Admissions & Records

1) Where can I find information regarding semester dates and deadlines?
   Answer: The Registration calendar located on the Admissions and Records webpage.
   https://www.deltacollege.edu/dept/ar/registration/sp-regcal.html

2) Where can I find petition forms (to repeat a course, audit a course, change of academic record)?
   Answer: Information regarding forms for admissions, registration, records and evaluations can be found on the Admissions and Records webpage.
   https://www.deltacollege.edu/dept/ar/admissions/forms.html

3) How do I register for an Internet course?
   Answer: Registration for Internet courses is handled the same as enrolling for any other course. On the date and time of your registration appointment, you enroll via On-Line Registration at www.deltacollege.edu.

4) If I’m on the waiting list, how do I get enrolled in the class?
   Answer: Students on the waiting list for Internet courses should e-mail their instructor to request enrollment in the course. The student should indicate his or her name, Delta College Student ID number, the course code, and confirm that he or she would like to be moved from the wait list to full enrollment. *See below for instructor e-mail addresses.

5) How do I add if I’m not on the waiting list?
   Answer: Students who are not on the waiting list but are interested in adding an Internet course should e-mail the instructor to request permission to add. The e-mail should include the student’s name, Delta ID number, and course code. Or, you may attend the optional class meeting if offered. (See main class schedule to find out if there is an optional meeting for the class and to find the time/place of the meeting.)

6) How do I find an instructor’s e-mail address?
   Answer: Instructor e-mail addresses are the first letter of the first name and the instructor’s last name followed by @deltacollege.edu. For example: Ron Smith’s e-mail address would be rsmith@deltacollege.edu. For instructor names, please refer to individual class listing in the Schedule of Classes.

Assessment Center

1) I am not happy with my ACE assessment results, how soon may I be reassessed?
   Answer: You may retake the ACE/COMPASS computerized Assessment after waiting 30 days from your initial or first time ACE assessment.

2) How many times may I retake the Assessment?
   Answer: You may retake the computerized Assessment one time after waiting 30 days. Then, you cannot take it again for one year, unless you meet with a counselor and he or she determines that you should be reassessed sooner.

3) Can a counselor give me permission to retake the Assessment after I tried it on my own after 30 days, so that I don’t have to wait one year?
   Answer: Yes. If you have been reassessed after waiting 30 days and want to try again, a counselor may give you permission to reassess prior to the one-year waiting period. Please speak to a counselor about further appeals for course placement and reassessment.

4) Is there any way I can be reassessed before 30 days?
   Answer: A: Yes. A counselor may give you permission to be reassessed before the 30 day waiting period.

5) Do I need to take the ACE e-orientation over again?
   Answer: No. The e-orientation is only required one time.

6) Do I need to take all 3 subjects over again - reading skills, writing skills, and math skills?
   Answer: No. You decide which areas of the Assessment you need to retake.
Bookstore

1) What is the deadline for returning books for a refund?

Answer: Fall and Spring semesters: First week for full refund; Second week, refund only with proof of dropped class according to policy. Summer session: First week for full refund according to policy and no refunds during the second week. Late Starting classes: 6 week classes, return books within two days of start date; less than 6 weeks, no refunds. Cancelled classes: return books within 5 business days from the cancel date. Current Register Receipt is required for all return transactions. Please check the Bookstore’s website, http://bookstore.deltacollege.edu/SiteText.aspx?id=21282 for the current policy.

2) Can I order my textbooks online?

Answer: Yes. Textbooks ordered online can be shipped or can be picked up at the store. Please visit the Textbook Ordering on the Bookstore’s website, http://bookstore.deltacollege.edu/SiteText.aspx?id=22107

3) Can I rent my textbooks for the semester instead of buying them?

Answer: Textbooks that are available for rent will be marked on the shelf tag at the store. If the textbook is available for rent, the rental price will show up on the Bookstore’s website.

4) When do I need to return my Textbook Rental? (Are they due for return each semester?)

Answer: Rented textbooks are due on the last day of Finals every semester. Rented textbooks can be returned at Textbook Buyback/Rental Return located across the Bookstore during Finals week. If you would like to return your rental textbooks before finals week, rental returns are accepted inside the Bookstore throughout the semester.

5) If I purchased my textbooks from the Delta College Bookstore instead of renting them, can I sell my books back?

Answer: Yes, you can sell your books back to the Bookstore all year long, regardless of where the books were purchased. The best time to sell books back to the Bookstore is during finals. During this time the Bookstore will pay up to 50% of the original purchase price on all copies needed by us for the following semester. Don't wait too long, some books have limited quantities being purchased. Please check our Buyback information website, http://bookstore.deltacollege.edu/SiteText.aspx?id=21281

CalWORKs

1) What is the SJDC CalWORKs Program?

Answer: CalWORKs (California Work Opportunity and Responsibility to Kids) is a state funded Welfare-to-Work program designed to help individuals become self-sufficient.

The CalWORKs Program at San Joaquin Delta College is run entirely by employees of the College. While we strive to work closely with the staff members of the Human Services Agency (HSA), we are not funded through the county. Our purpose is to help students, who are receiving cash assistance from HSA, be successful in achieving their educational goals.

Our program provides student services to eligible students to assist them in their progress toward their county-approved goals and to work with county Case Managers to ensure compliance and success. Services include intake, assistance with admissions applications, assistance with filing for financial aid, advising, assistance with enrolling in classes, class grids, verification of textbook costs, work study opportunities, needs assessment and referral services, Tools to Succeed workshops, verification of enrollment, a Job Specific Basic Skills lab and Supervised Study Time.

2) How do I qualify for the SJDC CalWORKs Program?
**Answer:** In order to qualify for the SJDC CalWORKs Program you must be a TANF recipient or a CalWORKs participant through the San Joaquin County Human Services Agency. You must be able to show proof of cash aid.

3) **Where is the CalWORKs Program Office located?**

**Answer:** The SJDC CalWORKs Program is located in the DeRicco Student Services Building, on the far north end of the second floor, in Room 209.

4) **What support and services does the CalWORKs Program provide?**

**Answer:** The CalWORKs Program provides intensive case management and supportive services to students. Students in the CalWORKs program who follow all other requirements will receive first day priority registration. CalWORKs staff members provide assistance with financial aid applications and the Board of Governors (BOG) Fee Waiver, as well as identification of needs and referrals to services both on and off campus. CalWORKs Academic Advisors assist students with course selection and preparation of grids for their CalWORKs case managers, as well as verification of textbook costs in order to obtain a book voucher. The CalWORKs program provides case managers with enrollment verifications on behalf of the students and will also advocate with case managers as needed, at the students’ request. On-campus CalWORKs Work Study is available for eligible students, as well as a Job Specific Basic Skills Lab where students have the opportunity to increase their reading and writing skill levels with assistance from tutors and an instructor, as well as access Supervised Study Time.

5) **What if the cash aid/TANF, that my family receives changes, do I still qualify for the CalWORKs Program?**

**Answer:** If you are still receiving cash aid/TANF for yourself and your children then you will qualify for the CalWORKs Program on campus. If you are only receiving aid for your children and not yourself then you are not eligible. If you have any questions about your eligibility for our program, stop by our offices in the DeRicco Building, second floor north end, Room 209, or give us a call at 954-5151 x. 209. We’d be happy to talk to you!

**CalWORKs Assessment**

Not sure if CalWORKs Assessment would have too many inquiries via Intelli-Response as our clients are referred from the county, but here are some frequently asked questions when clients call our office.

1) **What is CalWORKs Assessment?**

**Answer:** A Delta College department that administers both Career and Reading and Math assessments to clients referred to us by the county Human Services Agency.

2) **How long is the Assessment?**

**Answer:** All clients are to arrive at 9am and the duration of the test depends on them. We tell clients to plan to be here between 2-6 hours however most clients finish in no more than 4 hours.

3) **What is the purpose of the Assessment?**

**Answer:** Case managers refer clients to find out what their Reading and Math capabilities are as well as their employment and career goals so that they are more informed when placing them in a training program or activity with the intention of placing them in an activity that doesn't exceed their capabilities and ability to be successful and complete a program.

4) **What will I do when I get there?**

**Answer:** There is an 8 page intake packet that addresses their employment history, educational background, medical history and contact information. They will complete a manual dexterity test to assess hand-eye coordination, a color discrimination test to see if they can detect subtle differences between items, the CareerScope which will address career interests and aptitudes and the CASAS which will assess their Math and Reading levels.
5) Where do I park and are children allowed?

**Answer:** Park anywhere on campus except 30-minute and Disability parking (unless you have a valid CA Disability parking placard). When students come to our office, they are given a parking permit. No, children are not allowed, because the Assessment process takes a considerable amount of time.

**Career Transfer Center**

1) What services are provided in the Career Transfer Center?

**Answer:** The Career Transfer Center provides career assessment, employment services, reentry services and transfer support services to students. The mission of the Career Transfer Center is to enhance student self-knowledge and refine skills in seeking and processing information, analyzing career concerns, formulating creative solutions, choosing the most favorable career opportunities and implementing plans to accomplish goals that integrate their personal, academic and career ambitions.

Services are intentionally designed to incorporate all phases of the career decision making process, providing student assistance from the college admissions process, through retention to the job seeking process and/or support for students to transfer from college to the university.

2) Do I need to make an appointment with a visiting Transfer Representative or can I just drop-in?

**Answer:** Yes, it is best to make an appointment with a visiting transfer representative. However, some representatives do accept students on a drop-in basis, but a student may have to wait to be seen by the representative.

3) What are the application deadlines and requirements for Transfer Admissions?

**Answer:** Visit the Career Transfer Center website at ctc.deltacollege.edu for important dates and deadlines applicable to the CSU and UC priority admissions application filing period.

If you plan on transferring to a four-year university from Delta College, plan to meet with a counselor to discuss your general education, pre-requisite and major requirements towards your goal. In addition, visiting transfer representatives are scheduled on a weekly basis in the Career Transfer Center. The visiting transfer representative schedule can also be found at ctc.deltacollege.edu.

4) I have not decided on a major or career goal. How can the Career Transfer Center help me?

**Answer:** Identifying your major and career goal workshops are available for students who are undecided. The workshops are designed to provide students with the necessary information, resources and tools to begin navigating the career decision making process towards informed choices and decisions. Workshop offerings (dates/times) can be found on our website: ctc.deltacollege.edu

5) Where can I go to find out what activities, events or workshops are taking place in the Career Transfer Center? **Answer:** Visit the Career Transfer Center website at ctc.deltacollege.edu.

**Child Development Center**

1) What ages are served in the Child Development Center?

**Answer:** Services are provided for children 18 months to 5 years of age.

2) What services are provided at the Child Development Center?

**Answer:** The Center provides full day State Preschool Services for children ages 3 to 5 and educational and extended day services for children 18 to 36 months. Parent must demonstrate the need for full day services; full time student, part time student and working and/or working full time.

3) How do I enroll in the Child Development Center?
Answer: To enroll, go to the Child Development Center. The staff will ask a few questions and provide you with a form or packet to fill out and return. Eligible Delta students and staff receive priority enrollment.

4) When is the Child Development Center open?
Answer: The Center is open Monday thru Friday, 7:30 AM to 4:00 PM. The Center operates on the Campus academic calendar. When the Campus is closed or there are no classes, the Center is closed.

5) How much does it cost?
Answer: For most families all services are free. The Center is funded by the State and each family is ranked based on their family income and size.

6) How can I get more information about the Child Development Center?
Answer: You can visit the Child Development Center; located off the Pacific Avenue entrance, next to the DeRicco Building. You can call the Center at 954-5700 and you can visit the Delta College Web site and click on the Child Development Center link.

Counseling

1) Why can’t I come in as a Drop-In appointment? What are Drop-Ins for?
Answer: Drop-In Appointments are for quick questions that typically take 10-15 minutes to answer. Appointments are on a first come first served basis and depend on counselor availability. Common drop in appointment reasons include an Assessment Bump, Course Repeat Petition, and Assessment Retakes.

The following cannot be addressed during a Drop-In Appointment and require a scheduled appointment:
   1. Financial Aid Appeals
   2. International Student Services
   3. Probation
   4. Transfer Agreements

2) Veteran Services
   How do I schedule an appointment to see a counselor? Why can’t I ever get an appointment?
   Answer: Appointments fill up quickly, but new appointments become available every Monday-Friday at 8:00 a.m. Please keep in mind that appointments are only scheduled two weeks in advance. To schedule an appointment please visit the online appointment system or the counseling office after 8am.

3) When is the best time to see a Counselor for New Students? For Continuing Students?
   Answer: Typically the best time for students to see a counselor is in the middle of the Fall and Spring semester. (Fall Semester – October / Spring - February)

4) Who is my counselor? Answer: Students are not assigned to a specific counselor.

5) Why is it best to take my assessment before speaking to counselor?
   Answer: It is best for students to take the assessment before speaking to a counselor, because assessments scores are used by counselors to recommend courses for students to take.

Disability Support Programs & Services (DSPS)

1) What is DSPS?
   Answer: In accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act, Disability Support Programs and Services (DSPS) provides reasonable, timely, academic accommodations and limited special instruction to students with a verified disability based upon individual functional and/or educational limitations. Students must submit documentation and ‘self-identify’ to initiate DSPS services. Participation in DSPS is confidential.
2) What services does DSPS offer?

**Answer:** Recommended services may include: priority registration, interpreting or captioning services, note taking assistance, ability to record lectures, extended time on exams, use of alternate media, alternate formatting of textbooks and course materials, equipment loan, furniture accommodations, limited mobility assistance, counseling, and disability management strategies. DSPS also offers specialized classes for students with intellectual disabilities, adaptive computer technology courses, study coaching, a DSPS computer lab, and Learning Skills courses for students with learning differences. Adapted physical education (APE) course are also offered through the Physical Education department.

3) How do I ‘self-identify’ to receive services?

**Answer:** Visit or call the DSPS Office for an application packet. Fill-in and submit the forms, including the Confidential Disability Verification Form completed by the licensed certifying professional. Schedule a one hour intake appointment with a DSPS counselor. Plan ahead as appointments are scheduled two weeks in advance. Appointments may be made in person or by calling the DSPS office.

4) What type of disability verification do you accept?

**Answer:** Ideally, students will have the certifying professional complete the *DSPS Confidential Disability Verification Form* included in the application packet. However, DSPS is able to consider most documentation that lists the disabling condition and includes functional and educational limitations identified by an appropriate professional. Examples are: medical reports, psychological reports, psycho-educational evaluations, learning disabilities assessment scores, Individualized Student Educational Plans (IEPs), etc. DSPS counselors will review documentation, and may request additional verification if needed to determine reasonable accommodations.

5) How do I notify faculty that I have been approved for accommodations?

**Answer:** After submitting required forms and documentation, and upon completing a one hour intake, the DSPS counselor will review approved accommodations and provide a *DSPS Accommodations Notice Form*. The student shows this form to his or her instructor. The form outlines approved accommodations and verifies, for the faculty member, that the student is a DSPS participant. The form does NOT disclose the student’s disability.

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**Extended Opportunities Programs and Services (EOPS)**

1) What is EOPS/CARE?

**Answer:** EOPS/CARE seeks to recruit, retain, and support full-time students who are low-income and academically underprepared for college as they work towards completion of a certificate, degree or transfer program. Students must meet income and educational criteria. EOPS/CARE serves eligible students for six consecutive semesters or until they have earned 70 degree applicable units. DSPS students may qualify for a unit exemption and should speak with an EOPS staff person. Space is limited.

2) What services does EOPS/CARE offer?

**Answer:** EOPS provides individualized counseling, priority registration, help purchasing required textbooks, textbook lending library, transportation assistance, grants, tutoring, workshops, and special activities. CARE assists eligible EOPS students with meal cards, specialized workshops, book vouchers, grants, and limited transportation repair and child care reimbursements.

3) What are the EOPS/CARE income and educational criteria?

**Answer:** To qualify for EOPS students must be eligible for the Board of Governor’s (BOG) Fee Waiver A, B or C with Zero EFC. Students must also be enrolled full-time, assess into a basic skills course*, and have completed no more than 40 degree applicable units. EOPS students who are at least 18 years of age, single, head of household with a dependent child under 14 years old, and receives cash aid, may qualify for CARE.

*For a complete list of educational criteria, visit the EOPS website.
4) How do I apply for EOPS/CARE services?

**Answer:** EOPS/CARE accepts on-line applications twice a year: July - Fall Semester; December - Spring Semester. Applications for the EOPS Summer Readiness Program are accepted mid-April - May. Students must submit all unofficial college/university transcripts attended outside of SJDC. Some applicants may also need to submit an unofficial copy of their high school transcript.

5) What are the Student Success Academy (SSA) and Summer Readiness Program (SRP)?

**Answer:** EOPS offers two learning communities for EOPS eligible incoming freshmen with less than 12 college units completed. The Student Success Academy (SSA), offered fall and spring terms, introduces students to college, explores career and educational goals, and nurtures academic success. The Summer Readiness Program (SRP) bridges the high school and college experience for graduating seniors through personal growth activities, college orientation, study skills and summer field trips. For more information on the SSA or SRP, contact the EOPS/CARE office or visit the website.

**Financial Aid, Scholarships & Veterans’ Services**

1) How do I check my Financial Aid Status?

**Answer:** Go to the Financial Aid Department website and log in to “Delta's Online Financial Aid System.” You will be able to see if you have completed your file and/or if you have been awarded. Please check this site often, as information is updated on a regular basis.

2) How will I know when I will receive my Financial Aid award?

**Answer:** Once you have been awarded, you can view your disbursement schedule on the “award” tab within “Delta’s Online Financial Aid System.” You can log into the system by going to the Financial Aid Department website. Please check this site often, as information is updated on a regular basis.

3) How can I apply for a Direct Loan?

**Answer:** Once your file is processed and an initial award has been determined, you will be able to apply for a Direct Loan. To do this, you will need to log into “Delta’s Online Financial Aid System” and go to the “messages” tab. Under the “messages” tab you will see the link to the Direct Loan application.

4) How do I know that my Direct Loan application has been received?

**Answer:** Once your file is complete, processed and the initial award has been determined, you will be able to apply for a Direct Loan. Once the loan application has been submitted electronically, it will appear in your “documents” tab within 1 week of submission. Until it has been processed, it will have a status of “not reviewed.”

5) Why did I receive a different amount of financial aid then my award shows?

**Answer:** This could happen for many reasons. However, the most common reason would be because you are awarded as a full-time student (12 units or more) but enrolled in less than 12 units for the semester. Financial aid is prorated based on the total amount of units you enroll in for the semester.

**Food Services**

1) Does Food Services accept Debit and Credit cards?

**Answer:** Only Credit (or Debit Cards with a VISA or MasterCard logo that can be charged as a Credit purchase) are accepted.

2) Does Food Services give cash back?

**Answer:** No, because we do not accept Debit cards (see above), Food Services does not give cash back.

3) What are the Hours of Operation for Food Services?
4) Do you give free refills on fountain drinks and coffee?
   Answer: No refills on beverages.

5) You charge for water?
   Answer: No, but we charge 60 cents for the cup.

**The Market at Delta – Market Office-L2 Parking Lot, South Burke-Bradley Drive**

1) What are The Market’s Hours of Operation?
   Answer: Open Saturday and Sunday: 6:00 AM - 3:00 PM; Contact (209) 954-5560

2) What is required to become a vendor?
   Answer: A valid ID or Drivers’ License is required.

3) Does The Market accept Debit and Credit Cards?
   Answer: Debit cards, Credit cards and money orders are accepted.

4) Do I need a Seller’s Permit to sell at the Market?
   Answer: By California Law, you are allowed to sell twice per year with just an ID or Drivers’ License. After your second time selling, you will need to provide a Seller’s Permit.

5) Are Delta College students eligible to work for The Market?
   Answer: To work for the Market as a student worker, you must be enrolled at Delta College in at least 9 units per semester.

**Police Services & Public Safety**

1) Is the District Police Department a full-fledged POST (Peace Officer Standards and Training)-certified police department?
   Answer: Yes, the Delta College Police Department is P.O.S.T. certified. Delta College District Police Department gained P.O.S.T. certification on January 6, 1984, for adhering to the standards for the selection and training of peace officers as established by the laws of the State of California.

2) Where is the Police Station located?
   Answer: The District Police Station is located in the Lourn Phelps Police Services Building. The Police Department is on the north side of the main campus, just north of the Shima 1 and 2 parking lots.

3) How do I contact District Police?
   Answer: To speak to a Dispatcher, dial (209) 954-5000; Campus Office Dial x.5000, Blue Emergency 911 or 5000.

   **In an EMERGENCY:** It is extremely important that you give the dispatcher as much information as possible. The Dispatcher relays all of your information to the Police Officers who are “out in the field” responding to your call. It is imperative for the safety of the officers that you put as much detail into your report as possible, so they know exactly what they are responding to. Do not hang up until you are told it is okay to do so.

4) What is TipSoft?
   Answer: This is a text messaging and email alert service that allows Law Enforcement to communicate with the public regarding events in your area such as crime, fugitives, Amber Alerts, and other emergencies. You can enter your phone number and/or your email address. You do not have to enter both. Once you sign up, you will receive a confirming text message.
Frequently Asked Questions:

1) **How do I register for a bike locker?**
   **Answer:** Bike Lockers are available each Spring/Fall semester and Summer intercession on a first come, first serve basis. There are 14 bicycle lockers located on campus in the Shima and Budd areas. Bike Locker registration begins on the first day of classes. First, students must pay a $5.00 non-refundable fee at the Cashiers Window located in the Horton Administration building, first floor. Next the student will need to bring their receipt, class schedule and photo ID to the Student Activities office (Shima 101C) and complete an application.

2) **How do I start a club?**
   **Answer:** In order to start a club a student must complete the club registration process by the deadline stated on the Student Activities website. Please refer the student to studentlife.deltacollege.edu for a detailed description of the club registration process.

3) **How do I get a Mustang Pass?**
   **Answer:** To receive a Mustang Pass, the student must show proof of payment for the $10 Student Activity fee and proof of enrollment for the semester they are attempting to get the Mustang Pass. This can be achieved by presenting a paper copy of a class schedule and receipt or showing a class schedule and receipt on a mobile device. Mustang Passes are distributed from the Associated Students of Delta College (ASDC) office, Shima 101F during regular office hours and are issued the same day. **Please DO NOT direct students to the Student Activities Office.**

4) **What student clubs are available on campus?**
   **Answer:** There are typically 25-35 registered student organizations on campus. Students can access a list of clubs by logging into the DeltaLink portal and selecting “ORGANIZATIONS” from the menu bar.

5) **What is the Student Activity fee?**
   **Answer:** The Student Activity fee is a $10.00 fee assessed at the time students register for classes. The Student Activity fee benefits students by providing funding for a variety of campus life events, student clubs and organizations and the student government association (ASDC). Students that pay the fee are eligible to receive a Mustang Pass and related benefits. Students have a choice to opt-out of paying the fee; however, this must be done by the refund date.