offices

The Office of Disability Services (<https://www.dccc.edu/student-services/support-services/students-disabilities/>) (ODS) is committed to providing students with disabilities reasonable accommodations and the necessary supports to reach their educational goals. The Office works closely with students and faculty to foster success.

Students with disabilities seeking accommodations must provide current and comprehensive documentation in a timely manner. Students are required to meet with Disability Services in order to determine reasonable accommodations. Students are responsible for providing their accommodation letter to their professors at the beginning of each semester. Accommodations are not granted retroactively.

For more information about eligibility and documentation requirements, please contact the Office of Disability Services at 610-325-2748 or [accommodations@dccc.edu](mailto:accommodations@dccc.edu) ([Accommodations@dccc.edu](mailto:Accommodations@dccc.edu)) or submit a Student Accommodations Inquiry (<https://forms.office.com/r/8hzSVk6deA/>).

## Diversity

With our core focus on equity, Delaware County Community College is committed to fostering a climate that promotes diversity, equity, inclusion, belonging, and access. Within our programs, activities, support services and campus locations across Delaware and Chester counties, we value building a culture wherein everyone feels that they are valued and belong.

Our aim is to ensure that all voices at the College are included and uplifted at every level, and that our policies and practices remove systemic barriers to accessibility and success. We encourage all members of our community to develop and contribute to our decisions, work, and dialogue in support of social justice and equitable change.

To learn more, visit the Diversity at the College (<https://www.dccc.edu/about-dccc/diversity/>) web page.

### Office of Diversity, Equity & Inclusion

**Marple** - 610-359-5388

Founders Hall, Executive Suite

[www.dccc.edu/about-dccc/diversity/office-of-diversity-equity-inclusion/](http://www.dccc.edu/about-dccc/diversity/office-of-diversity-equity-inclusion/) (<https://www.dccc.edu/about-dccc/diversity/office-of-diversity-equity-inclusion/>)

The Office of Diversity, Equity and Inclusion (DEI) is a collaborative resource for students, faculty and staff that fosters exploration and understanding of diversity of all kinds. Support services and resources include Title IX policy administration, Dialogues for Diversity Programming, and Safe Space and DEI education and training by request, among others.

To learn more, visit the Office of Diversity, Equity & Inclusion (<https://www.dccc.edu/about-dccc/diversity/office-of-diversity-equity-inclusion/>) web page.

### Policy 7.5 Diversity, Equity & Inclusion

The policy on Diversity, Equity & Inclusion details the College's position, strategies, and practices, and confirms its commitment to a college-wide environment of collegiality, inclusiveness, respect, and cultural competence.

To learn more, visit the Policy 7.5 Diversity, Equity & Inclusion ([https://catalog.dccc.edu/policies-procedures/personnel-management/7\\_5/](https://catalog.dccc.edu/policies-procedures/personnel-management/7_5/)) page.

## Essential Student Resource Center

**Marple** - 610-359-5388

Academic Building, Room 2185

[www.dccc.edu/act101](http://www.dccc.edu/act101) (<http://www.dccc.edu/act101/>)

The mission of the Student Resource Center is to provide outreach, advocacy, and holistic support to meet the unmet needs of Delaware County Community College students. Services include a pantry and textbook loan and technical support programs.

To learn more, visit the Essential Student Resource (<https://www.dccc.edu/student-support-services/student-resource-center/>) web page.

## Financial Aid Office

**Marple** - 610-359

Founders Hall, Room 3500

[www.dccc.edu/admissions-and-financial-aid/financial-aid/](http://www.dccc.edu/admissions-and-financial-aid/financial-aid/) (<https://www.dccc.edu/admissions-and-financial-aid/financial-aid/>)

Delaware County Community College believes that tuition to attend our College should be affordable, with clear pricing structures and easy-to-understand tuition, fees, and policies.

The Student Accounts office handles tuition, fees, and related policies, and can answer questions related to billing and payments, bookstore credits, third party billing, and refunds. The Student Accounts team is available at all Enrollment Central campus locations.

Information on tuition, fees, billing, payment, financial holds, collections, sanctions, credit, and refunds are available on the Tuition and Fees (<https://catalog.dccc.edu/financial-information/tuition-fees/>) page.

To learn more, 11.1 Tuition and Fees ([https://catalog.dccc.edu/student-handbook/student-support-services/policies-procedures/enrollment-services/11\\_1/](https://catalog.dccc.edu/student-handbook/student-support-services/policies-procedures/enrollment-services/11_1/)) policy page and the Financial Aid (<https://www.dccc.edu/admissions-and-financial-aid/financial-aid/>) web page.

## International Student Services

Delaware County Community College serves more than 400 international students from over 50 countries. The College issues the U.S. Department of Homeland Security Form I-20 to qualified individuals who wish to obtain F-1 visa status for full-time study. The College also welcomes students on other visas.

The Intercultural Friendship Program matches interested incoming international students with current students for semester-length one-to-one friendship opportunities.

To learn more and to view success stories, visit the Current International Students (<https://www.dccc.edu/current-international-students/>) web page.

## KEYS Program

**Marple** - 610-359-5231

Academic Building, Room 2170

[www.dccc.edu/student-support-services/keys/](http://www.dccc.edu/student-support-services/keys/) (<https://www.dccc.edu/student-support-services/keys/>)

The KEYS Program is a state-sponsored program whose purpose is to provide special supports to students enrolled at Delaware County Community College who receive TANF and/or SNAP benefits. The program seeks to assist students in achieving their academic and career goals through mentoring, workshops, career guidance, tutoring, and referrals to college and community resources.

KEYS also assists the student with obtaining special allowances from the County Assistance Office for books, transportation, child care, and car repair and purchase. KEYS may be able to assist students in acquiring these items through other resources.

The program is open to all pre-60 month TANF and SNAP recipients who are currently enrolled or plan to attend the College. The student must be in, or plan to enroll in, a career-specific certificate or associate degree program or be enrolled in a GED program. Programs may be credit or non-credit.

## Learning Commons

**Marple** - 610-359-5149

Academic Building, Room 4500

[learningcommons.dccc.edu/](https://learningcommons.dccc.edu/) (<https://learningcommons.dccc.edu/>)

Learning Commons are student-centered environments offering academic support services, quiet and collaborative study spaces and varied assistive technologies. Supplemental workshops are offered each semester to provide support in study skills, technology and research.

## The Learning Commons at Marple Campus

The Learning Commons on the fourth floor of Founders Hall at the Marple Campus serves as a center for students, faculty and staff in a dynamic space that supports the College's commitment to student success. This vibrant facility offers a student-centered environment that provides access to many academic resources and encourages opportunities for collaborative learning.

Academic support services found in the Learning Commons include Library Services and Tutoring and Writing Support. The Learning Commons also offers a wide variety of technology including portable and assistive technologies. Students can also use quiet and collaborative study spaces with whiteboards and computer display screens. Active students may access services on a walk-in basis or by appointment.

To learn more or to schedule support services, visit the Learning Commons (<https://dcccuaat.dccc.edu/student-services/learning-commons/about-learning-commons/>) web page.

## Learning Commons at Branch Locations

All Learning Commons locations provide information, educational support services, and technology resources for students, faculty and staff.

For a list of locations, hours, and available services, visit the Learning Commons Locations (<https://learningcommons.dccc.edu/about-us/lc-locations/>) web page.

## Library Services at the Learning Commons

Library services provide access to sources necessary for students to complete course assignments. In addition to our physical print collection, students and faculty have access to approximately 85 databases which include newspapers, magazines, scholarly journals, books, streaming videos, and more. These electronic resources can be accessed both on and off campus.

Librarians are available in-person and virtually to assist students with their academic research and to provide information literacy instruction through classes and workshops.

To learn more, visit the Learning Commons (<https://dcccuaat.dccc.edu/student-services/learning-commons/about-learning-commons/>) web page.

## Office of First-Generation Student Success

**Marple** - 610-359-5340

Academic Building, Room 2170

[www.dccc.edu/admissions-and-financial-aid/admissions/first-generation-student-success/](https://www.dccc.edu/admissions-and-financial-aid/admissions/first-generation-student-success/) (<https://www.dccc.edu/admissions-and-financial-aid/admissions/first-generation-student-success/>)

The Office of First-Generation Student Success provides services to students whose parents or guardians have not completed a four-year college (Bachelor's) degree, including help in navigating campus

resources and developing skills to increase academic success and graduation.

To learn more, visit the Office of First-Generation Student Success (<https://www.dccc.edu/admissions-and-financial-aid/admissions/first-generation-student-success/>) web page.

## Office of Information Technology

**Marple** - 610-359-5211

Academic Building, Room 4279

**Need Help?** Submit a support request at [support.dccc.edu](https://support.dccc.edu) or call/text 610-359-5211

[www.dccc.edu/oit](https://www.dccc.edu/oit) (<https://www.dccc.edu/about-dccc/office-of-information-technology/>)

The mission of the Office of Information Technology (OIT) is to provide technical innovation and quality support for computer, network, and telecommunication services for the College community. The department works closely with other technology support areas such as Faculty Technology Services, Online Learning, and the Learning Commons. OIT works with various groups to identify specific requests from faculty, students, and staff, and in cooperation with Plant Operations on any construction and equipment relocation projects including set-up for use once completed. OIT also manages ongoing infrastructure upgrades to keep us up-to-date with the latest technology in computers and software, audio/visual equipment, networking, telephony, and specialized equipment.

To learn more and for links to support and resources, visit the Office of Information Technology (<https://www.dccc.edu/about-dccc/office-of-information-technology/>) web page.

## Photo ID Cards

As part of enrollment, students must obtain a photo identification card at Enrollment Central on the Marple Campus in Founders Hall and Southeast Center. At the Learning Commons at other centers. Current photo identification and a current course schedule are required.

## Safety and Security

**Marple** - 610-359-5111

Stem Building, Security Desk

[www.dccc.edu/about-dccc/safety-security/](https://www.dccc.edu/about-dccc/safety-security/) (<https://www.dccc.edu/about-dccc/safety-security/>)

Delaware County Community College is committed to providing a safe, secure campus for our students, faculty, and community. Safety is maintained through the promotion of basic respect for individual rights and personal property at all campuses. The Department of Safety and Security manages the College's systems and processes including active shooter response resources, on-campus crime reports, access to facilities, safety training, and crime statistics preparation, among others.

To learn more and for links to reports and forms, visit the Safety & Security (<https://www.dccc.edu/about-dccc/safety-security/>) web page.

## Emergency Notification Systems

In the event there is a threat to life or property at Delaware County Community College, the College's primary responsibility is to ensure the safety and security of the entire College community. Once the College recognizes that there is a threat to life or property, the College will notify the College community by instituting its Emergency Notification System. All College Campuses and Centers will follow the same emergency procedures regardless of if the

emergency is at another Campus or Center. Notifications will include which sites are affected.

## Procedures Involving Injury or Illness

When an injury or illness occurs on any campus or center, Safety and Security is to be contacted immediately. Security Officers are certified in CPR and AED (automated external defibrillators). All faculty, staff, students, and visitors are authorized to call 911 in the event of a medical emergency. Phones are located around the buildings. If you are calling from a College phone, you must first dial a 9 to get an outside line (9-911).

### Campus Safety & Security Phone Numbers:

Marple Campus 610-359-5111  
Southeast Center 610-957-5733  
Downingtown Center 484-237-6222  
Pennocks Bridge Center 610-869-5100  
Upper Darby Center 610-723-1241

To learn more and for links to reports and forms, visit the Safety & Security (<https://www.dccc.edu/about-dccc/safety-security/>) web page.

## Student Employment Services / Co-op Center

**Marple** - 610-359-5304

Academic Building, Room 1305

<https://www.dccc.edu/student-support-services/student-employment-services/>

DCCC's Student Employment Services & Co-op Center offers job search services for students and alumni and manages the co-op, internship, and work-study programs as well as reference files and the online job board. The Center also connect students with companies through career fairs, recruiter visits, and employer panels held on campus.

To learn more, visit the Student Employment Services (<https://www.dccc.edu/student-support-services/student-employment-services/>) web page.

## Student Right-To-Know Information

The Student Right to Know and Campus Security Act, enacted by the U.S. Congress in 1990 (Act 20 U.S.C. 1092), requires each institution of higher education to prepare, publish, and distribute to all students and employees an annual security report by October 1 of each year. This report contains statements of College policies and procedures regarding campus security measures, information on where to obtain information on registered sex offenders who may be enrolled in or employed by the college, and student outcome data.

To learn more and view reports, visit the Right to Know (<https://www.dccc.edu/about-dccc/right-to-know/>) web page.

## Testing Center

**Marple** - 610-325-2776

Academic Building, 4260

[www.dccc.edu/testing-center](http://www.dccc.edu/testing-center)

The Delaware County Community College Testing Center provides testing services for current DCCC students as well as students from other colleges. Tests administered include:

- College placement tests\*,
- College Level Examination Program (CLEP) (<https://www.collegeboard.org/>) testing,

- Testing for Allied Health and Nursing (<https://www.dccc.edu/academics/academic-divisions/allied-health-nursing/>) majors,
- Testing for Pearson-Vue clients including
  - The GED (<https://www.education.pa.gov/Postsecondary-Adult/GED%20and%20Commonwealth%20Secondary%20School%20Diploma/Pages/GEDTest.aspx>)<sup>®</sup> Test
  - Pennsylvania Educator Certification Test (PECT) (<https://www.pa.nesinc.com/Home.aspx>), and
  - Pre-service Academic Performance Assessment (PAPA) ([https://www.pa.nesinc.com/GetInfo.aspx?f=PA001\\_TestPage.html](https://www.pa.nesinc.com/GetInfo.aspx?f=PA001_TestPage.html)), and
  - Praxis (<https://praxis.ets.org/test-taker/register-process.html>) exams for teacher certification.

\*In-person Placement testing is offered at Branch Locations on certain days and hours of the week. You can schedule an appointment at one of our branch locations by calling 610-325-2776.

## Tutoring

When classes are in session, tutors are available to provide students with in-person and online course-specific tutoring, writing support, and academic support. Enrolled students are encouraged to schedule an appointment (<https://learningcommons.dccc.edu/tutoring-and-writing/how-to-schedule-tutor/>), attend a drop-in session, or work with a tutor through Brainfuse (<https://learningcommons.dccc.edu/tutoring-and-writing/brainfuse/>), our 24/7 online tutoring service.

To learn more about tutoring, including schedules, visit the [learningcommons.dccc.edu/tutoring-and-writing/overview](https://learningcommons.dccc.edu/tutoring-and-writing/overview) (<https://learningcommons.dccc.edu/tutoring-and-writing/overview/>) page.

## Veteran's Services

**Marple** - 610-359-4357

Nazz Mariani Veterans Center

Founders Hall, Room 2570

[www.dccc.edu/veteran-and-military-services/](http://www.dccc.edu/veteran-and-military-services/) (<https://www.dccc.edu/veteran-and-military-services/>)

Delaware County Community College offers veterans in our community opportunities to start on a degree, earn a professional certificate, or train for a high-paying career. The College's Nazz Mariani Veterans Center, named in honor of World War II Army veteran Nazz Mariani, is equipped with study spaces with computers, a coffee station, and other amenities. Pennsylvania Army and Air National Guard and Department of Veterans Affairs (VA) education benefits can be used at the College, and veterans receive preferential registration ahead of other students of like standing. To see the dates for upcoming sessions, go to [www.dccc.edu/register](http://www.dccc.edu/register) (<https://www.dccc.edu/register/>) .

To learn more, visit the Veteran and Military Services (<https://www.dccc.edu/veteran-and-military-services/>) web page.

## Workforce Entry Center

**Marple** - 610-723-1220

Academic Building, Room 1300

[www.dccc.edu/continuing-education/professional-development/workforce-entry-center/](http://www.dccc.edu/continuing-education/professional-development/workforce-entry-center/) (<https://catalog.dccc.edu/student-handbook/student-support-services/www.dccc.edu/continuing-education/professional-development/workforce-entry-center/>)

The Workforce Entry Center is a gateway to comprehensive and quality-driven career and employment resources available to students, educators, employers, and the public within the communities surrounding the

College. This unique facility serves as a primary source of information and resources related to education and training, employment, and careers – all aimed at strengthening and supporting not just the DCCC community, but also the economic development of the entire Delaware Valley region.

To learn more, visit the Workforce Entry Center (<https://www.dccc.edu/continuing-education/professional-development/workforce-entry-center/>) web page.