FREE Services to Support Student Success

**Advising** — The Counseling Center and your instructors specialize in assisting students with educational planning, academic advising, transfer information and academic problem-solving. To get information about program-specific advising, please call the Counseling Center or your program advisor. You can check the student kiosk to find your program advisor.

**Website:** [http://studentlife.bigbend.edu/Pages/Counseling.aspx](http://studentlife.bigbend.edu/Pages/Counseling.aspx)
**Location:** 1400 Building
**Phone:** 509.793.2035

**Career Placement Center** — The Career Placement Center is designed to help guide individuals by providing information on current and local job placement opportunities and referrals, resume and cover letter writing, mock interviews, labor market information and career assessments.

**Website:** [http://studentlife.bigbend.edu/careerplacement/Pages/default.aspx](http://studentlife.bigbend.edu/careerplacement/Pages/default.aspx)
**Location:** 1400 Building in the Student Success Center
**Phone:** 509.793.2069 or 509.793.2070

**Counseling** — The Counseling Center provides career and personal counseling at no charge to currently enrolled students. Counselors can help students identify interests and abilities, explore educational options, minimize obstacles to success, handle personal concerns, deal with anxiety and fears, cope with stress, manage test anxiety and increase assertiveness. Counseling is available by appointment.

**Website:** [http://studentlife.bigbend.edu/Pages/Counseling.aspx](http://studentlife.bigbend.edu/Pages/Counseling.aspx)
**Location:** 1400 Building
**Phone:** 509.793.2035

**Disability Support Services** — The Disabled Student Services office assists students with disability accommodations. The Disability Services liaison is committed to making Big Bend Community College, its services, programs, and activities accessible to individuals. The DSS office complies with all appropriate federal and state laws.

**Website:** [http://academics.bigbend.edu/universities/Pages/DisabilityServices.aspx](http://academics.bigbend.edu/universities/Pages/DisabilityServices.aspx)
**Location:** 1400 Building, with Financial Aid and Counseling
**Phone:** 509.793.2027 or 509.762.6335 (TDD for the hearing impaired)

**English Skills Lab** — The English Skills lab is located in the ATEC (1800 Building) and is open to the campus community to provide assistance with all writing, from paper assignments to résumés. The center provides free, one-on-one consulting for writing assignments from all courses. Consultants suggest strategies and teach principles to help students learn to evaluate and revise their own writing and become more effective writers.

**Website:** [http://academics.bigbend.edu/library/Pages/lab-hours.aspx](http://academics.bigbend.edu/library/Pages/lab-hours.aspx)
**Locations:** Room 1832 (in the ATEC Library)
**Phone:** 509.793.2361

**STEM Center** — The STEM Center provides homework help and test preparation on a drop-in basis. Tutoring for math and science, and Supplemental Instruction for Math is also available.

**Website:** [http://information.bigbend.edu/STEMgrant/Pages/STEMInfo.aspx](http://information.bigbend.edu/STEMgrant/Pages/STEMInfo.aspx)
**Location:** 1200 Building
**Phone:** 509.793.2478

**Student Success Center** — The Student Success Center offers a variety of services to assist students with resources to help them be successful at BBCC. Services are free to all registered students and include: computer and textbook checkout, computer lab, study areas, peer mentoring and tutoring.

**Website:** [http://studentlife.bigbend.edu/SSC](http://studentlife.bigbend.edu/SSC)
**Locations:** 1400 Building
**Phone:** 509.793.2369

**Student Support Services** — Big Bend Community College’s TRIO-Student Support Services Program is a federally funded program designed to help students find success in college. This program is currently funded to provide services to 190 students. TRIO-SSS students benefit from academic support, progress monitoring, success workshops, and academic / transfer / career advising.

**Website:** [http://academics.bigbend.edu/trio%20sss/Pages/default.aspx](http://academics.bigbend.edu/trio%20sss/Pages/default.aspx)
**Location:** 1400 Building
**Phone:** 509.793.2040 or 1.877.745.1212

**Tutoring and Supplemental Instruction** — Tutoring services are available free of charge to all registered Big Bend Community College students. Tutors recommended by the faculty provide help to students as part of the Supplemental Instruction and Peer Tutoring programs. Students may also access online tutoring help at [http://www.etutoring.org/](http://www.etutoring.org/). Please contact the Student Success Center for information on Supplemental Instruction and/or to request tutoring services.

**Website:** [http://studentlife.bigbend.edu/SSC/Pages/TUTORING.aspx](http://studentlife.bigbend.edu/SSC/Pages/TUTORING.aspx)
**Locations:** Please contact the Student Success Center for locations and schedules (1400 Building)
**Phone:** 509.793.2369

**Workshops** — Student Success Workshops are offered quarterly. Topics may include: Test-Taking Tips, Stress Management, Reading for College Success, Test Anxiety, Time Management, Note Taking for College Success, Career Exploration, and more. Counseling Center Workshops, such as How to Build Your Associate in Arts & Science Degree, are also offered from time to time. Please visit the Student Success Center or Counseling Center in the 1400 building for a schedule of these events.

**Website:** [http://studentlife.bigbend.edu/SSC](http://studentlife.bigbend.edu/SSC)
**Location:** Varies, please visit the Student Success Center or Counseling Center in the 1400 Building for schedules
**Phone:** 509.793.2369 (SSC) 509.793.2035 (Counseling)

Check out [http://studentlife.bigbend.edu/Pages/campusresources.aspx](http://studentlife.bigbend.edu/Pages/campusresources.aspx) for more FREE student services!
Tips for Communicating with Instructors

Students are often nervous or intimidated to talk with their instructors, especially when they need them the most—for extra help or a second chance. But did you know that many instructors are surprised that students feel uncomfortable approaching them? Instructors are people just like everyone else and they teach because they genuinely care about their students. So even if you feel shy, uncomfortable or embarrassed, step up to ask for help. Relax, introduce yourself and have an open conversation. Below are some strategies for meeting with your instructor.

DON’T WAIT!
Talking with your instructor sooner is better, especially if the subject is difficult for you. Deal with issues as they come up. Most problems are easier to solve early in the term and become much harder to deal with over time.

USE OFFICE HOURS
Your instructors may have office hours specifically to talk to students; they should be listed on your class syllabus. If your instructors don’t have office hours, they should be happy to talk to you after class or by appointment. And don’t forget that e-mail works too!

PREPARE FOR YOUR MEETING
If you are anxious about talking with your instructor, write down a list of your questions beforehand. Preparation will help you arrive with confidence to your meeting and will help you remember all the questions you need answered. If you are going to discuss grades, take class materials with you—your graded work, lecture notes and even your textbook.

BE SPECIFIC
Tell instructors if you are having difficulty in a class. You may think a poor grade speaks for itself but it doesn’t! Be specific so your instructor can recommend strategies to help you. And don’t be afraid to ask for clarification about comments your instructor has written on your assignments or tests.

BUT WHAT DO I SAY?
If you aren’t sure what to ask your instructor, here are some possible conversation starters:

- Would you mind if I came by during your office hours so I can ask some questions?
- If you were a student in your class, what would you do to get an “A”?
- I’m not getting the kind of grades I know I can in your class; in what areas can I improve?
- Do you have suggestions about how to generate ideas for my paper in this class?
- May I ask a couple of questions about the homework assignment?
- What resources can you recommend to help me prepare for this class?
- What strategies do you recommend for getting ready for a test?

IT’S OK TO JUST SAY “HI”
Most professors enjoy talking to students — it’s part of the reason they got into teaching— but chances are students infrequently come by their offices. Dropping by, even just to say hello, will make you stand out in class. And that’s a good thing!

Remember, your instructors were college students too! They are your best resource for becoming a successful student.

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