

STUDENT SUCCESS

Delaware County Community College is committed to helping students achieve success in their college experience. The Student Success areas provide resources, support and services to students as they pursue their educational objectives. It is our goal to educate students to take responsibility for their education and their lives. Our programs and services are designed to teach self-sufficiency and make students active participants in their educational planning. The Student Success areas continue to align their support services, programs and activities to provide the resources and activities in and out of class to foster student engagement.

Office of Student Success and First Year Experiences

Marple - 610-359-5340

Academic Building, Room 2170

Branch Campuses, Reception

firstyearexp@dccc.edu

www.dccc.edu/student-services/new-students/first-year-experience

The Office of Student Success and First Year Experiences offers programs, services and resources designed to help ensure a successful transition for new students while also improving student retention and completion rates. In order to fulfill these objectives, the office actively supports students and collaborates with faculty, administrators, support staff and alumni to help students enjoy success both inside and outside of the classroom. As a result of these efforts, the office fosters the educational, career, financial, leadership and personal development of students throughout their collegiate experience.

Career and Counseling Services

Marple - 610-359-5324

Academic Building, Room 1325

Downingtown - 484-237-6210

Exton - 610-450-6510

Southeast Center - 484-237-6400

Pennocks Bridge - 610-869-5100

Upper Darby - 610-723-1250

www.dccc.edu/student-services/support-services/counseling-services

The College maintains a comprehensive Career and Counseling Center. Services available to students include:

- Academic advising
- Transfer advising
- Short-term personal and career counseling
- Career information seminars
- A library of career and educational resources

Counseling is offered for educational, career and personal development. Counselors can also assist with academic problems, selection of an academic major and personal concerns that may interfere with academic progress. Counseling is a walk-in service for students and an appointment is not always necessary.

Disability Services

Marple - 610-325-2748

Academic Building, 1335

Branch Campuses - 484-237-6251

www.dccc.edu/student-services/support-services/students-disabilities

Delaware County Community College welcomes all qualified students with disabilities. 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.

Assessment Services

Marple - 610-359-5322

Academic Building, 4260

www.dccc.edu/assessment-services

Placement Testing - 610-325-2776

testingcenter@dccc.edu

Transfer Credit

assess@dccc.edu

Assessment Services provides testing services, academic advisement, transfer of credit into the College, credit for prior learning, advisor assignment and other services that support students' progress toward their academic goals.

Testing Center

Marple - 610-325-2776

Academic Building, 4260

www.dccc.edu/testing-center

Testing services include the College's Placement Tests for native speakers and English as a Second Language, College Level Examination Program (CLEP), American College Testing (ACT), testing for Allied Health majors, testing for Pearson-Vue clients, to include the GED exam and the PECT and PAPA exam for teacher certification. The Testing Center offers the Praxis exams for teacher certification. Testing services are provided for current students as well as students from other colleges.

Act 101 Program

Marple - 610-359-5388

Academic Building, Room 2170

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

Act 101 is a state-funded program for educationally underprepared and economically disadvantaged Pennsylvania residents. During the summer, Act 101 offers an intensive seven-week program of free transitional courses that help to make the start of college life a smooth and meaningful experience. During fall and spring semesters, the program offers professional counseling, tutoring (in reading, writing, mathematics and other subjects) and study skills workshops for program participants to promote student success.

Campus Life

Marple - 610-359-5341

Academic Building, Room 1180

www.dccc.edu/campus-life (<http://www.dccc.edu/campus-life/>)

Exton Center - 610-450-6500

Downingtown - 484-237-6264

The Campus Life office promotes community and student development by supporting an activities program that enriches the overall collegiate experience of students. Through the collaborative efforts of students, faculty and staff we offer opportunities to engage students in programs that complement classroom experiences and provide opportunities for social interaction and the development of skills outside the classroom. The College supports a variety of clubs and organizations, as well as co-curricular and cosponsored cultural programs, student leadership programs, community service programs, multicultural awareness programs and other student development and engagement programs. The Campus Life office also coordinates the activities of the Student Government Association, literary magazine and theatre. Many opportunities are available for social interaction, intellectual and emotional growth and the development of leadership and career-related skills through social, cultural and recreational activities and community service projects.

The Campus Life office is located in the Student Center (Room 1180) on the Marple Campus. The Student Center includes an open student lounge and provides office space for clubs and organizations.

Wellness Center

Marple - 610-359-5140
Academic Building, 1181
wellness@dccc.edu
www.dccc.edu/wellness-center (<http://www.dccc.edu/wellness-center/>)

The Wellness Center offers a wide variety of services to students at the College. Informational wellness events and activities are offered on all campuses throughout the academic year. The Directions: Wellness Student Workshop Series includes a broad range of topics that are pertinent to college students and one-on-one education is also available with the Wellness Coordinator. The Wellness Center also maintains relationships with community organizations and can make referrals based on students' needs.

Intercollegiate Athletics

Marple - 610-359-5047
Academic Building, 1182
athleticsdept@dccc.edu

The College offers opportunities for full-time students to participate in athletic competition at the intercollegiate level. Students may compete in any of our seven intercollegiate sports teams. This competitive program allows student-athletes to develop skills and team spirit and encourages them to achieve their highest potential. The College is a member of the Eastern Pennsylvania Athletic Conference in Region XIX of the National Junior College Athletic Association (NJCAA). Students interested in participating in any sport should contact the Director of Wellness, Athletics and Recreation. The College offers the following sports: Men's Baseball, Men's Soccer, Women's Cross Country, Men and Women's Basketball, Women's Track and Field and coed Golf.

Intramural/Recreational Sports and Wellness

The intramural/recreation sports program provides opportunities for students to participate in informal recreational activities and sports competition. Our fitness center and aerobic studio, located in the STEM Center on the Marple Campus, is open to faculty, staff and students with

a current College ID. The center features free weights, circuit machines, treadmills, ellipticals and more. Aerobic classes are offered throughout the week.

Breathe Easy**TOBACCO-FREE CAMPUS**

Delaware County Community College has joined numerous other colleges in the region and beyond in an effort to promote health and wellness by going tobacco-free. The policy prohibits the use of any tobacco product (cigarettes, cigars, pipes, snuff, chewing tobacco, etc.), on College owned or leased property. It is intended to eliminate exposure to secondhand smoke and provide an environment supportive of tobacco-free lifestyles. More information and resources are available at: www.dccc.edu/tobacco-free (<http://www.dccc.edu/tobacco-free/>)

Veterans Services**The Nazz Mariani Veterans Center**

The College's Nazz Mariani Veterans Center, named in honor of World War II Army veteran Nazz Mariani, is located in room 2570 of Founders Hall. The Center is equipped with computers, satellite cable and a coffee maker among other amenities for student-veterans and serves as a space for studying, socializing and veterans-focused programming. The Center is open from 8:30 a.m. to 8 p.m. Monday through Thursday and 8:30 a.m. to 4 p.m. on Fridays (except on Fridays during the summer when the College is closed).

Veterans Benefits**Pennsylvania National Guard benefits**

Benefits through the Pennsylvania Army and Air National Guard can be used at Delaware County Community College. These benefits will cover the full cost of tuition at the College for those who are eligible but excludes the cost of fees. For more information, visit www.paguard.com (<http://www.paguard.com>) or contact 717-861-8626.

Federal benefits

Benefits through the Department of Veterans Affairs (VA) can be used at Delaware County Community College. Veterans, along with the spouses and dependents of veterans who have died or have a service-related disability, may be eligible for benefits. Students may inquire about their eligibility by calling the VA at 888-442-4551 or by visiting www.gibill.va.gov (<http://www.gibill.va.gov>).

Students using military education benefits are required to complete a Veterans Benefit Certification Request (green sheet) each term after they register for classes at the College. If you are a student using military education benefits for the first time at the College, however, you will need to complete the following tasks:

- Complete and submit a Veterans Benefit Certification Request form (green sheet), which can be found at the front desk in suite 3500, at Enrollment Central in Founders Hall, or online at <https://www.dccc.edu/student-services/support-services/veterans-services> (<https://www.dccc.edu/student-services/support-services/veterans-services/>). Apply for VA benefits at www.vets.gov (<http://www.vets.gov>) unless you are using Veterans Vocational Rehabilitation (VVR) benefits (students can apply for VVR at www.ebenefits.va.gov (<http://www.ebenefits.va.gov>)). A certificate of eligibility from the VA or proof that they requested one unless you are using VVR benefits (can be retrieved online at www.ebenefits.va.gov (<http://www.ebenefits.va.gov>)).

- These documents can be submitted online at dccc.edu/student-services/support-services/veterans-services (<http://www.dccc.edu/student-services/support-services/veterans-services/>), via physical mail to the
Admissions Office
901 S. Media Line Road
Media PA, 19063
or by hand delivery to Enrollment Central in Founders Hall on the Marple Campus.
- Veterans that have unresolved concerns or need additional support can email va@dccc.edu or schedule an appointment with a school certifying official at the front desk in the Enrollment Services suite (room 3500).

Veterans FYI:

Items that can be addressed at the College:

- VA benefit recipients who have had classes dropped for non-payment
- VA benefit recipients attempting to see if the College has received all of the necessary documentation to process their military education benefits
- Vocational Rehabilitation students that were unable to obtain their books from the bookstore
- All first-time VA benefit recipients
- Counsel for students considering withdrawing or who have withdrawn from classes

Items that cannot be addressed at the College:

- VA benefit recipients that have not received payment from the VA (you must contact the VA at 888-442-4551 between 8 a.m. to 7 p.m., Monday-Friday)
- VA benefit recipients that want to know how much they have remaining in benefits (you must contact the VA at 888-442-4551 between 8 a.m. to 7 p.m., Monday - Friday)
- VA benefit recipients attempting to register for classes (you must contact the College's Career and Counseling Center)

Veterans FAQ:

Will my classes be dropped for nonpayment if my benefits aren't processed in time?

Yes, unless you provide us with a copy of the Certificate of Eligibility for the veteran whose benefits are being used along with a certificate of eligibility or a printout of the confirmation page showing that you requested the benefit.

I spoke to the VA and they said that the College hasn't certified my enrollment yet. When will my benefits be processed?

The College will typically certify enrollment with the VA one month prior to the start of each term. From there, you can check on the status of your benefits by contacting the VA (you must contact the VA at 888-442-4551 between 8 a.m. to 7 p.m., Monday – Friday).

Why did I receive a debt letter from the VA?

The VA initiates debt letters when students withdraw from classes. You should bring the debt letter to Enrollment Central in Founders Hall so that the College can determine whether payment to you or the VA is warranted.

Can taking less classes impact my education benefits?

Yes. The amount you receive in VA education benefits is partially based on how many classes you are taking. Additionally, for Post 9/11 G.I. Bill (the most commonly used benefit) you will lose your

monthly housing allowance when you fall below the equivalent of greater than half-time enrollment.

If I'm using VVR benefits, what do I have to do to get my books for class?

The bookstore will be sent a list of all students receiving VVR benefits. If you're using vocational rehabilitation benefits, you can simply go to the bookstore and provide the staff there with your name and let them know that you're a "VA student".

What am I allowed to purchase from the bookstore with my VVR benefits?

You may only use VVR benefits to purchase textbooks, notebooks, pens, pencils and other supplies explicitly listed on the syllabus for each class in which you've enrolled.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by the VA is available at the official U.S. government website at <https://www.benefits.va.gov/gibill/>

Student Resource Center

Marple - 610-359-5340

Academic Building, Room 1301

The purpose of the Student Resource Center is to enhance student wellness, engagement, success, retention and completion by supporting our students comprehensively from the initial day of enrollment through degree completion and beyond.

Delaware County Community College students have demonstrated they possess academic, food, financial, transportation, mental health, family, legal and other personal insecurities. A survey given at the College in 2018 to over 1,000 students showed approximately 27% of students indicated that they had experienced food insecurities and 49% would utilize a food pantry if it was offered.

This data along with initiatives that have been addressing some of the other previously listed student insecurities for the past 4 years resulted in senior administrators, faculty, administrators, staff and students collaborating to establish The Student Resource Center during the Spring 2020 semester.

Resources and Services

Student Outreach and Support (S.O.S) Zone

Students can access the pantry that includes food, toiletries, school supplies and gently worn professional attire.

Academic Success

Students can apply to participate in the textbook loan program to reduce textbook costs and the technological support program to receive a free access code for class and/or a computer.

Avenue C Bucks

Program assists students with immediate food needs.

SEPTA Key Cards or Uber Ride

Program assists students with immediate transportation needs.

Referral Program

Students will be referred and connected with additional resources and services in other departments to help them with personal, mental health, financial, emergency, and other needs not available within the Student Resource Center. These additional resources

and services offered by other departments includes KEYS, Family Advocacy Clinic, Expungement Clinic, Outside Therapy Fund and Dream Keepers.

College Success Initiative

Students receive academic advising, advocacy and recognition along with opportunities to participate in mentoring program, interactive workshops, empowerment events and co-curricular programs offered by the department.

Office of Information Technology (OIT)

Marple - 610-359-5211

Academic Building, Room 4274

Branch Campus - Learning Resource Centers
support.dccc.edu (<https://support.dccc.edu>)

OIT supports the College's mission by providing technology to all academic and business offices. OIT partners with College leadership to leverage technology solutions for the benefit of our students. This includes systems, servers, desktops, iMacs, audio/visual services and phone systems in offices, classrooms and public areas. OIT also supports the College's public website, the *delagate* portal, and provides all wired and wireless networking services for all campuses.

DCCC Support Center: The DCCC Support Center provides technical support to all students and staff and receives reports on technical problems. The support center website offers a list of knowledgebase articles and frequently asked questions about DCCC systems.

delagate: The College portal is the central source of information for students. The portal is also used for access to a number of important College systems (email, registration, DegreeWorks, Canvas, Starfish Early Alert, Support Center, student records, etc.). All students have access to delagate at login.dccc.edu (<https://login.dccc.edu>).

myDCCC Mobile App: The myDCCC mobile app is available for Android, iOS and Kindle and helps students stay connected to Delaware County Community College on the go.

International Student Success

Marple Campus

Founders Hall, 3500

international@dccc.edu

Delaware County Community College welcomes students from around the world. Recognizing that studying and living in a foreign country is a unique experience, one that can be both exciting and challenging, the Office of International Student Services supports non-immigrant students through a variety of programs and services. These include orientation, academic advising, assistance with immigration matters and help locating housing. Students on an F-1 visa must study full time in both the fall and spring semesters. Individuals on student visas are not eligible for financial aid. While students are not eligible for state and federal financial aid within the United States, they may be eligible for aid through their country of origin as well as through scholarships at the College and through third parties.

English as a Second Language

Delaware County Community College offers courses and services for students who need English for everyday life, employment and study in U.S. colleges.

Two types of classes are offered:

Non-credit courses: These courses meet four hours each week. The focus is on English conversation for everyday life, with some reading and writing. Students can register for these courses through Community Education.

Credit courses: The College offers three levels of courses in grammar, writing, reading and speaking/listening (Elementary, Intermediate I and Intermediate II). Tutoring is required for ESL students in writing, reading and speaking/ listening courses. This service supports classroom learning and student proficiency in English. The ESL credit program, coupled with reading and writing developmental courses, prepares students for introductory level college courses and English 100, required for all degrees. Although ESL credits do not count toward a student's degree, they are important for success. Permanent residents may study either full or part time and may be eligible for financial aid. Students apply through the Admissions Office and are enrolled in classes after sitting for an English as a Second Language (ESL) placement test.

Grammar Courses

ESL 023 Elementary Grammar

ESL 033 Intermediate Grammar I

ESL 043 Intermediate Grammar II

Writing Courses

ESL 024 Elementary Writing

ESL 034 Intermediate Writing I

ESL 044 Intermediate Writing II

Reading Courses

ESL 025 Elementary Reading

ESL 035 Intermediate Reading I

ESL 045 Intermediate Reading II

Listening/Speaking Courses

ESL 026 Elementary Listening/Speaking

ESL 036 Intermediate Listening/Speaking I

ESL 046 Intermediate Listening/Speaking II

Learning Commons

<https://learningcommons.dccc.edu>

Marple Campus – 610-359-5149

Founders Hall, 4th Floor

Downingtown Campus – 484-237-6220

Exton Center – 610-450-6511

Pennocks Bridge Campus – 610-869-5117

Southeast Center – 610-957-5725

Upper Darby – 610-957-5725

The Learning Commons is a student-centered environment 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.

Library Services

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 60 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 in addition to providing information literacy instruction through classes and workshops.

Tutoring Services

Tutors are available in person and online to provide students with academic support. Tutoring services are available on a walk-in basis or by appointment.

New Choices Career Development Program

Marple Campus - 610-359-5232
Academic Bldg, Room 1301
Email: newchoices@dccc.edu

New Choices is a **free** program providing career and personal development assistance to unemployed individuals, single parents, displaced homemakers and those in transition. Group workshops provide guidance to determine career interests, explore employment and training opportunities and prepare for success in today's job market. A noncredit "computer basics" class is included. Classes are offered in the spring, summer, fall and winter at the Marple Campus with additional sessions offered on other campuses as needed. Contact us for additional information and to find out if you're eligible.

KEYS (Keystone Education Yields Success)

Marple - 610-359-5231
Academic Building, Room 2170

The KEYS Program is a state-sponsored program whose purpose is to provide special supports to TANF and SNAP students enrolled at Delaware County Community College. 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, including books, transportation, child care and car repair and purchase. KEYS is also able to assist students in acquiring these items.

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.

When Additional Academic Preparation is Needed

New students who have not successfully completed college-level math and English at another college or university must take a test in English Composition, Reading and Mathematics to determine appropriate course placement. The tests take approximately two hours and should be scheduled early in the enrollment process. If the test scores indicate the

need for remediation in any of the three areas, then the student must successfully complete Basic and/or Developmental Courses before taking college-level English, Reading, Mathematics and most other courses. Remediation is required before the completion of 12 college credits. No credit towards a degree results from basic and developmental courses.

Basic & Developmental Courses

ENG 050 Developmental English
ENG 099 ALP English
MAT 025 Arithmetic Review
MAT 050 Mathematics Review

Student Employment Services and Co-Op Center

Marple - 610-359-5304
Academic Building, Room 1305

The Student Employment Services and Co-Op Center provides comprehensive support to students and graduates seeking work by offering individual consultations and classroom presentations, information panels, resume assistance, mock interviewing, employer information and on-campus employer recruiting. Two career fairs are presented annually. Students anticipating graduation are offered comprehensive one-on-one assistance to prepare for their impending search for employment. The Delaware County Community College Online Job Board (www.collegecentral.com/dccc (<http://www.collegecentral.com/dccc/>)) provides access to all types of job openings for students and alumni. The College also offers Career Coach (www.dccc.edu/careercoach (<http://www.dccc.edu/careercoach/>)), an online tool designed to help students find a good career by providing the most current local data on wages, employment, job postings and associated education and training. The Student Employment Services and Co-Op Center will open and maintain a file of faculty references for any student who requests one to be forwarded to a prospective employer.

The Student Employment Services and Co-Op Center administers the Co-Op/Internship program which is designed to engage students directly in their area of study through paid or unpaid work/learning experiences which are done for credit. The Center also administers the Work Study program, a financial aid program that provides funding for students to work in part-time jobs located on campus or in the local community with non-profit organizations. Numerous positions are available on all Delaware County Community College campuses as well as in Delaware, Chester and Philadelphia Counties. Many of these jobs provide students with work experience in their field of study.