

# Fresno City College

## School of Business Education

### Course Syllabus

**CIT-15 - Computer Concepts**  
**Monday/Wednesday/Friday 12-1:20PM**  
**Business Education Building**  
**Room BE-215**  
**Section Number: 35659 (fresnocitycollege89249)**

**Spring 2018**  
**Mr. Jim Sause**  
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## Course Outline

### JANUARY 2018

**FCC CIT-15 35659 MWF 12-1:20 BE-215 MyITLab # (fresnocitycollege89249)**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8 FCC Begins Welcome to CIT-15	9	10 Create a <u>MyITLab</u> Account	11	12 Create a <u>MyITLab</u> Account	13 DUE Account Creation
14 Windows 10 Lab Opens 9:00PM	15 Martin Luther King Jr. Day	16	17 Windows 10 Lab	18	19 Windows 10 Lab	20 DUE Windows 10 9:00PM PST
21 Word 1 Lab Opens 9:00PM	22 Chapter 1 / 2 Lecture Tech in Action	23	24 Word Lab 1 <u>MyITLab</u>	25	26 Word Lab 1 <u>MyITLab</u>	27 DUE Word Lab 1 9:00PM PST
28 Word 2 Lab Opens 9:00PM	29 Chapter 3 Lecture Tech in Action	30	31 Word Lab 2 <u>MyITLab</u>	1	2 Word Lab 2 <u>MyITLab</u>	3 DUE Word Lab 2 9:00PM PST

## FEBRUARY 2018

FCC CIT-15 35659 MWF 12-1:20 BE-215 [MyITLab](#) # (fresnocitycollege89249)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2 Word Lab 2 <a href="#">MyITLab</a>	3 DUE Word 2 9:00PM PST
4 Word 3 Lab Opens 9:00PM	5 Chapter 4 Lecture Tech in Action	6	7 Word Lab 3 <a href="#">MyITLab</a>	8	9 Word Lab 3 <a href="#">MyITLab</a>	10 DUE Word 3 9:00PM PST
11 Word 4 Lab Opens 9:00PM	12 TEST 1 Chapters 1-4 Tech in Action	13	14 Word Lab 4 <a href="#">MyITLab</a>	15	16 Word Lab 4 <a href="#">MyITLab</a>	17 DUE Word 4 9:00PM PST
18 Hands-on Word Test Opens	19 Washington Day	20	21 Hands-on Word Test <a href="#">MyITLab</a>	22	23 Hands-on Word Test <a href="#">MyITLab</a>	24
25 Excel 1 Lab Opens 9:00PM	26 Chapter 5 Lecture Tech in Action	27	28 Excel Lab 1 <a href="#">MyITLab</a>	1	2 Excel Lab 1 <a href="#">MyITLab</a>	3 DUE Excel 1 9:00PM PST

## MARCH 2018

FCC CIT-15 35659 MWF 12-1:20 BE-215 [MyITLab](#) # (fresnocitycollege89249)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2 Excel Lab 1 <a href="#">MyITLab</a>	3 DUE Excel 1 9:00PM PST
4 Excel 2 Lab Opens 9:00PM	5 Chapter 6 Lecture Tech in Action	6	7 Excel Lab 2 <a href="#">MyITLab</a>	8	9 Excel Lab 2 <a href="#">MyITLab</a>	10 DUE Excel 2 9:00PM PST
11 Excel 3 Lab Opens 9:00PM	12 Chapter 7 Lecture Tech in Action	13	14 Excel Lab 3 <a href="#">MyITLab</a>	15	16 Excel Lab 3 <a href="#">MyITLab</a>	17 DUE Excel 3 9:00PM PST
18 Excel 4 Lab Opens 9:00PM	19 Chapter 8 Lecture Tech in Action	20	21 Excel Lab 4 <a href="#">MyITLab</a>	22	23 Excel Lab 4 <a href="#">MyITLab</a>	24 DUE Excel 4 9:00PM PST
25	26 EASTER BREAK	27 EASTER BREAK	28 EASTER BREAK	29 EASTER BREAK	30 EASTER BREAK	31

## APRIL 2018

FCC CIT-15 35659 MWF 12-1:20 BE-215 MyITLab # (fresnocitycollege89249)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<b>1</b> <b>OPEN</b> <b>Hands-on Excel</b> <b>Test</b>	<b>2</b> <b>Test 2</b> <b>Chapters 5-8</b>	<b>3</b>	<b>4</b> <b>Hands-on</b> <b>Excel Test</b> <b>MyITLab</b>	<b>5</b>	<b>6</b> <b>Hands-on</b> <b>Excel Test</b> <b>MyITLab</b>	<b>7</b>
<b>8</b> <b>Access 1 Lab</b> <b>Opens</b> <b>9:00PM</b>	<b>9</b> <b>Chapter 9</b> <b>Lecture</b> <b>Tech in Action</b>	<b>10</b>	<b>11</b> <b>Access Lab 1</b> <b>MyITLab</b>	<b>12</b>	<b>13</b> <b>Access Lab 1</b> <b>MyITLab</b>	<b>14</b> <b>DUE</b> <b>Access 1</b> <b>9:00PM PST</b>
<b>15</b> <b>Access 2 Lab</b> <b>Opens</b> <b>9:00PM</b>	<b>16</b> <b>Chapter 10</b> <b>Lecture</b> <b>Tech in Action</b>	<b>17</b>	<b>18</b> <b>Access Lab 2</b> <b>MyITLab</b>	<b>19</b>	<b>20</b> <b>Access Lab 2</b> <b>MyITLab</b>	<b>21</b> <b>DUE</b> <b>Access 2</b> <b>9:00PM PST</b>
<b>22</b> <b>Access 3 Lab</b> <b>Opens</b> <b>9:00PM</b>	<b>23</b> <b>Chapter 11</b> <b>Lecture</b> <b>Tech in Action</b>	<b>24</b>	<b>25</b> <b>Access Lab 3</b> <b>MyITLab</b>	<b>26</b>	<b>27</b> <b>Access Lab 3</b> <b>MyITLab</b>	<b>28</b> <b>DUE</b> <b>Access 3</b> <b>9:00PM PST</b>
<b>29</b> <b>Access 4 Lab</b> <b>Opens</b> <b>9:00PM</b>	<b>30</b> <b>Chapter 12</b> <b>Lecture</b> <b>Tech in Action</b>					

## MAY 2018

FCC CIT-15 35659 MWF 12-1:20 BE-215 MyITLab # (fresnocitycollege89249)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		<b>1</b>	<b>2</b> <b>Access Lab 4</b> <b>MyITLab</b>	<b>3</b>	<b>4</b> <b>Access Lab 4</b> <b>MyITLab</b>	<b>5</b> <b>DUE</b> <b>Access 4</b> <b>9:00PM PST</b>
<b>6</b> <b>Open</b> <b>Hands-on</b> <b>Access</b>	<b>7</b> <b>Test 3</b> <b>Chapters</b> <b>9-12</b>	<b>8</b>	<b>9</b> <b>Hands-on</b> <b>Access Test</b> <b>MyITLab</b>	<b>10</b> <b>Any assignments</b> <b>still open are</b> <b>closed at</b> <b>1:10PM PST</b>	<b>11</b> <b>Hands-on</b> <b>Access Test</b> <b>MyITLab</b>	<b>12</b>
<b>13</b>	<b>14</b> <b>FINALS BEGIN</b>  <b>FINAL EXAM</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b> <b>LAST DAY</b> <b>OF FINALS</b> <b>WEEK</b>	<b>19</b>
<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>
<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>		

## **OFFICE HOURS**

Monday: 8-11:50....1:20--2:00

Wednesday: 8-11:50....1:20--2:00

## **COURSE DISCIPTION**

We will cover introduction to computers and their use. Topics include basic principles of hardware and software, application programs, systems software, telecommunications, networks, program design, the Internet, and the World Wide Web. Students will work with Windows and the Internet; word processing, spreadsheet, and database programs; and a programming language. Fulfills the computer literacy graduation requirement

## **EXPECTED LEARNING OUTCOMES**

Upon successful completion of the course, the student will be able to:

- Use a word processing program to design and create a document
- Use a spreadsheet program to design and create a spreadsheet
- Use a relational database program to design and create a database with at least one working query
- Use a visual programming environment to create and code a program
- Demonstrate fluency with computer concepts

## **COURSE PREREQUISITES / COREQUISITES / ADVISORY**

Prerequisite: None

Corequisite: None

Advisory: Eligibility for English 125 and 126 or English 153 or ESL 67 and 68 and Math 101 recommended

## **TEXTBOOKS**

Alan Evans, Kendall Martin, Mary Anne Poatsy, Technology in Action, Complete, Pearson, Boston, Mass, 14th Edition, 2016. ISBN: 978-0-13-460822-8

MyITLab **Unused** Account Number, Course Technology.

## **ALTERNATE MEDIA**

Students with disabilities who qualify for academic accommodations must provide a letter from the DSP&S and discuss specific needs with the professor, preferably during the first two weeks of class. DSP&S determines accommodations based on appropriate documentation of disabilities.

## **BASIS FOR GRADES**

Lab Assignments	130 points (13 MyIT assignments @ 10pts 10 points ( 1 VB @ 10 pts
Tests	300 points (3 multiple choice tests from <u>Technology in Action</u> @ 100 pts ea.)
Lab Tests (Hands-on)	300 points (3 Lab Tests @ (100 points each)
Final Exam	150 points 150 Multiple choice questions 20 points Extra Credit MyITLab PowerPoint 2 @ 10pts ea

Total Points Available **890 Points plus 20 points of EC**

All grades will be maintained on a point basis. Final grades will be determined on a percentage of total points available. The following grade scale applies for grading percentages are for total point percentages:

<b>0% - 59%</b>	<b>60% - 69%</b>	<b>70% - 79%</b>	<b>80% - 89%</b>	<b>90% - 100%</b>
<b>F</b>	<b>D</b>	<b>C</b>	<b>B</b>	<b>A</b>

## **GRADE REPORTS**

All grade reports will be sent electronically to the students college email address. The instructor will not use any other email address other than the one provided by the college.

## **ATTENDANCE**

Show up to class **ON TIME** and do not leave early from class. Both of these will count as an absence from class. A number of absences during a semester equal to twice the number of times that the class meets in a one-week period are satisfactory grounds for the instructor to drop a student from the class. It is mandatory to drop a student if they miss two consecutive weeks of class. A student may also be dropped for lack of satisfactory progress. (Refer to the Fresno City College catalog). **Do not however count on being dropped. The ultimate responsibility for dropping is the student's.**

## **HOMEWORK AND OTHER ASSIGNMENTS**

Late assignments **will not be accepted** and will receive zero credit. Assignments are to be turned in complete. Partial assignments will be accepted for partial credit.

## **LAB ASSIGNMENTS MyITLab Computer Based Training and Assessment**

MyITLab is the lab software we are currently using to facilitate the learning of Microsoft Office. The instructor will inform you of which version of MS Office we will be training on. You need to purchase an un-used code for this product from the bookstore or on-line. If you haven't yet purchased this code you need to do so ASAP. During the first week of class the instructor will be going over and assisting students creating an account, and adding themselves to the correct class. It is imperative that each student purchase a code so they can follow along with the instructor. **( Because it is impossible to get 1 point in this class without MyITLab, students have until the end (Friday) of the second week to purchase a copy of the software and have a permanent account in MyITLab. Students that fail to have a permanent MyITLab account will be dropped from the course. )** The first lab assignment is due a few weeks into the semester and there are no extensions to any MyITLab assignment due date. Once the due date has passed the assignment is no longer available to the student. The first page of this syllabus has all of the MyITLab assignments and their respective due dates.

MyITLab trainings can be taken as many times as a student wants to take them. Each Lab Assessment can be taken a maximum of 3 times. I will use the highest score to enter into my grade book. Each question in the Assessment can be taken as many as 10 times to get it right. Once the student has taken the Assessment 3 times the software will no longer allow the student to open the Assessment. After the due date, assessments are no longer available. I cannot extend the due date for any student for any reason. They are cast in stone.

## **TESTS**

Tests are taken on-line in MyITLab and can be made up of true/false, multiple choice, fill-in and essay questions. The instructor will provide the web address URL, the username and password in class at the beginning of the exam class session. Should a test be missed, the next test will count double. If two consecutive tests are missed, the score of the first test that was missed becomes a permanent ZERO (0). Students will have one class period or the equivalent to complete all parts of an exam.

## **MAKEUP POLICY**

Generally, tests cannot be made up. However, makeup's for tests will be allowed only under **unusual circumstances** and **with advance notice and arrangement**. All makeup's are subject to the instructors **pre-approval**.

## **EXTRA CREDIT**

Extra credit is not normally available and is at the instructor's discretion, so show up for each class on time, turn all the homework in on time and take all the tests and quizzes.

## **CELL PHONES PAGERS PDA'S AND PERSONAL LAP-TOP COMPUTERS**

Turn off, mute, or disable the ring on cell phones and pagers during class. Texting or use of PDA's or Personal laptop computers during class is not permitted. If you need to make a call get up quietly and go outside of the classroom and then return to class after the call is complete.

## **FOOD, DRINK AND GENERAL STUDENT BEHAVIOUR**

ANY FOOD and/or drinks are not permitted in the classroom. Exceptions will be made to those students that provide a verified medical doctor's prescription that states the reason for the need to have food and/or drink in class. This is a College and you are a college student. As such your attitudes and behavior should reflect this. Students that disrupt the class will be expelled from class and the appropriate academic forms will be filed. (See the FCC Catalog for the school policy)

## **CHEATING AND PLAGIARISM**

Cheating is the act or attempted act of taking an examination or performing an assigned, evaluated task in a fraudulent or deceptive manner, such as having improper access to answers, in an attempt to gain an unearned academic advantage. Cheating may include, but is not limited to, copying from another's work, supplying one's work to another, giving or receiving copies of examinations without an instructor's permission, using or displaying notes or devices inappropriate to the conditions of the examination, allowing someone other than the officially enrolled student to represent the student, or failing to disclose research results completely.

Plagiarism is a specific form of cheating: the use of another's words or ideas without identifying them as such or giving credit to the source. Plagiarism may include, but is not limited to, failing to provide complete citations and references for all work that draws on the ideas, words, or work of others, failing to identify the contributors to work done in collaboration, submitting duplicate work to be evaluated in different courses without the knowledge and consent of the instructors involved, or failing to observe computer security systems and software copyrights.

Incidents of cheating and plagiarism may result in any of a variety of sanctions and penalties, which may range from a failing grade on the particular examination, paper, project, or assignment in question to a failing grade in the course, at the discretion of the instructor and depending on the severity and frequency of the incidents. (See the FCC Catalog for the school policy)

## **CLASSROOM VISITORS**

Friends, boyfriends, girlfriends, husbands, wives, children, grandchildren etc. are not permitted in class during any part of the class session. Students need to make prior arrangements for child care or stay home.

## **SUGGESTIONS AND RECOMMENDATIONS**

- Purchase a USB thumb drive to store your class information and assignments on.
- Read every chapter assignment before attending class and study the chapter review questions on line.
- Attend every class session participate and ask questions. Turn in every assignment on time
- Study for tests by reading the book and studying the chapter review questions on line at <http://www.FCCsause.com>
- **DO NOT COUNT ON THE INSTRUCTOR TO DROP YOU FROM THIS COURSE. IF YOU WANT OR NEED TO DROP THIS CLASS, THEN YOU NEED TO TAKE THE APPROPRIATE ACTION TO DROP THIS CLASS BEFORE THE DROP DEADLINE DATE LISTED ON THE FIRST PAGE OF THIS SYLLABUS.**

## **DISCLAIMER**

The instructor reserves the right to make changes to this syllabus, test times and dates, assignments, assignment points, etc.

## **TECH SUPPORT PHONE NUMBERS**

MyITLab Tech Support                      1-800-677-6337

FCC Tech Support                              559-443-8670

## **MICROSOFT OFFICE 365**

Microsoft Office 365 is available for free to FCC students. Use the link below to sign up for Office 365:

<https://products.office.com/en-us/student>

## **MYITLAB PURCHASE**

Purchase the code at the FCC book store

Purchase online at <https://registration.mypearson.com/#>

**There are 60 seconds in 1 minute, 3,600 seconds in 1 hour, 86,400 seconds in 1 day, 604,800 seconds in 1 week, 31,536,000 seconds in 1 year and 126,144,000 in 4 years. You can waste all of this time or get an education. The choice is yours.**

## CREATING A MYITLAB ACCOUNT

You need 3 things to create a MyITLab account

1. An email address. Isuggest you use the email address created by the college for each student
2. A valid unused MyITLab access code
3. The Pearson Course number for the class you are in. This number can be found on page 1 of this syllabus
4. Go to the MyITLab home page: <https://www.pearsonmylabandmastering.com/northamerica/myitlab/>
5. Click “Get Registered” under the Students heading on the left side of the page
6. Click “OK! Register Now”
7. Enter the Pearson course number found on page 1 of this syllabus: **fresnocitycollegeXXXXX**
8. Click “Continue”
9. Confirm the FCC course number is correct under “YOUR CORSE” is correct.
10. Click “Create” under the Create a Pearson account heading.
11. Answer all of the questions and click I accept the license agreement.
12. Either enter your Pearson code or purchase one
13. You now have a valid MyITLab account and you have enrolled in the correct CIT-15 course

## CONFIRM OR CHANGE THE TIME ZONE INFORMATION IN MYITLAB

Secure | <https://mylabs.px.pearsoned.com/Pegasus/Modules/MyPreference/frm>

**Student Getting Started**

Set Up MyITLab Student User Guide Set Time Zone & Change Student ID

Click the Set Time Zone above.



MyITLab for Office 2013:  
Exploring Series + Technology in  
Action, 13e  
Pearson Education  
For Educators and Students  
• Pearson Realize

**My Profile**

**My Profile**

**This student profile cannot be edited.**

First name  Last name

Student ID

**Time zone**

Select your time zone preference.

Time zone

**Localization** **Change Time Zone to Pacific Time (US and Canada); Tijuana**

Select an item to match its preference. NOTE: Profile changes may not take effect if your instructor has locked the language display for that course.

Locale Preference

Number:

Time displays as:

Date displays as:

Long date:

On-screen language display

Online Help language display

Click Save button above

# SPRING 2018 FINAL EXAM SCHEDULE

**Group Definitions**

**Time/Group A**

- Daily
- MWF
- M
- W \*\*
- F \*\*
- MT
- MW
- MTh
- MF
- WTh \*\*
- WF \*\*
- MTW
- MTTh
- MTF
- MWTh
- MThF
- WThF \*\*
- MTWTh
- MTWF
- MTThF
- MWThF

**Time/Group B**

- TTh
- T
- Th \*\*
- TW
- TF
- ThF \*\*
- TWTh
- TWF
- TThF
- TWThF

**Night M:**

- M
- MW

**Night T:**

- T
- TTh

**Night W:**

- W

**Night Th:**

- Th

**Night F:**

- F

Class Time/Group	SAT. MAY 12	MON. MAY 14	TUE. MAY 15	WED. MAY 16	THU. MAY 17	FRI. MAY 18
7:00 A	For Saturday classes, the instructor should begin the final exam at the time the class usually meets.			OPEN*		7-8:50
7:00 B					7-8:50	
8:00 A		8-9:50				
8:00 B			8-9:50			
9:00 A				9-10:50		OPEN*
9:00 B					9-10:50	
10:00 A		10-11:50				
10:00 B			10-11:50			
11:00 A				11-12:50		
11:00 B					11-12:50	
12:00 A		12-1:50				
12:00 B			12-1:50			
1:00 A				1-2:50		
1:00 B					1-2:50	
2:00 A		2-3:50				
2:00 B			2-3:50			
3:00 A				3-4:50		
3:00 B					3-4:50	
4:00 A		4-5:50				
4:00 B			4-5:50			
Night M		§				
Night T			§			
Night W				§		
Night Th					§	
Night F					§	



# Tutorial Center

Student Learning Support Services

## FRESNO CITY COLLEGE STUDENT SUCCESS RESOURCES

**Assessment Center** – Provides FCC placement, ability to benefit (financial aid) assistance, and computer familiarity testing. For a nominal fee, they proctor exams for online/distance learning/correspondence courses taught by other institutions. Located in LI-145. For more information, please call 442-8280. The recording number for the placement schedule is 442-8282.

**CalWORKs** – Offers assistance to students eligible to participate in the CalWORKs program. Support services may include: child care, book vouchers, and academic counseling. Located in T-201. For details, please call 442-8286.

**Career Center** – Offers assistance to students in their selection of a career. Support services may include: career assessments, career planning guidance, and computer based career information. Located upstairs in the Student Services building. For details, please call 442-8291.

**Child Development Center** – Offers child care services for the children of students and staff. Located at 1621 E. University. For details, please call 244-2691.

**College Activities Office** – Coordinates college activities and special events, the housing program, all campus clubs and organizations, and student government. Located on the south end of the cafeteria. For details, please call 265-5711.

**Computer Lab** – Offers students free access to a computer. Located in LI-118. For details, please call 442-8208.

**Counseling Department** – Offers assistance with academic, personal, and career counseling services. Specialized programs are also available for students meeting eligibility criteria (see descriptions below). Located upstairs in the Student Services building. For details, please call 442-8226.

**Bridge** – An academic community designed to help aging-out foster care youth, ages 18-21, make a transition into college and/or vocational training opportunities. For details, please call 442-4600, x8677.

**IDILE** – Designed to enhance the leadership skills of all students, with emphasis on African Americans while helping to develop the self-confidence to succeed in post-secondary education. For details, please call 442-4600, ext. 8639.

**Puente** – Designed to increase the number of students who transfer to four-year colleges and universities with a course content focus on a Chicano/Latino emphasis. For details, please call 442-4600, ext. 8644.

**SYMBAA** – Assists African American male students in achieving success through a coordinated program of courses and support. For details, please call 442-4600, ext. 8643.

**USEAA** – This program has special emphasis on the Southeast Asian American culture and is designed to prepare students to transfer successfully to a four-year university. For details, please call 442-4600, ext. 8639.

**Student Support Services Program** – Supports low income, first generation students by providing academic support and guidance to help students meet the challenges of college life. Located in SC-216. For details, please call 265-5789.

**Disabled Students Programs and Services (DSP&S)** – Offers assistance to students with disabilities. Support services may include: special parking permits, disability testing, interpreters for the deaf, note takers, and other appropriate support. Located upstairs in the Student Services building. For details, please call 442-8237.

**Early Alert** – An intervention/retention program designed to inform students of their academic standing prior to receiving an unsatisfactory grade. For details, please call 442-4600, ext. 8160.

**Employment Resource Center** – Offers assistance for students that desire employment. Support services may include: job listings, employment advising, job search workshops, and job fairs. Located in LI-147. For details, please call 442-8294.

***Extended Opportunity Programs and Services (EOPS)*** – Offers assistance to low income and academically disadvantaged students. Support services may include: academic counseling, tutorial assistance, financial aid, and book grants. Located downstairs in the Student Services building, room ST-101. For details, please call 442-8231.

***Financial Aid*** – Offers assistance to students that qualify. Services may include: PELL grants, work study, student loans, fee waivers, and Cal grants. Located upstairs in the Student Services building. For details, please call 442-8245.

***Health Services*** – Offers students confidential health counseling, emergency first aid, screening tests, limited immunizations, and TB and HIV testing. Located downstairs in the Student Services building, ST-112. For details, please call 442-8268.

***Honors Program*** – High achieving students are encouraged to apply for admission into this program. For details, please call 442-8207.

***International Student Services*** – Office of International/Veterans provides assistance to veterans and to international students. Located downstairs in the Student Services building, ST-108. For details, please call 442-8224.

***Library*** – Library staff is available to offer individual assistance in the use of the many learning resources available in the Library. For details, please call 442-8204.

***Psychological Services*** - Offers assistance to students who experience interpersonal or personal difficulties. Located upstairs in the Student Center (above the Bookstore), room SC-216. For details, please call 442-4600, ext. 8055, 8056 or 8050.

***Scholarship Information & Resources*** - Provides information regarding scholarships available to Fresno City College students. For more information, please call 442-4600, ext 8293.

***Transfer Center*** - Offers assistance to students preparing to transfer to a university. Support services may include: transfer advising, assistance with admissions process, and transfer workshops. Located upstairs in the Student Services building. For details, please call 442-8290.

***Tutorial Center*** - The Student Success Tutorial Center offers students FREE assistance in most subject areas as well as with basic skills. The center provides a comfortable and encouraging environment with faculty-recommended tutors who assist students in achieving their academic goals. Located in LI-134. For details, please call 442-8209.

***Extending the Class (ETC)*** – Extending The Class sessions are free, peer-led study sessions provided for selected courses. ETC sessions provide a chance for students to get together with classmates to compare notes, discuss important concepts, and develop strategies for studying the subject. For details, please call 442-4600, ext 8183.

***Online Tutoring*** – Offers assistance in most subject areas from your own home. For online instructions and hours visit <http://fccwise.fresnocitycollege.edu> or call 442-4600, ext 8183 for more details.

***Veterans Services*** - Office of International/Veterans provides assistance to veterans and to international students. Located downstairs in the Student Services building, ST-108. For details, please call 442-8224.

***Web Room*** - Offers assistance with online admissions and records forms as well as WebAdvisor. Located downstairs in the Student Services building, ST-102. For details, please call 442-8236.

***Writing and Reading Center*** – Tutoring is available to students in reading and writing. Located upstairs in the Tutorial Center, LI-134. For details, please call 449-6042.