

# STUDENT SUPPORT SERVICES

City College at Montana State University Billings also provides a number of support facilities and services on campus to help students succeed in your academic efforts.

Facilities and services include Academic Support Services (ASC), TRIO/SSS, Disability Student Services, Library, computer lab space, study areas, Military and Veterans Student Lounge, Native American Student Lounge, Yellowjacket Food Pantry and Jacket Student Central.

## Advising Center

### City College Tech Building, Jacket Student Central

First Floor, (406) 247-3019

University Campus, McMullen First Floor West, (406) 657-2240

[www.msubillings.edu/citycollege/Advising.htm](http://www.msubillings.edu/citycollege/Advising.htm) (<http://www.msubillings.edu/citycollege/Advising.htm>) or [www.msubillings.edu/advise](http://www.msubillings.edu/advise) (<http://www.msubillings.edu/advise>)

The Advising Center offers advising services to all new admitted, transfer, and re-admit students for the first few semesters. The Advising Center assists students with understanding the coursework and requirements for their major, registration, and academic planning. Upon completion of the first few semester(s) in good academic standing, most students are transferred to a faculty advisor in his or her major. Students should call or visit Jacket Student Central for an appointment to begin the process of choosing coursework and determining an academic plan of study.

## Mandatory Advising

All first-time freshmen students entering City College at MSU Billings as well as current students are required to see an academic advisor before registering for classes. During the initial advising session, students will receive information regarding requirements and worksheets for their academic program.

Advisors assist students with selection of courses and academically-related issues, but the ultimate responsibility for meeting graduation requirements belongs to the student.

## General Studies Students

Students who have not selected a major are registered as General Studies majors.

In an effort to assist students in completing degree requirements as efficiently as possible, General Studies students are encouraged to focus on General Education requirements their first semester. Students are also encouraged to visit an Advising Center member in Jacket Student Central to explore career interests and to clarify how their academic program may support their career goals. In addition, Career and Employment Services located on the University Campus is available to assist students who would like to explore career options. Through a series of interest and personality inventories, Career Specialists help guide students towards a major that meet their interests and career goals.

## Transfer Students

Students transferring to City College at MSU Billings should apply for admissions and submit official transcripts of all previous college work prior to arranging a visit with an advisor in the Jacket Student Central Advising Center to complete a transcript evaluation and begin developing a plan of study. However, if you are still exploring college options, you should talk with a Admissions counselor about the Transfer Evaluation Request form. In order to give an accurate transcript evaluation, transfer students should provide copies of transcripts of all previous college level work. Although we maintain course equivalency guides for all Montana colleges and universities, it is helpful if transfer students can provide catalogs with course descriptions for coursework completed at out-of-state institutions.

## Declaring a Major

Students are encouraged to select and declare a major during their freshman year.

Upon declaring a major with an advisor at Jacket Student Central, the student's advising electronic and/or paper file will be updated to the new requirements for the major, and a plan of study will be developed. Students who have declared a major will be assigned a faculty advisor from their major department for the remainder of their academic career.

## Changing a Major

Students who change their major are encouraged to visit with an advisor in Jacket Student Central. The academic advisor will clarify new program requirements, update the student's electronic and/or paper advising file with new program worksheets, and forward the student's advising file to the new faculty advisor. The changing of an academic major may have significant impact on a student's long-range academic plan and can have impacts on their financial aid eligibility. All students are encouraged to keep in close contact with their advisor through the process of changing majors.

## Assessment Testing

Students who have been out of high school three years or longer and have not completed their General Education requirements in English or mathematics may be encouraged to utilize assessment options (Accuplacer, EdReady, submit a writing/reading assessment etc.). Results of these placement assessments, along with ACT and/or SAT scores (if available), and high school transcripts are used to advise students into the most appropriate math, reading and English courses. Students who have completed a HiSet or other high school equivalency credential must take EdReady math and the MSUB writing/reading assessment for placement. For further information, contact Jacket Student Central at (406) 247-3019 or the University Advising Center at (406) 657-2240.

## Academic Support Center

City College Learning Commons, Tech Building

First Floor, A038, (406) 247-3022

University Campus, SUB, (406) 657-1641

[www.msubillings.edu/asc](http://www.msubillings.edu/asc) (<http://www.msubillings.edu/asc/>)

The Academic Support Center provides academic support and learning assistance in order to promote the academic success of students at City College at MSU Billings. Programs and services include drop-in and appointment tutoring for a variety of general education subjects, supplemental instruction, and peer mentoring. The Academic Support Center at City College is open for student use Monday-Thursday between 9 a.m. and 4 p.m. and Friday between 9 a.m. and 12 p.m. with extended evening and weekend tutoring hours online.

In addition, computer work stations and areas for small group study sessions are available to students. The Center also provides support materials such as handouts, texts, and electronic resources for students' academic use. Special educational delivery requirements that need to be addressed by persons with disabilities should be directed to Disability Support Services.

## Career & Employment Services

### City College Tech Building, Jacket Student Central

City College Tech Building, (406) 657-2168

University campus, Library 100, (406) 657-2168

[www.msubillings.edu/careers](http://www.msubillings.edu/careers) (<http://www.msubillings.edu/careers/>)

A full range of career services is available to help students gain experience and skills that will clarify career goals and facilitate entry into the job market. Services include career workshops, career assessment, and networking with employers through various career related events. They provide assistance with finding internships, part-time jobs, work study jobs, and full time jobs. Career & Employment Services offers

assistance with resume editing, mock interviews, and job search resources. See online (<https://www.msubillings.edu/careers/>) for additional information.

Internships create educational partnerships among City College at Montana State University Billings, the business community, and students. This unique academic experience allows students to earn academic credit while combining classroom learning with practical work experience. Learn more online (<https://www.msubillings.edu/careers/cooped/students.htm>).

Career & Employment Services assists with finding part-time positions for currently enrolled students. Available jobs can be accessed in CareerLink, ranging from the service industry to technical positions, and many are designed to accommodate students' academic schedules.

Financial aid-eligible work study students can access on campus or Community Service positions where students work in non-profit agencies in the local area as well as on campus work study positions.

## Office of Information Technology

**City College Tech Building, A076**

**University campus Information Commons, Library 1st Floor, (406) 247-5755**

Information Technology provides computer and technology services to students, faculty, and staff at both MSUB campuses. Students may go to the IT Service Desk located on the first floor of the Library or A076 at City College to receive assistance with computer issues, software applications, and questions about your MSUB account or email. Assistance is also available by calling (406) 247-5755, emailing [servicedesk@msubillings.edu](mailto:servicedesk@msubillings.edu) or going online (<https://www.msubillings.edu/it/>).

The IT Service Desk, which includes an open access computer lab for MSU Billings student use, is located on the first floor of the MSU Billings Library and is available during regular Library hours. The location is operated by the Information Technology department and has computers, printing, scanning, and technology support services. A wide variety of software is available for student use such as Microsoft Office, Adobe Creative Cloud, ArcGIS, SPSS, and other software for various courses and programs. Students will need money in their U-card account to pay for printing services (<https://www.msubillings.edu/it/software/printing/>). People who are not current students, faculty, or staff of MSU Billings will be asked to use the open access computers located on the second floor of the Library.

Both campuses have wireless networks available to students in common study areas, academic buildings, residence halls, and dining facilities. Please connect devices to the **MSUB-mobile** wireless network by logging in with your NetID and password. This wireless network provides a fast, secure connection to the internet. The **MSUB-visitor** network is designed for visitors to campus. Students may bring their computers to the IT Service Desk on the 1st floor of the Library or A076 at City College for assistance with connecting to the MSUB wireless network.

Information Technology provides student employment opportunities for assisting other students, faculty, and staff with their technology needs. Information Technology staff guide and mentor students in learning to support the software and hardware used across campuses while learning the latest technologies. For information in becoming part of this program, please go to the IT Service Desk to discuss or apply online here (<https://www.msubillings.edu/it/studentapp.htm>).

## MSU Billings Library Services for City College

**City College, Tech Building**

**University campus, Library building**

**Library Ask Here Desk ((406) 657-1662**

[www.msubillings.edu/library/](http://www.msubillings.edu/library/) (<http://www.msubillings.edu/library/>)

**Ms. Eileen Wright, Director**

The Library at City College is located on the main floor of the Tech Building, and the Library on University Campus is in the heart of the Montana State University Billings campus. The library provides access to a wide variety of both physical and digital resources. Students can access digital resources anytime using their NetID and password through the library's website. Additional resources not owned by the library can be requested for free through Interlibrary Loan.

Friendly library staff can help students find books, journal articles, and other resources they need for class. Assistance and individual research consultations are available by email, phone, and in person at the librarian desk at City College or the 2nd floor Ask Here Desk on University Campus.

Computers and printers are available at both City College Library and University Campus Library. Students can print by loading funds onto their U-cards. Also available at the University Campus Library is a large-format scanner that is free for students to scan and send files, as well as assistive technology, including computers with adaptive software and other equipment on the first floor

The Library at City College has computer workstations, a worktable with TV monitor for mirroring computers, and a student study lounge. On the University Campus, the library has comfortable furnishings on all three floors and individual and group study spaces. Most study rooms are available on a first-come, first-served basis, while others can be reserved online through the library's website.

## Copyright Warning

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or reproduction. One of these conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship or research." If a user exceeds "fair use," that user may be liable for copyright infringement.

Software licensing agreements are very specific, and may prohibit making copies for use by those who have not purchased the software.

Montana State University Billings reserves the right to refuse to accept a copying request, if, in its judgment, fulfillment of the request would involve violation of copyright law, licensing agreements or fair use.

## Student Success

**City College Tech building**

**Jacket Student Central, First Floor, (406) 247-3019**

Jacket Student Central is available to offer support for student success. Students who would like extra assistance can work with a member of the Jacket Student Central staff to develop an individual success plan or to seek information about all of the student support services available to City College at MSU Billings students.