

Addendum to
Substantive Change Proposal

February 3, 2011

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Foothill College provides student services and support via face-to-face and the Internet. Each of these services has an informational webpage that is readily available to online students. Some services are available exclusively face-to-

Information Available Online. A webpage about academic advising and counseling is available at <http://www.foothill.edu/fga/advisingforums.php>. This webpage contains a link to a Frequently Asked Questions page as well as a link to an online discussion forum.

Interactive Services Available Online. Distance education students have access to individualized academic advising and counseling via an online forum and by telephone, email, and fax (<http://www.foothill.edu/fga/advisingforums.php>). The forum is staffed 11 months per year by three full-time faculty counselors who respond to forum postings within 48 hours. Students can schedule 30 minute face-to-face or telephone appointments with counselors via an online form. A one-unit course (CNSL 90) titled *Introduction to Online Learning* is taught via the Internet by counselors and introduces students to the various online academic and support services such as counseling and the college library.

Admissions and Registration

Face-to-face. Admissions and registration services are available at the Student Services Building on the main campus and at the Administration Building at the Middlefield Campus. The Admissions office on the main campus is open five days per week for walk-in services. The office hours are Monday through Tuesday, 7:30 a.m.-7 p.m., Wednesday through Thursday, 7:30 a.m.-5 p.m., and Friday, 8 a.m.-3 p.m.

Information Available Online. The Admissions and Registration webpage (<http://www.foothill.edu/admissions.php>) provides online access to the following information and services: Apply for Admission; Before You Register; Counseling and Advising; Fees and Refunds; Financial Aid; High School Student Enrollment; International Students; Registration Problems; Student Right-to-Know; Testing Services; Transfer Planning; Wait-List Process; Dates & Deadlines; Get Started; Tips for New Students; Adding Classes; Dropping Classes; Parking Permits; Social Security Privacy; Veterans' Assistance; Withdrawing for Military Duty; Add a Class, Forms, Drop a Class; Get My Grades; Order My Transcript; Pay My Fees; Register for Classes; Update My Student Information; Class Schedule; College Catalog; and Degrees and Programs of Study. The webpage for prospective students (<http://www.foothill.fhda.edu/prospective.php>) provides links to the following information: Admission & Registration; Apply Online; Earn Credit in High School; When to Register; Degrees & Programs of Study; Schedule of Classes; Testing Services; Transfer to a 4-Year College; Financial Aid & Scholarships; Tuition & Fees; CalWORKS; Counseling and Advising; College Publications; Disability Resource Center; Veterans & Active Military; About Foothill; Campus Map; Campus Tours; Main Campus Hours; Middlefield Campus Hours. Admissions, Counseling, Financial Aid, and Transfer forms are available for students to download as PDF documents (<http://www.foothill.fhda.edu/reg/forms.php>).

Detailed information about lower division major course preparation for UCs and CSUs may be obtained via the Internet using Assist.org (<http://www.Assist.org>). The California

Virtual Campus Course Catalog lists information about 279 online courses offered by Foothill College (see <http://www.cvc.edu/students/courses/>). This information is regularly maintained by Foothill Global Access (FGA) staff.

Interactive Services Available Online. The entire admissions process is available online via an application and registration portal (Banner). Upon completion of the application, students automatically receive an email message containing their student ID, registration information, and course enrollment instructions. After the application process is complete, students receive an appointment to register online. By using the online schedule of classes and online registration, a student can enroll in any available course offered at Foothill College. The online registration process also provides online access to the following information and services: Add and Drop Classes; Fee Payment; Grades; Parking Permit; Student MyPortal Information; Register for Classes; Registration Date and Time; Transcripts; Update Student Information; View Your Schedule; Course Availability; New and Former Student Application; High School Student Application; International Application for F-1 Visa Students; and Application Status. Students can email staff in the Admissions Office for assistance with registration issues (webregfh@mercury.fhda.edu).

A link to the Fee Calculator (<http://www.foothill.edu/reg/feecalc.php>) is available on the Student Fees & Refund Policies webpage (<http://www.foothill.edu/reg/fees.php>). Students can use this interactive tool to estimate their own educational costs.

Assessment and Placement

Face-to-face. The Testing Center is located on the main campus in the Student Services Building. Walk-in office hours are Monday, Tuesday and Thursday, 8 a.m. to 5 p.m. and Wednesday and Friday, 8 a.m. to 3 p.m.

Distance education students may take their placement tests for English, English as a Second Language or mathematics at a college assessment/testing center located near them. The selected center will need the ability to administer an online Accuplacer test.

does not have to provide web-based examinations in order to participate in the
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(<http://foothillcareercenter.wordpress.com/>).

Interactive Services Available Online.

Interactive Services Available Online. Student Services Book Exchange is provided as a service to the community, by the Foothill College Student Services organization for soliciting book exchanges only. This interactive online service (<http://www.foothill.edu/books/>) allows student to view listings and create listings of books for exchange. Foothill College EOPS Department is on Facebook (<http://www.facebook.com/EOPSONthehill>) where students can share photos, links, and event information with each other.

Financial Aid and Scholarships

Face-to-face. The Financial Aid Office is located on the main campus and has staff to serve student financial aid and scholarship needs in-person.

Information Available Online. The online registration process via MyPortal in Banner provides online access to the following information about Financial Aid Status and Financial Aid Awards. Information and forms for financial aid applications are available via the Internet from the financial aid webpages (<http://www.foothill.edu/aid/>) such as Loan Entrance Counseling through EdTe\$t

Interactive Services Available Online. None.

Help Desk

Face-to-face. On-campus Student Orientation to Etudes sessions are conducted during the

offered online and through workshops and tutorials. Library and learning support services are readily available for distance education students.

Information Available Online. The library webpage (<http://www.foothill.edu/library/>) lists services, hours of operation, and telephone numbers as well as links to book resources, research assistance, and databases.

Interactive Services Available Online. Librarians are available for one-on-one assistance to distance education students during normal working hours via an *Ask a Librarian* link in the library website. Librarians also teach research skills in a course offered online and through workshops and tutorials. The Hubert H. Semans Library website provides links to information for book, periodical, and internet resources. Fully online access to book resources is offered through the online Catalog. The library provides access to 9,049 eBooks. Foothill College subscribes to several article databases:

Face-to-face. The only face-to-face student transportation services are the two public bus stops on campus.

Information Available Online. Foothill College has partnered with Zimride to offer a new rideshare service. The service is offered through a website providing details about who is eligible to use the services and how it works as well as links to the Foothill College Parking Department and Sustainability Committee webpages.

the system by following instructions provided on the CTIS UNIX Lab webpage
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