

# STUDENT ACADEMIC SUPPORT SERVICES

## Advising

Faculty advising at Pacific, is a personalized mentoring experience through which faculty guide students to explore their intellectual interests, learn the requirements for degree completion and discuss life after graduation.

During orientation at Pacific, students work with a faculty advisor in their school or college degree program, and the same advisor often remains with students throughout the duration of their study. Faculty advisors are the first point of contact to answer major-specific questions and to assist students with exploring their post-graduate and career interests. They work in collaboration with other members of students' advising network (academic advisors, career advisors and care managers) to support students in achieving their goals while at Pacific.

Faculty advisors assist students with:

- Connecting their academic, life and career goals
- Selecting classes and understanding degree requirements
- Developing a realistic educational plan and monitoring academic progress in DegreeWorks
- Incorporating out-of-class opportunities that support their career goals
- Connecting with campus resources

Students are encouraged to take advantage of the individual attention provided by Pacific's faculty advisors and should contact their School/College's Dean's office if they have questions. Students can locate their advisor through insidePacific by looking at their "Student Information" under "Student Record."

Students also have responsibilities during the advising process. These include:

- Becoming aware of the academic rules and regulations, registration, procedures, deadlines, general education and graduation requirements
- Monitoring their progress towards completion of graduation requirements
- Consulting with their faculty advisor on a regular basis, including prior to registering for classes each term
- Obtaining correct information before making a decision
- Making final decisions regarding program and course selection

Students should come prepared for advising appointments by being aware of degree requirements and open to a thoughtful dialogue with their advisor about their academic and professional goals.

## General Academic Tutoring Center

The General Academic Tutoring Center offers free one-on-one tutoring to currently enrolled undergraduate students on Pacific's Stockton campus (as resources and tutor availability permit). This is a peer-tutoring program; tutors are those students who have succeeded academically with a B+ or better in the class they are tutoring or have been recommended by their Professors. In addition, our tutors go through training to learn how to tutor for different learning preferences, tutoring strategies, and nation-wide best practices for tutoring. Students interested in our tutoring services should visit the second floor of the Library or visit our online scheduling system (<https://pacific.mywconline.com>) to create an appointment. The GATC's hours

during the Fall and Spring semesters are typically Monday through Thursday 9 a.m. to 8 p.m., Friday 9 a.m. to 5 p.m. and Sunday 2 p.m. to 7 p.m. Tutors in most subjects are available; however, students are urged to contact the office early in the semester so that tutors can be sought. The General Academic Tutoring Center makes every attempt to locate tutors; however, sometimes tutors may not be readily available in some subjects. Any student interested in becoming a tutor is also welcome to apply through Handshake. For more information, call (209) 946-2437 or email at [tutoring@pacific.edu](mailto:tutoring@pacific.edu).

## Writing Center

The Writing Center's mission is to provide free writing support for Pacific students of all skill levels at any stage in the writing process for assignments in any discipline. The WC offers an inviting, non-judgmental space where peer mentors and student writers build collaborative learning relationships based on fostering student self-efficacy, honoring student agency, and developing transferable writing skills.

The WC's undergraduate writing consultants, graduate writing consultants, and professional staff members offer personalized insights and advice during one-on-one writing consultations that typically last 30-60 minutes. Consultants play many roles in a writing consultation—they listen, respond, ask questions, engage ideas, offer feedback, suggest resources, model skills, identify patterns, and more. Writing consultants strive to address the specific needs of individual students and encourage the process of discussion, drafting, and revision that helps students become stronger, more independent writers.

Support services are available for undergraduate and graduate students via face-to-face, video, and email consultations, Monday through Friday from 9:00 AM to 5:00 PM with special drop-in hours as needed or requested. The Writing Center provides in-class and in-center workshops and presentations as requested by staff and faculty. The Writing Center schedule can be found on [www.pacific.mywconline.com](http://www.pacific.mywconline.com) (<http://www.pacific.mywconline.com>).

The Writing Center is located on the second floor of the William Knox Holt Library on the Stockton campus. For more information, please contact Melanie Hash, Writing Center Manager, at 209-932-2969 or [writingcenter@pacific.edu](mailto:writingcenter@pacific.edu).

## General Academic Tutoring Center's Math Hub

The Math Hub is located within the General Academic Tutoring Center on the second floor of the Stockton library. We provide drop-in tutoring for fundamental math courses (MATH 004) through the calculus series (MATH 053). Drop-in support for other math courses may also be available, so students should feel free to stop by and check with the tutors to see if they can help. Hours of operation vary, but are typically in the afternoons Monday through Thursday. For more information, please contact 209-946-2437 or email [tutoring@pacific.edu](mailto:tutoring@pacific.edu).

## University Libraries

University Libraries offers personalized experiences that further academic success and scholarly inquiry on the Sacramento, San Francisco, and Stockton campus. Resource collections, research consultation, and digital technology connect people and ideas. Study spaces further a variety of learning styles and teaching activities, from quiet reflection to collaborative work. Special collections houses unique resources, such as the John Muir papers and local history manuscripts. Now, in addition to 300,000 print resources and over 200,000 electronic resources, the libraries offer digital maker space services with 3-D

printing, virtual reality software and hardware, and drone research services.

### **Office of Services for Students with Disabilities in the Division of Student Life**

The University does not discriminate against students and applicants on the basis of disability, in the administration of its educational and other programs. The University reasonably accommodates qualified students (including applicants) with disabilities as defined by applicable law, if the individual is otherwise qualified to meet the fundamental requirements and aspects of the program of the University, without undue hardship to the University. Harassment on the basis of disability issues is prohibited by the University's policies.

For purposes of reasonable accommodation, a student or applicant with a disability is a person who: (a) has a learning, physical or psychological impairment which limits one or more major life activities (such as walking, seeing, speaking, learning, or working); or (b) has a record with the University by which the University has officially recognized such impairment. To be eligible to continue at the University, the student or applicant must meet the qualifications and requirements expected generally of its students, and must also be able to perform the requirements of the individual major or program in which s/he is enrolled.

A qualified student or applicant is an individual with a disability as defined by this policy and applicable law who meets the academic and technical standards requisite to admission and participation in the educational program or activity. Accommodations are such modifications to the course, program or educational requirements as are necessary and effective for the individual, if reasonable to provide at the University and do not alter the fundamental nature of programs. Accommodations do not include exemption from academic evaluation standards or from the code of student conduct.

Pacific expects that, if a student has a disability, the student gives sufficient notice of the need for assistance (preferably prior to the start of the semester) although the University does fully consider the merits of each request at the time it is received. Upon receiving a request for assistance as well as appropriate documentation, the Office of Services for Disabilities considers the student's need for assistance as it relates to the documented disability. If appropriate, the University may choose to consult with such individuals, internal or external to the University, to provide further assistance needed to evaluate the request for accommodation. The following list is an example of the types of reasonable accommodations and services that the university may provide, on a case-by-case basis, to assure equal access:

- Academic adjustments and curricular modifications
- Assistive technology
- Consultation with faculty and staff
- Registration assistance and classroom rescheduling
- Readers, scribes, note-taking application, and library assistance
- Test proctoring services

Please note the university does not provide or subsidize personal care devices or services such as ambulatory devices or assistance with bathing, dressing, laundry, etc. Referrals to external agencies, however, are available upon request.

For additional information, please contact:

Daniel Nuss, Director  
Office of Services for Students with Disabilities  
McCaffrey Center, Room 137

Phone: (209) 946-2879  
E-mail: [dnuss@pacific.edu](mailto:dnuss@pacific.edu)

More detailed information is available on the web at: <https://www.pacific.edu/student-life/student-services/services-for-students-with-disabilities> (<https://www.pacific.edu/student-life/student-services/services-for-students-with-disabilities/>)

## **Supporting Students in Need**

### **Care Managers**

Care Managers are dedicated to assisting Pacific students in meeting their academic goals and overcoming educational or personal challenges. As a part of the Office of the Dean of Students, Care Managers are responsible for assisting students with academic, social, emotional, personal, and professional development. Care Managers support students by playing a primary role in case assessment, student referrals, and the case management of various student issues, including personal and medical emergencies. The goal of the Care Manager team is to empower students to find solutions to the day-to-day obstacles they may encounter at Pacific, while providing support with academic, family, health, and other challenges. While many students are referred to a Care Manager by a faculty or staff member, students can make appointments directly with a Care Manager at [caremanagers@pacific.edu](mailto:caremanagers@pacific.edu) or (209) 946-2177.

To refer a student to the Care Managers for support, visit <https://www.pacific.edu/student-life/care-managers> (<https://www.pacific.edu/student-life/care-managers/>)