

# Student Support Services



**FIND YOUR  
PLACE**  
AT JEFFERSON STATE

## Recruitment/Student Activities

The Office of Recruitment/Student Activities is responsible for the delivery of accurate information to prospective students. Admissions requirements, programs of study, and services available are presented to individuals and groups throughout the college service area.

## Enrollment Services

Enrollment Services, located on the Jefferson Campus on the first floor of the James B. Allen Library, encompasses the areas of admissions, financial aid, records, articulation, international students, veteran's affairs, evening services, and transfer and undecided advising. Access to enrollment services is available at all Jefferson State locations by appointment or via videoconferencing.

## New Options

The New Options Center, located in Fitzgerald Student Center 301, offers campus referrals, information, and other support services to adults, particularly those beginning college for the first time or re-entering school after an extended interruption. New Options also sponsors seminars designed to address the concerns of adults who are thinking about attending college, going to work, or changing jobs. During the seminars, participants explore educational and career opportunities and enhance their self-confidence.

## ADA Accommodations Office

Jefferson State complies with the provisions of the Americans with Disabilities Act, which makes it illegal to discriminate against individuals with disabilities in employment, public accommodations, public services, transportation, and telecommunications.

The college will provide reasonable accommodations for students with documented disabilities. To initiate a request for accommodations, the student should contact the ADA Accommodations Office. Appointments may be scheduled in room 300 of the Fitzgerald Student Center 300 and in room 106 of the General Studies Building on the Shelby Hoover Campus. A meeting with the ADA director may also be scheduled on the St. Clair-Pell City and Chilton-Clanton Campuses by appointment. The ADA Accommodations Office director will interview students requesting services, review all documentation submitted, and will decide as to the validity of the request for accommodations. Information on disability related services for

students can be found in the *Catalog and Student Handbook* and on the ADA Office webpage found at [jeffersonstate.edu/ada](http://jeffersonstate.edu/ada). Contact Anne Sherman, ADA Director, at 205-856-6077 or [asherman@jeffersonstate.edu](mailto:asherman@jeffersonstate.edu).

## Instructional Support

### Learning Resource Centers

The Learning Resource Centers provide library materials, services, and facilities necessary to support the College's instructional programs, to meet student course and non-course related library needs, and to meet administrative and public service requirements. The Learning Resource Centers have four locations: top floor of the James B. Allen Library Building at the Jefferson Campus, room 122 of the General Studies Building at the Shelby-Hoover Campus, first floor of the St. Clair-Pell City Campus building, and the first floor of the Chilton-Clanton Campus building.

The Learning Resource Centers' collections consist of print and electronic books, current periodicals, United States Government documents, and audio-visual materials. The Centers also provide access to premier full text electronic research databases either through license agreements or the Alabama Virtual Library. These resources and our complete catalog are available online. Our collections are continually evaluated and students and faculty are encouraged to suggest new materials.

Photocopiers, study tables and carrels are available in the Learning Resource Centers. Computers are provided for access to the internet and the library's content management system [website]. All resources are accessible from the library's website, regardless of location.

Professional librarians are available at all locations and virtually to assist students in using the library and accessing services. Instruction in using the library's resources is provided virtually and to both classes and individuals.

The Learning Resource Centers' facilities and privileges are extended to all students, faculty, support personnel, and administrators of the College. Persons in the community may use the facilities and services. The Learning Resource Centers also have cooperative lending and borrowing agreements with area colleges and universities.

### Off-Campus Programs

Jefferson State offers approved courses at temporary sites within the college's service areas. For more information, contact the dean of instruction.

### Use of Blackboard and Instructional Technology

Blackboard Learning Management System and other forms of instructional technology are used in many Jefferson State



credit courses. Internet-based instruction does not regularly replace on-campus instruction in lecture courses with regularly scheduled class meetings. However, students in on-campus lecture courses may be required to use Blackboard, or other forms of instructional technology, to complete some course requirements. Every Jefferson State campus has computer labs with Internet access that are available for student use.

Instructors are encouraged to list instructional technology requirements for their courses in the official online class schedule. Students can use the official online class schedule to check instructional technology requirements for a course by selecting the course CRN, followed by the Syllabus Available link.

Jefferson State offers many courses in the following distance education formats. Each format has different on-campus participation requirements. Students with course-specific questions are encouraged to contact the course instructor before classes officially begin.

### Internet Courses

Internet courses provide 80% or more of course instruction through Blackboard, and students are able to complete most course requirements without visiting a Jefferson State campus. Students can use the official online class schedule to determine if an Internet course has on-campus requirements by selecting the course CRN, followed by the Syllabus Available link. Many Internet courses can be completed entirely online, but others have required on-campus exams, labs, presentations and/or other class activities. Internet courses are not self-paced and do have assignments with specific due dates.

### Hybrid/Blended Courses

Hybrid/Blended courses have regularly scheduled class meetings at a Jefferson State campus, but provide at least 50% of course instruction through Blackboard, significantly reducing the number of on-campus requirements. It is vital for students to attend the first on-campus class meeting to receive specific information about the class meetings, exams and assignments.

### Videoconference Courses

Videoconference courses allow students at different Jefferson State campuses to receive simultaneous instruction, interacting with their instructor and their classmates as though all participants were in the same classroom. Interactive videoconference courses are similar to traditional lecture courses, with regularly scheduled class meetings. Students in interactive videoconference courses may be required to use Blackboard or other forms of instructional technology.

Internet, hybrid/blended and videoconference courses follow the same course outlines and semester calendar as equivalent

on-campus lecture courses, are taught by Jefferson State instructors and usually require a textbook. Credit awarded for grades earned in Internet, hybrid/blended and videoconference courses is the same as credit awarded for grades earned in equivalent on-campus lecture courses.

Students enrolled in Internet courses or hybrid/blended courses should either have a home computer with reliable Internet service or plan to complete online work in the open computer labs available at every Jefferson State campus. Instruction in some Blackboard courses is delivered through streaming video and/or audio, which requires high-speed Internet.

Students enrolled in Internet courses or hybrid/blended courses become responsible for course materials and assignments in Blackboard on the first official class day of each semester. To access Blackboard:

1. Go to [www.jeffersonstate.edu](http://www.jeffersonstate.edu)
2. Select myJSCC Pipeline
3. Use your user name and password to log in to Pipeline. (Students unable to log in to Pipeline should email [helpdesk@jeffersonstate.edu](mailto:helpdesk@jeffersonstate.edu) for assistance.)
4. Select Access Your Blackboard Courses in the Online Services section on the right side of the page.

Students who are unable to access Blackboard after logging in to Pipeline, or need other technical assistance with Blackboard, should contact [helpdesk@jeffersonstate.edu](mailto:helpdesk@jeffersonstate.edu). Students should obtain each instructor's office phone number and email address for use in the event of technical difficulties with Blackboard.

Additional information and resources for Internet, hybrid/blended and videoconference courses are available on the Jefferson State Distance Education web page, and through the Distance Education Division at (205) 856-7824.

### Air Force ROTC

The Air Force Reserve Officer Training Corps program provides college men and women the opportunity to compete for a commission as a Second Lieutenant in the United States Air Force upon graduation from college. The program is divided into the General Military Course and the Professional Officer Course. The General Military Course includes the courses offered during the first two years of the program and is open to all students without military obligation. Air Force ROTC students can gain confidence, leadership training, communications skills, and an appreciation for the role of the military in contemporary society. Uniforms and textbooks for all aerospace studies courses are provided at no charge.

Air Force ROTC is available to Jefferson State men and women students through an agreement with Samford University. The courses are taught on the Samford University campus. Entering freshmen may enroll and complete the first two years of AFROTC while at Jefferson State and the last two years

of the program at any four-year college with an Air Force ROTC program.

Each course grants one semester hour of academic credit. To enroll in Air Force ROTC, students register at Jefferson State paying Jefferson State fees. Students should contact Enrollment Services at Jefferson State or the Samford Air Force ROTC Office at (205) 726-2955 for complete information.

### Army ROTC

The Army Reserve Officer Training Corps (ROTC) program provides college men and women an opportunity to receive training in basic military skills. Through study and application of the principles of leadership and management, ROTC students develop self-discipline, self-confidence and other desirable qualities that will contribute to success in any career. Students who successfully complete the program at a 4-year institution and who are awarded a baccalaureate degree may be offered a commission in the U.S. Army, the Army Reserve, or the Army National Guard.

Army ROTC is available to Jefferson State men and women through an agreement with the University of Alabama at Birmingham. Academic credit for freshman and sophomore level ROTC basic courses will be granted to Jefferson State students.

To enroll in Army ROTC, students register at Jefferson State paying Jefferson State fees. Students should contact Enrollment Services at Jefferson State or the University of Alabama at Birmingham Army ROTC Office at (205) 934-8749 for further information.

## Student Services

### Learning Success Center

The Learning Success Center offers computer and other services to help students achieve their academic, career, and personal and professional development goals. The Center offers computer-based instruction and reinforcement for a variety of subjects and courses. The LSC also offers seminars and classes to help students improve their study skills and habits as well as SMART THINKING, an online tutoring service that provides students up to 300 hours of tutoring in math and English, free of charge. The LSC provides day and evening access to computers and the Internet for all students on campus. The Learning Success Center is located in Lurleen Wallace Hall, room 204 and may be contacted at (205) 856-7952.

### One-Stop Career Center

The One-Stop Career Center is a part of the Alabama Career Center System. The primary focus of the One-Stop Center is to serve as the focal point for workforce investment initiatives as well as a resource and referral for individuals and businesses within the community. It offers a wide array of services and assistance through its connections and partnerships with agencies, organizations, and others. Housed within the One-Stop Career Center is the College's Career and Job Resource Center, and other workforce investment act initiatives. The One Stop Career Center is located in Lurleen Wallace Hall room 216 and may be contacted at (205) 856-8538 or (205) 856-8024.

### Career and Job Resource Center

The Career and Job Resource Center offers assistance and guidance to current Jefferson State Community College students and recent graduates including resume development, college and career guidance, and information on available jobs and career options. The Center also provides assistance to community residents and businesses. Services for businesses include applicant/job matching, recruiting, tax credit information, and seminars/speakers on employment issues.

### Other Workforce Investment Activities

Through establishing partnerships with various agencies and organizations, additional services will be available in the areas of job training and other employment related matters, career development, personal and professional development, counseling, and others.

### Adult Education/GED Preparation

Adult Education classes provide eligible adults with the opportunity to advance in knowledge, build skills, and obtain credentials necessary for employment and self-sufficiency. English as a second language (ESL) classes are available to adults whose primary language is not English. All classes are open to those who are 16 years of age or older, who are not enrolled in high school, and who do not possess a high school diploma or GED. Services to students include basic skills tutoring; targeted instruction in math, reading, writing, social studies, and science; hands-on computer instruction; preparation for the GED, counseling, advice, support and referrals. Jefferson State Community College offers adult education classes free of charge. Sites are available in Jefferson County, Shelby County and St. Clair County. The adult education office is located in Lurleen Wallace Hall, room 107, and may be contacted at (205) 856-7945.

## Center for Workforce Education

Jefferson State offers a complete portfolio of training and educational options where and when you need them. The Center for Workforce Education is an integral part of the College's mission of achieving excellence in education. Our services are designed to meet the needs of today's busy professional.

Many of the policies and procedures of the Center for Workforce Education differ from those of the for-credit areas of the College. Those policies and procedures that are specific to non-credit are listed at [www.jeffersonstate.edu](http://www.jeffersonstate.edu).

### On-Campus Community Classes for Individuals

There is truly something for everyone through the non-credit Workforce Education Office. Anyone can register to take a non-credit class without being admitted to Jefferson State. The Workforce Education office provides:

1. Certificate Programs that lead to the skills needed to obtain a job in a few weeks to a few months;
2. Professional Skills Development such as computer training, management training, leadership classes, Spanish, etc.;
3. Accelerated Child Enrichment and College Prep.
4. Online Community Education

Learning has never been more convenient than it is by studying over the Internet. Through our partnerships, Jefferson State offers both instructor-facilitated and instructor-supported online classes. You may complete any of these courses entirely from your home or office at any time of the day or night.

### Corporate Training Delivered At Your Work-Site

The College enters into a variety of partnership arrangements with the business community and other entities to provide training. Jefferson State instructors will come to your work-site to deliver world-class workshops, seminars and customized classes. Our account executives and instructors will work with you to determine your organization's specific needs. We serve businesses of all sizes and types and make classes available during or after business hours. If you need to use our facilities, we will make plans for your training to be delivered at one of our four locations. Sample topics include: Management and Leadership Training, Environmental Health and Safety Training, WorkKeys Job Profiling, Computer Software Training, Human Resources, Team Building, Language Training, and more.

### ACT Center

Jefferson State Community College in partnership with ACT, Inc. is an authorized ACT Center. The Center uses the latest technologies to deliver a variety of testing and training services

for individuals, educational institutions, businesses, and other organizations. Specific services include computer-delivered high-stakes certification and licensure testing for a variety of trades and professions; personal and professional development courses and programs in a broad array of disciplines; workplace skills assessments; distance learning; skill-specific and customized training; and job profiling. The Center serves as an outstanding resource for the business community and the community-at-large.

### ACT WorkKeys Service Center

Jefferson State Community College, licensed by ACT, Inc., as a full-service ACT WorkKeys Service Center, provides businesses, employers, educators, individuals, and others with direct access to the WorkKeys system's job profiling, assessments, and instructional support. The Center plays a major part in the college's efforts to provide the necessary training programs and services that meet the needs of today's workplace. The WorkKeys system helps to bridge the gap between the skills required by the job and the skills possessed by the workforce. Through the WorkKeys system, the center can define the workforce needs, quantify the minimum skill levels that will meet those needs, assess the job applicants and/or employees to determine the skill levels they possess, and provide instructional support to increase skills to the desired levels. For more information on the services, contact the Center for Workforce Education at (205) 856-7710.

### Testing and Assessment

#### *Math and English Placement Tests*

Jefferson State requires a comprehensive assessment of students in math and English prior to enrollment in classes. Course placement is determined by the results of this assessment.

The following students are exempt from the placement test:

- Students scoring 480 or above on the SAT Verbal and 526 or above on the SAT math who enroll at Jefferson State within three years of high school graduation;
- Students scoring 20 or above on the English and math sections of the ACT who enroll at Jefferson State within three years of high school graduation;
- Students with an associate degree or higher from a regionally or Council on Occupational Education accredited post-secondary institution;
- Students who transfer degree-creditable college-level English or math courses with a grade of "C" or better;
- Senior citizens, undeclared, and other non-award seeking majors who are taking classes for vocational reasons only;
- Students in certain short certificate programs having no English or mathematics requirements;

- Students who have completed required developmental coursework at another Alabama Community College System institution within the last three years;
- Students who register for RDG 085 and ENG 093 or for MTH 090.
- Audit students, transient students and dually enrolled high school students in English or math;
- Students providing documentation of assessment within the last three years.

To qualify for these exemptions, test scores and/or college transcript(s) must be on file with Enrollment Services.

In lieu of placement test scores, course placement may also be assigned based on English and math subtest scores as reported by ACT and SAT Assessment provided that the student is enrolling within three years of high school graduation.

- RDG 085  
ACT English score of 14 or below  
SAT verbal score of 380 or below
- ENG 093  
ACT English score of 15 - 17  
SAT verbal score of 390 - 470
- ENG 101  
ACT English score of 18 or higher  
SAT verbal score of 480 or higher
- MTH 090  
ACT math score of 15 or below  
SAT math score of 360 or below
- MTH 098 or MTH 116  
ACT math score of 16 - 19  
SAT math score of 370 - 470
- MTH 100  
ACT math score of 20 - 23  
SAT math score of 480 - 540
- MTH 110, MTH 112, MTH 115S, MTH 118, or MTH 265  
ACT math score of 24 - 25  
SAT math score of 560 - 580
- MTH 113 or MTH 120  
ACT math score of 26  
SAT math score of 590 - 600
- MTH 125S  
ACT math score of 27 - 36  
SAT math score of 610 - 800

These scores are subject to change.

#### Important Information about Placement Test:

- Students will be dropped from a registered course if they are not eligible for the class.
- Students may only take the placement test once per calendar year. After a period of one calendar year, students may retake the placement tests in an attempt to earn higher scores. The College reserves the right to assess a nominal charge for retesting.

- Students must present picture identification and have an application for enrollment on file with Enrollment Services in order to take the placement test.
- Placement test scores are only valid for three years.

#### Additional Tests

- ACT Residual
- The College Level Examination Program (CLEP)
- ACT Automotive Service Excellence (ASE) Exams
- ACT Assessment
- General Educational Development Test (GED)
- National Board Examination for Certified Counselors
- WorkKeys

#### GED Testing

Jefferson State Community College offers the GED Test to members of the community. In order to take the test, you must register at [www.ged.com](http://www.ged.com). You must be 18 years or older to take the test. Exceptions are made for 16 and 17 year old individuals. For questions, please contact the testing and assessment office at (205) 856-7896.

#### High Stakes Testing

The Testing and Assessment Office offers various high-stakes examinations via computer-based and paper-based testing. For additional information, contact the Testing and Assessment Office at (205) 856-7896.

#### ACT WorkKeys Assessment

The ACT WorkKeys Assessment, a component of the ACT WorkKeys system, measures an individual's workplace skills in Applied Mathematics, Applied Technology, Listening, Locating Information, Observation, Reading for Information, Teamwork, and Writing. These eight skills assessments provide a reliable way to measure skill levels and determine how they compare to the skills required for specific jobs. Individuals may be assessed in all eight areas or any one or more of the eight skills areas. For more information, contact the Testing and Assessment Office.

#### Strong Interest Inventory

The Strong Interest Inventory is offered to both Jefferson State students and community members. This assessment is a useful tool in deciding on a future occupation. The test is useful for young people who are undecided about what occupation to pursue and people who are looking for a career change. The test helps to identify occupations that are in tune with individual preferences. There is a charge for this assessment. For more information call the One Stop Career Center at (205) 856-8558.



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## Information for Test Takers with Disabilities

The Testing and Assessment Office at Jefferson State Community College is committed to serving test takers with disabilities by providing services and reasonable testing accommodations as set forth in the provisions of the Americans with Disabilities Act (ADA). Students having a disability, as prescribed by the ADA, and requiring special testing services or arrangements, should contact the Testing and Assessment Office. Documentation of the disability and a request for special accommodations must be submitted. Requests should be submitted well in advance of the proposed test date to allow an opportunity to make the necessary accommodations. Only test takers with documented disabilities are eligible for special accommodations.

## Score Reports

In compliance with the Family Educational Rights and Privacy Act, the Testing and Assessment Office will provide score reports only upon written request of the student. Official score reports are issued to institutions, companies, agencies, etc. Score reports issued to students are stamped "Issued to Student." Additionally, no transcript, official or unofficial will be issued via phone, facsimile, or email.

The Testing and Assessment Office only issues score reports for placement tests. Transcripts for the test of General Education Development (GED) that were administered at Jefferson State Community College must be requested from [www.gedtestingservice.com](http://www.gedtestingservice.com). Score report request for all other examinations must be directed to the appropriate institution or agency.

## Workforce Education

### *Continuing Education Units (CEUs)*

Jefferson State uses Continuing Education Units as a means of recognizing and recording the efforts of those who satisfactorily participate in the college's continuing education activities.

Continuing Education Units (CEUs) are granted for participation in an organized continuing education course under responsible sponsorship, capable direction and qualified instruction. Continuing Education Units are computed on the basis of one unit for each ten (10) contact hours of credit-free conferences, seminars, workshops, courses, and similar activities. These CEUs carry no credit for college degree programs and are a separate and distinct operation from the college's credit program which leads to the associate degree. Contact the Center For Workforce Education at (205) 856-7710 for additional information.

## *Manufacturing Technology Center*

The Manufacturing Technology Center provides credit and non-credit programs and services through its academic instructional component and training for business and industry. The center offers certificate and associate degree programs, specialized courses, and customized training. Courses and training programs are available via distance learning technology, traditional classroom instruction, and computer-based instruction. See the section on Manufacturing and Technology for further information.

