



**STARS**

PROGRAM

**SOUTHWESTERN COLLEGE**

**S**TUDENTS • **T**UTORS • **A**CHIEVING • **R**EAL • **S**UCCESS



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Southwestern College | 900 Otay Lakes Road, Chula Vista, CA 91910  
Academic Success Center | Building 420, Room 420 | 619-482-6348 | [SWCStars@swccd.edu](mailto:SWCStars@swccd.edu)

## FREQUENTLY ASKED QUESTIONS

### What is the STARS Program?

STARS is a tutoring program for students in grades 5 through college level offered through Southwestern College's Learning Assistance Services program.

### What are the STARS tutoring goals?

Tutoring goals focus on the following areas:

- to promote independence in learning
- to personalize instruction
- to facilitate tutee insights into learning and learning processes
- to provide a student perspective on learning and school success
- to respect individual differences

Tutors do not do the tutees' work for them but rather help students in ways that enable them to better help themselves and reduce their need for academic assistance.

### What is the format of the tutoring sessions?

Tutoring appointments are individual, one-on-one, 55-minute sessions. Two-hour sessions are available for grades 7–college level, if appropriate for the student. Time is allotted at the end of each session for tutee-tutor goal-setting for future sessions and the tutor's completion of the Session Summary form.

### What subjects are included?

Tutoring is offered for the following subjects:

- Computer Skills
- Biology, Chemistry, Math, Physics
- English, Reading, Writing, SAT Prep
- Foreign Languages
- Social Sciences
- Other subjects requested if tutors are available

### Will the STARS Program be offered throughout the year?

The STARS Program follows the college academic calendar, so between semesters there will be short breaks during which tutoring is not available.

### What is the cost?

The fee is \$23 per hour. A minimum purchase of 4 hours is required.



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### What qualifications do the STARS tutors have to meet?

All STARS tutors are highly qualified for the grade levels and academic subjects for which they tutor. Each has completed the Tutor Training—Level 1 course at SWC or had equivalent training. Many hold B.A. or B.S. degrees, or higher. Some have teaching experience. All tutors are CRLA<sup>1</sup> certified.

### If all hours purchased are not used, are refunds available?

Yes, refunds are available upon request except for hours related to unexcused absences or dismissals due to inappropriate conduct. Processing of refunds will take approximately six weeks.

### Where does STARS tutoring take place?

In the Southwestern College Academic Success Center (ASC), Building 420, Room 420.

### What does the student need to bring to each STARS session?

- A pencil or pen and notebook for the student's STARS work
- Sample school assignments, subject/course book, papers, and worksheets for the subject tutored

### Where do I go to sign up my child?

Register at the ASC, Building 420, Room 420.

### Who do I contact if I have questions?

Call the ASC, 619-482-6348, for questions related to registration, scheduling, and payments. For program-related issues or concerns, contact the following:

- Elizabeth Kozel, Academic Success/Tutorial Center Coordinator, 619-421-6700 extension 5373, [ekozel@swccd.edu](mailto:ekozel@swccd.edu)
- John Rieder, Interim Learning Assistance Services Coordinator, 619-482-6579, [jrieder@swccd.edu](mailto:jrieder@swccd.edu)

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<sup>1</sup>The International College Reading and Learning Association.

## PROGRAM INFORMATION & POLICIES

**Contact Information, Registration, Appointments and Cancellations:** 619-482-6348

**Program Concerns:** 619-421-6700 extension 5373 or 619-482-6579

The STARS Program is offered through the Southwestern College Learning Assistance Services Program.

- **Format:** Individual, 55-minute tutoring sessions on an appointment basis; two-hour sessions are available for students in grades 7 – college level
- **Grade Levels:** Student grades 5 – college level
- **Subjects:**
  - Computer Skills
  - Biology, Chemistry, Math, Physics
  - English, Reading, Writing, SAT Prep
  - Foreign Languages
  - Social Sciences
  - Other subjects requested if tutors are available
- **Fee:** \$23 per hour
  - Payment is made at the Academic Success Center, Building 420, Room 420.
  - A minimum purchase of 4 hours is required.
  - Additional hours may be purchased by calling or coming in to the ASC.
  - To transfer hours between multiple children, a formal request may be submitted via email to [SWCStars@swccd.edu](mailto:SWCStars@swccd.edu) or in writing, hand-delivered to the ASC front desk.
- **Refunds:** Refunds for all unused hours are available upon request, except for hours related to unexcused absences or dismissals due to inappropriate conduct (see policies below). Processing of refunds will take approximately six weeks.
- **STARS Sessions: Academic Success Center, Building 420, Room 420**

<b>Fall/Spring Semester</b>	<b>Summer Semester</b>
Monday–Thursday, 7:00 a.m.–8:00 p.m.	TBA
Friday, 7:00 a.m.–2:00 p.m.	
- **Tutors:** All STARS tutors are highly qualified for the grade levels and academic subjects for which they tutor. Each has completed Tutor Training—Level 1 course at SWC or equivalent training. Many hold B.A. or B.S. degrees, as well as having teaching experience. All tutors are CRLA certified.

## PROCEDURES

### Absences

- To report an absence or if you are going to be late, call the ASC. Please leave the tutee's name, the tutor's name, and the time and date of the tutoring appointment.
- Parents or students must inform the ASC if they are going to be absent for their tutoring session. Calls must be made at least four hours before the appointment or the absence will be considered unexcused. Emergencies will be handled individually.
- For each unexcused absence, the student will be charged for the tutoring session, including the first appointment.
- STARS tutors will wait 15 minutes before the tutoring session is considered an unexcused absence. If prior notice of late arrival is provided, the tutor will wait for the student. The session, however, will not be extended.
- Appeals will be reviewed by the ASC Tutorial Center and Learning Assistance Center Coordinators.

### Student Check-in and Tutoring Session Length

All STARS students must check in at the front counter in the ASC, Building 420, Room 420 at least five minutes before the session start time.

- Tutoring sessions are scheduled for 55 minutes, including time allotted at the end of each session for tutee-tutor goal-setting for future sessions and tutor completion of the Session Summary form.
- 2-hour tutoring sessions are available for grades 7 through college level, if appropriate for the student. For increased retention, a ten-minute break will be included if the tutee requests it. The last 5 minutes of the session will be used for tutee-tutor goal-setting for future sessions and tutor completion of the Session Summary form.

### Student Behavior

It is expected that students enrolled in the STARS Program are respectful of other students, the tutors, and the campus facilities. Student behavior that is disruptive to the learning environment will result in one warning and parent notification. Further disruption will result in dismissal. Refunds will not be given.

### Parent Contact

Parents may sit in during the first tutoring session. If parents have questions or concerns, they should contact the ASC at 619-482-6348 or the ASC Tutorial Center Coordinator, Elizabeth Kozel, at 619-421-6700, extension 5373.

If requested, tutors will give a copy of the Session Summary form to the student after each session. Parents may refer to this document for information regarding the session focus. If desired, parent comments for the tutor may be written on the form and returned by the student at the next session.

## Parking

Please work with your child to determine a designated pick-up site and the identity of acceptable driver(s). The STARS Program staff does not monitor student pick-up. For younger children we ask that parents bring them to the ASC and return to pick them up. Parents may wait in the ASC, if desired.

If you wish to park in designated campus lots, parking permits are required. One-day, \$3 parking permits are available through the permit dispenser machines located in parking lots A, B, F, J, and O. A semester parking pass is available in the Cashiering Office in the Student Services Center (See attached map).

Guest parking passes are available upon request at the front desk of the ASC. If you check out a guest pass, you must return it at the end of every session. There is a limited supply of guest passes, so we cannot guarantee one will be available for every student's session.

## Transportation

The STARS Program assumes no responsibility for transportation. The Chula Vista Transit (CVT) currently serves Southwestern College with several bus routes. To obtain a bus schedule, call 619-233-3004 or go to [www.sdcommute.com](http://www.sdcommute.com).



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## DIRECTORY

### LEARNING ASSISTANCE SERVICES / ACADEMIC SUCCESS CENTER

STAFF	PHONE NUMBER	EMAIL	ROOM
John Rieder Interim Learning Assistance Services Coordinator	619-482-6579	jrieder@swccd.edu	420
Elizabeth Kozel Academic Success/Tutorial Center Coordinator	619-421-6700 ext. 5373	ekozel@swccd.edu	420
Liliana Tolson Learning Assistance Services Adjunct Faculty	619-482-6348	ltolson@swccd.edu	420
Cecelia Boucher Learning Assistance Services Adjunct Faculty	619-482-6348	cboucher@swccd.edu	420
<b>STARS Program</b>	<b>619-482-6348</b>	<b>SWCStars@swccd.edu</b>	<b>420</b>

DEPARTMENT	PHONE NUMBER	DIVISION	ROOM
Academic Success Center	619-482-6348	Academic Success Center	420
Admissions & Records	619-421-6700 ext. 5215	Admissions & Records	S101
Campus Nurse	619-421-6354	Health Services	601F
Cashier's Office	619-482-6307	Fiscal Services	S102
College Police	<b>Urgent:</b> 619-216-6691 <b>Non-Urgent:</b> 619-482-6380	College Police Department	105D
College For Kids	619-421-6700 ext. 5953	Continuing Education	660
STARS Program	619-482-6348	Academic Success Center	420

# CHULA VISTA CAMPUS

## MAP LEGEND

- ATM Machine
- Bicycle Parking Racks
- Bus Stop
- Coffee Cart
- Defibrillator
- Disabled Person Parking
- Emergency Blue Light
- Information/College Police
- Nurse
- Parking Permit Dispenser (One-day permits)
- Pay Phone
- Restrooms
- All-Gender Restrooms
- TDD Payphone
- Time Out Café
- Tradewinds

**PARKING PERMITS REQUIRED AT ALL TIMES IN ALL LOTS.**



## SCHOOLS AND DEPARTMENTS

<ul style="list-style-type: none"> <li>Academic Affairs 213</li> <li>Academic Success Center 420</li> <li>Admissions and Records 1400</li> <li>Adult Education Block Grant 650</li> <li>AmeriCorps/Service Learning 1400</li> <li>Art Gallery 710B</li> <li>Articulation 105M</li> <li>ASO 600</li> <li>Assessment 1400</li> <li>Athletics 1700</li> <li>Automotive Technology 590</li> <li>Bookstore 630</li> <li>Business and Operations 1650</li> <li>Cafeteria/Student Union 610</li> <li>CalWORKs 1400</li> <li>Career Center 1400</li> <li>Center for International Trade Development 660</li> <li>Central Plant 1280</li> <li>Child Development Center 2000</li> <li>College Police Department 105D</li> </ul>	<ul style="list-style-type: none"> <li>Communications, Community and Government Relations</li> <li>Continuing Education</li> <li>CTECS</li> <li>Custodial</li> <li>Disability Support Services</li> <li>DSS High Tech. Center</li> <li>E.O.P.S.</li> <li>Equity, Diversity, and Inclusion</li> <li>Evaluations</li> <li>Facilities, Operations and Planning</li> <li>Financial Aid</li> <li>Financial Services</li> <li>Fitness Center</li> <li>Foundation</li> <li>Grounds</li> <li>Gymnasium</li> <li>Health, Exercise Science Building</li> <li>Health Services/Campus Nurse</li> <li>Human Resources</li> <li>Information</li> </ul>	<ul style="list-style-type: none"> <li>1000-I</li> <li>660</li> <li>1400</li> <li>1200</li> <li>1400</li> <li>420</li> <li>1400</li> <li>651</li> <li>1400</li> <li>1625</li> <li>1400</li> <li>1663</li> <li>1005</li> <li>100D</li> <li>1260</li> <li>1500</li> <li>1700</li> <li>601F</li> <li>1670</li> <li>1400</li> </ul>	<ul style="list-style-type: none"> <li>Institutional Research, Planning and Grants 103A</li> <li>Institutional Technology 211</li> <li>Instructional Support Services 105</li> <li>Landscape and Nursery Technology 1800</li> <li>Language Acquisition Center 440</li> <li>Learning Resource Center 620</li> <li>Library 620</li> <li>Lost and Found 105D</li> <li>Maintenance 1200</li> <li>Math Lab 420</li> <li>Math/Science Center 390</li> <li>MESA Center 390</li> <li>Nurse 601F</li> <li>Office Support Services 100</li> <li>Online Learning Support Center 620</li> <li>Outreach 1400</li> <li>Payroll Services 1660</li> <li>Perkins Office 660</li> <li>Planetarium 382</li> <li>Prop R Trailer 1688</li> </ul>	<ul style="list-style-type: none"> <li>Purchasing 1651</li> <li>Reading Lab 420</li> <li>South Bay Botanic Garden 1800</li> <li>Staff Development 620</li> <li>Student Accounts and Cashiering 1400</li> <li>Student Activities 600</li> <li>Student Affairs 1400</li> <li>Student Employment Services 1400</li> <li>Superintendent/President 100</li> <li>Tech Prep/2+2 200A</li> <li>Tennis Center 1030</li> <li>Theatre/Mayan Hall 900</li> <li>Time Out Café 480</li> <li>Tradewinds Café 1505</li> <li>Transfer Center 1400</li> <li>Veterans Services 1400</li> <li>Veterans Resource Center 345</li> <li>Warehouse/Receiving 1100</li> <li>Women's Resource Center 1400</li> <li>Workability III 1400</li> <li>Writing Center 420</li> </ul>	<p><b>SCHOOL OF:</b></p> <ul style="list-style-type: none"> <li>Arts, Communication and Social Sciences 702B</li> <li>Business and Technology 470</li> <li>Counseling and Student Support Programs 1400</li> <li>Language, Literature, and Humanities 430</li> <li>Mathematics, Science, and Engineering 215</li> <li>Wellness, Exercise Science, and Athletics 1700</li> </ul>
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## Student Application & Payment



☐ Summer \_\_\_\_\_ ☐ New Student  
☐ Fall \_\_\_\_\_ ☐ Continuing Student  
☐ Spring \_\_\_\_\_ STARS ID# \_\_\_\_\_

**Directions: Please use one form per student. Submit this form with payment to the Academic Success Center Office, Building 420, Room 420.**

Student Name: \_\_\_\_\_ Parent/Guardian Name: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Student Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Student Email: \_\_\_\_\_

Grade: \_\_\_\_\_ Age: \_\_\_\_\_ School/College: \_\_\_\_\_

### Request Tutoring In: (Check all that apply)

☐ Biology ☐ Chemistry ☐ Computer Skills ☐ Economics ☐ English ☐ French ☐ History  
☐ Math ☐ Physics ☐ Reading ☐ SAT Prep ☐ Spanish ☐ Study Skills ☐ Writing  
☐ Other Specify: \_\_\_\_\_

**Payment Method:** ☐ VISA ☐ MasterCard ☐ Discover ☐ American Express ☐ Cash ☐ Check Number: \_\_\_\_\_

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ Security Code Number: \_\_\_\_\_  
(3-digit code in back of credit card/AMEX 4-digit code in front of credit card)

Card Holder Name (Print): \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Number of Hours Purchased at \$23 per Hour (4 Hours Minimum): \_\_\_\_\_ Total Amount: \$ \_\_\_\_\_

### STARS Program Emergency Information

Required for ALL students

I grant approval for my child \_\_\_\_\_, Age \_\_\_\_\_, Grade \_\_\_\_\_, Birth Date \_\_\_\_\_, to participate in the **STARS** Program and release Southwestern Community College District and any tutor from any liability arising from his/her participation in the **STARS** Program. I understand the College does not provide health or medical insurance for the participants. Consent is hereby given to the **STARS** Program to give or seek any medical aid required in the case of an emergency. I agree that any resulting expenses will be my responsibility.

Parent/Guardian Name (Print) \_\_\_\_\_ Parent/Guardian Signature \_\_\_\_\_ Phone Number \_\_\_\_\_

Name of additional person who may be contacted in case of emergency:

Name \_\_\_\_\_ Relationship to Student \_\_\_\_\_ Emergency Phone Number \_\_\_\_\_

Does your child have any health related special needs? ☐ Yes ☐ No

If yes, please explain: \_\_\_\_\_

### STARS Program Policies | Appointments and Cancellations: Absences

**1.** To report an absence or if you are going to be late, call the ASC. Please leave the tutee's name, the tutor's name, and the time and date of the tutoring appointment. Parents or students must inform the ASC if they are going to be absent for their tutoring session. **2.** Calls must be made **at least four hours** before the appointment or the absence will be considered unexcused. **3.** Emergencies will be handled individually. **4.** For each unexcused absence, the student will be charged for the tutoring session, including the first appointment. STARS tutors will wait 15 minutes before the tutoring session is considered an unexcused absence.

**We have read the STARS Program Policies and agree to abide by them.**

Parent/Guardian Signature \_\_\_\_\_ Student Signature \_\_\_\_\_ Date \_\_\_\_\_

**HOW TO REGISTER: PHONE:** Call **619-482-6348** to register and pay for a tutoring session by phone with a credit card. **MAIL:** Mail the completed STARS Student Application & Payment form with complete credit card information or a check payable to Southwestern College (see address below). **FAX:** Fax your completed STARS Student Application & Payment form to 619-482-6540 and include complete credit card information. STARS Student Application & Payment form must be signed. No checks by fax. **IN PERSON:** Bring your completed STARS Student Application & Payment form to the following address:

**Southwestern College Academic Success Center, 900 Olay Lakes Road, Building 420, Room 420, Chula Vista, CA 91910-7299.**

**OFFICE HOURS:** MONDAY—THURSDAY 7:00 a.m. – 8:00 p.m. FRIDAY 7:00 a.m. – 2:00 p.m.

### OFFICE USE ONLY

Payment Received Date: \_\_\_\_\_ by: \_\_\_\_\_ Receipt Issued Date: \_\_\_\_\_ by: \_\_\_\_\_ Payment Recorded Date: \_\_\_\_\_ by: \_\_\_\_\_

SWC/ASC Account number deposit at Cashiers for collected fees: **T3R 12-555510-611000-48832-10**

