



PHOENIX
COLLEGE

GO FAR. CLOSE TO HOME.

Student Survival Guide

What to do when I need help with...

- 1. Student Tech Support** - Learning Commons' tutors assist with commonly used learning software and Canvas. At the PC Library, computer staff can answer questions. Or call the Help Desk at 1-888-994-4433. Or for links to important technology services, <https://www.phoenixcollege.edu/support>
- 2. Learning basic computer skills** - With your public library card, in-person computer classes are available at your public library.
- 3. Access to a computer to complete class assignments** – Library Computer Labs (main and lower levels) or the drop-in computer labs by discipline.
- 4. Math** – Learning Commons math tutors; videos and blog by James Sousa (See Math Dept. webpage); or Online Tutoring (See Tutoring webpage). Talk to an academic advisor to learn more about math options.
- 5. Writing or Reading** - Learning Commons Writing Center tutors or Online Tutoring (Tutoring webpage) or see Reading Dept.
- 6. Personal services at PC**- Dental Clinic: 602-285-7323, Fitness Center: 602-285-7296, Massage Clinic: 602-285-7550.
- 7. Finding information for an assignment** - Library (reference desk or Ask a Librarian chat) or schedule an appointment with a Library Research Coach.
- 8. Citing sources correctly/avoiding plagiarism** - Library (reference desk, Ask a Librarian chat, or Research Coach) and the Learning Commons Writing Center tutors.
- 9. A quiet place to study** - The upper floor of the Library is designated as a quiet zone with individual study rooms. Also, the C.A.V.E. is a place where student-athletes may study.
- 10. A learning disability** – Disability Resources & Services in the Hannelly One Stop.
- 11. Academic focus or deciding what major to choose** - Career Services, Counseling Department for academic and career counseling, or Academic Advising.
- 12. Choosing the right course of study** - Academic Advising, Career Services, Academic Depts., or the Counseling Department may be consulted.
- 13. Future enrollment** - Academic Advising offers educational planning and info about course content and selection. One Stop for walk-ins and appointments (602-285-7777), and live chat: <https://www.phoenixcollege.edu/chat>
- 14. Transferring to a 4-year college** –Academic Advising or consult with Transfer Services at the Hannelly One Stop.
- 15. Finding work on campus**- Career Services in the Hannelly One Stop maintains a list of federal work study (FWS) opportunities along with non-FWS openings at PC.
- 16. Talking to someone about getting through college** - Contact the Counseling Dept. or Student Life in the Student Union. <https://www.phoenixcollege.edu/students/student-life>
- 17. Financial help to purchase textbooks for class** - MCCCCD Book Advances program. For more information, contact Cashiers. Many textbooks are placed on reserve in the Library for in-house use only. Learning Commons also has some textbooks for use in their area.
- 18. Transportation help getting to campus** - Discounted bus passes are available from Student Life & Leadership in the Student Union. The Counseling Department also has an emergency bus fund.

19. **A calculator for class** – You may rent a calculator from the Math Department (A230). Replacement batteries are free for rented calculators. Or you may check out a calculator for use in the Learning Commons.
20. **Child care needs that are interfering with attending class** – Call Southwest Human Development Head Start Program at 602-468-3431.
21. **Food** - The PC Pantry Club provides free, simple brown bag lunches that are available in the Student Union. Student Life and Leadership in the Student Union also has information about community resources: 602-285-7231.
22. **Printing/scanning/faxing** – The Library provides printing services on the main and lower levels for a small cost per page. Scanning services are provided free at the Library. Students may send a fax from the bookstore (602-285-7489) for a small fee.
23. **Cub card** – The official student ID card at Phoenix College. You get it FREE at the Hannelly One-Stop. You use it all over the college at athletic events, Library check outs and printing, and at the Learning Commons. You add money to your card at the Library.
24. **I lost or had something stolen** – Contact Public Safety at 602-285-7254, or go to the Public Safety office at the north end of the Parking Garage.
25. **I don't feel safe going to my car or class** – Public Safety is available 24/7 at 602-285-7254 or for emergencies call 911.
26. **I went to the parking lot and something is wrong with my car** – Public Safety is available 24/7. Call 602-285-7254.
27. **I must miss class** – Contact your instructor as soon as possible, or better yet, before you miss class; see your syllabus for contact information for your instructor.
28. **Paying for college courses** - The Student Tuition Payment Plan allows you to select installment plans that are spread out over several months with no interest or finance charges. You may also apply for scholarships. See Financial Aid. Veterans should consult with Veterans Services.
29. **Not performing well in class** – See your instructor. Tutoring is available in the Learning Commons in the lower level of the Library. Talk to a counselor or mentor.
30. **An abusive relationship** - The Counseling Department offers personal counseling and community resources.
31. **Scheduling conflicts with going to work and attending class** - The Counseling Department offers academic and personal counseling.
32. **Problems with an instructor** – Talk to a mentor or see a counselor. The Counseling Department will help you understand the process and work with appropriate college personnel.
33. **Speaking and writing English** - The Learning Commons ESL tutors or Conversation Circles provides practice listening and speaking English. Also, contact the ESL Coordinator for guidance: 602-285-7966.
34. **Health insurance** - Arizona PIRG and Cover Arizona has health insurance options for students - call 1-844-790-4946. International students should contact CCN at 1-800-226-5116 or PC International Students Services in the Hannelly One Stop.

This guide created by the PC Developmental Ed Committee Updated: Jan. 2018

This document may be found at <https://www.phoenixcollege.edu/students/learning-commons>