



SER-JOBS FOR PROGRESS, INC.
Of Orange County
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About this Catalog

SER-Jobs For Progress, Inc. has made every reasonable effort to determine that everything stated in this catalog is accurate. Courses, programs, and services offered, together with other matters contained herein, are subject to change without notice by the administration of SER-Jobs For Progress, Inc. for reasons related to student enrollment, level of financial support, or for any other reason, at the discretion of SER-Jobs For Progress, Inc.

SER-Jobs For Progress, Inc. further reserves the right to add, amend or repeal any of their rules, regulations, policies, and procedures.

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PROFILE

101. **Mission Statement**

SER-Jobs For Progress, Inc. is in the business of developing and cultivating human resources for the nation's workforce, both in public and private sectors. A national network of organizations, in partnership with corporate and public sectors, SER administers, formulates, and advocates initiatives that result in the increased development and utilization of America's human resources. The corporation's special emphasis is in addressing the needs of Hispanics in the areas of education, job skills, training, literacy, and employment opportunities.

102. **Founding Organizations**

SER was founded by the League of United Latin American Citizens (LULAC) and the American G.I. Forum (AGIF). LULAC, founded in 1929, and the AGIF, founded in 1948, are the two oldest and largest Hispanic volunteer organizations in the United States.

SER-Jobs For Progress, Inc., is governed by the SER Board of Directors which sets policy for the total management and direction of the corporation. The Board has equal representation from the League of United Latin American Citizens (LULAC) and the American G.I. Forum. The SER Board of Directors is also comprised of members from the private sector and community.

103. **SER-Jobs for Progress National, Inc.**

SER National, provides technical assistance to the SER network of affiliated programs by coordinating long range planning, developing new programs, and acting as the collective administrative arm. The SER's National Office is located in Irving Texas (100 East Royal Lane, Suite 130, Tel. (469) 549-3600, Website: www.ser-national.org).

The National Office is responsible for providing the overall guidance and direction in program development to SER's local affiliates, each local program is autonomous and governed by its own local Board of Directors.

104. **Affiliate Network**

Each Local SER Corporation (LSC) originates and develops specific services and products to meet the needs of the local business community.

The SER Network provides services in 17 states, the District of Columbia, and Puerto Rico to those in need of education, training, and employment services.

105. **Funding**

SER receives programmatic grants from the U.S. Departments, of Education, and health and Human Services, and from private sector; financial and in-kind contributions. Local SER Corporations are funded, among others by the federal, state, county and city branches of government, as well as by the private sector. Most federal monies are awarded through the Workforce Investment Act (WIA).

106. **SER's Main Goal**

The ultimate goal of SER is to place program participants into permanent, unsubsidized and productive employment. At the local level each SER affiliate provides a number of related education, job training and placement services.

107. **Corporate Advisory Council**

SER's Corporate Advisory Council, known as the Amigos de SER, was formed in 1973 to provide financial support, employment opportunities and business advice. On a national level, over 100, Fortune 500 Corporations are currently represented in the Amigos de SER. Locally, affiliates form partnerships with corporate community leaders to support their efforts.

Among services offered to employers associated with SER are job referral, customized training, Hispanic market information, professional Hispanic recruitment, workplace literacy training, and community involvement.

108. **Profile of SER-Jobs for Progress, inc. of Orange County**

Since its opening in 1966 with a class of 14 ESL (English-as-a Second Language) students, SER of Orange County, California has provided supportive services and programs in the fields of education, job training and employment services under the many programs that SER has developed and operated throughout the years.

**SER's Programs
1966 – 2012**

Veterans Outreach Program	Refugee Targeted Assistance Program
Electronic Technician	Delinquency Prevention Program
Ex-Offender Program (TSER)	Computer Programming
ESL/Amnesty (SLIAG) Program	(1) ESL Program
Youth Development Program	(1) GED Preparation Program
On-The-Job Training (OJT)	(1) Adult Basic Education (ABE)
Data Entry	(1) Clerical Business Skills
Vocational ESL	(1) Word Processing
Job Preparation Course (JPC)	(1) Job Referral & Placement Services

ESL = English as a Second Language (1) Currently Available

These programs were funded by the Federal Government (MDTA, CETA, and JTPA) and the State (Employment Training Panel), except the Computer Programming Program which was funded by the IBM Corporation.

For the past 40 years, SER has maintained a strong partnership with the Rancho Santiago Community College District (RSCCD). The above marked (1) programs are currently offered through the District's Continuing Adult Education at no cost to the student.

SER-Jobs For Progress, Inc. is also known as "Operacion SER", "SER", and "SER-Jobs For Progress, Inc. Raymond A. Villa Training Center".

GENERAL INFORMATION

201. Nondiscrimination Policy

No person shall, on the grounds of race, ethnic or national origin, religion, marital status, sex, age, disability, sexual orientation, or prior educational status or any other unreasonable basis for discrimination, be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination under any program of SER-Jobs For Progress, Inc.

202. Rancho Santiago Community College District (RSCCD)

SER-Jobs For Progress, Inc. in partnership with Rancho Santiago Community College District offers no-credit educational and occupational programs under the District's Continuing Adult Education. All Courses are in accordance with the District's course curriculum requirements. There is no tuition fee charged to students enrolled under the Continuing Adult Education of RSCCD. Students are required to pay for their GED testing fee (\$125.00) to the Orange County Department of Education, buy their own books (ESL, ABE & GED), and classroom materials.

203. Workforce Investment Act (WIA)

The City of Santa Ana's W/O/R/K Center offers supportive services, job referral and placement services, job training, and other educational services at no cost to eligible residents of Santa Ana. Eligible applicants are referred to sub-contractors to obtain the needed job training skills. WIA registered students are required to seek employment and accept a job offer upon completion of their job training program in a training related position. Currently, SER does not have a WIA Contract.

204. Employment Training Panel (ETP)

Currently, SER does not have a job training program funded by The State Employment Training Panel (ETP).

205. CAL-Learn and CAL-Works

SER offers educational and occupational programs at no cost neither to the Orange County Social Services Agency nor to the students. Monthly attendance and progress reports are provided to the Orange County Social Services Agency.

206. Vocational Rehabilitation

Industrial injured workers who are being vocationally rehabilitated may also enroll as regular students through a private rehabilitation firm or a State Rehabilitation Office. Tuition fee does not apply.

207. Office Hours

SER-Jobs For Progress, Inc. opens its office at 7:30 a.m. to 3:00 p.m., Monday through Friday, and from 5:30 – 8:30 p.m., Monday through Thursday.

208. **Observed Holidays**

Independence Day 7/4/12)	New Year's Day (1/1/13)
Labor Day (9/3/12)	Dr. Martin King Jr. Day (1/21/13)
Veteran's Day (11/12/12)	Lincoln's Birthday (2/15/13)
Thanksgiving Day (11/22/12 – 11/23/12)	Washington's Birthday (2/18/13)
Winter Break (12/24/12 – 12/31/12)	Cesar Chavez's Day (3/29/13)
	Memorial Day (5/27/13)

209. **Admission Requirements**

Our classes are open to any person (17-1/2 years of age or older) who can profit from our educational and job training programs.

All of our students are registered through the District's Continuing Adult Education (Centennial Education Center). To enroll students must register in person at SER-Jobs for Progress, Inc. (1243 E. Warner Ave., Santa Ana, CA 92704). Prospective students who wish to enroll or have any questions regarding our services, programs, and admissions are invited to visit our training center.

Students who do not meet the entrance requirements for vocational training courses because they do not speak English or need to upgrade their academic skills will be offered English-as-a Second Language (ESL) or Adult Basic Education (ABE) classes prior to vocational training.

Entrance Placement Tests: ABLE (Adult Basic Learning Examination) Level 1, Form A and Level 2, Form E.

210. **Physical Facilities and Library Resources**

SER-Jobs For Progress, Inc. currently occupies approximately 10,000 square feet. Approximately 500 square feet is devoted to administrative functions; 9,500 square feet is devoted to 10 classrooms, lounge and restrooms. SER has limited parking facilities available for student use, at the front and west side of the building. Parking is free.

SER's programs, facility, and the equipment are in full compliance with federal, state, and local ordinances and regulations to ensure the safety and health of our students.

<u>Equipment</u>	<u>Ratio</u>
40 – DELL Personal Computers	1/1
02 – Hewlett Packard Printers	

Staff Development: Rancho Santiago Community College District's (RSCCD) offers a free staff development program for SER's faculty. Additionally, our teachers have access to the District's Library and Resource Center located at the Centennial Adult Education Center.

Library: All of our students have access to the District's Libraries. The Student ID Card permits students to use the Library located at the Santa Ana College Campus (17th and Bristol Streets, Santa Ana, CA).

211. **Parking**

SER offers free parking. Student parking is permitted only within unreserved SER's parking stalls. No student parking is permitted in the handicapped stall or wheelchair curb, visitor stalls, driveways, and fire line without a special permit.

Irresponsibility regarding SER's parking regulations may result in vehicle tow-away at owner's expense.

212. **Dress Code**

Consistent with SER's efforts to simulate the work place, a dress code has been established in accordance with standards acceptable in the business environment. Casual attire, i.e., sneakers, T-shirts, tank/tube tops, thongs or shorts are not allowed during normal classroom hours.

213. **Attendance**

SER-Jobs for Progress, Inc. seeks to prepare each student to meet the needs and performance set by employers. Consistent and punctual attendance is an important factor in the development of sound work habits, and is critical to the student's success both in the program and on the job.

If a student finds it necessary to be absent from a class session, the student should call the Main Office and leave a message for the instructor that he/she will be absent from a stated period of time. By following this procedure, the student will not be dropped from the instructor's roll. A student's name will be dropped and it will be necessary for the student to re-enroll upon returning if three (3) days are missed without notifying the school.

214. **Leave of Absence**

If unavoidable circumstances necessitate a leave of absence, the student should arrange for a leave of absence at the Main Office.

215. **Withdrawal from Class**

Students who cannot continue in a course have an obligation to withdraw officially through the Main Office. Students are encouraged to consult with the instructor or the Operations Director concerning class withdrawal.

216. **Conduct**

Students are expected to conduct themselves in a professional manner for the duration of their training. Any behavior which violates the policies and regulations will result in the student's dismissal from the program. Inappropriate actions include but are not limited to the following actions:

- Causing, attempting to cause damage to school property
- Stealing, or attempting to steal school property or private property
- Possession, use, sale or attempted sale of any controlled substance, Alcoholic beverage or drug paraphernalia
- Possession or use of any firearm, knife, explosive, or other dangerous object

- Willfully6 defying the valid authority of instructors or school officials engaged in the performance of their job duties
- Violating computer software licenses/agreements/copyrights or tampering with computer hardware/software configurations
- Committing acts of sexual harassment

217. **Academic Probation**

A student with less than a 75% average in any subject area or fails to meet the established course requirements will be placed on academic probation. An assessment will be made by the instructor to identify appropriate remedial activities during a probationary period.

Students must attend assigned improvement sessions. If, at the end of the grading period satisfactory progress has been noted by the instructor, the “probation” status will be lifted. Academic probation may be caused for termination from the program.

218. **Administrative Probation**

A student will be placed on administrative probation if he/she violates the school rules and regulations or conduct code. Cheating, insubordination, dishonesty, and violation or safety rules are also grounds for administrative probation. Administrative probation may be cause for termination from the program.

219. **Certificates**

We offer office clerical occupational programs that lead to employment opportunities usually in six months or less. These programs award certificates of achievement. The GED students, who passed the Test, receive their High School Equivalency Certificate from the State GED (General Education Development) Office.

220. **Student’s Handbooks**

The District’s School of Continuing Adult Education has made available Student Handbooks to our students.

221. **Tuition and Fees**

There is no tuition fees charged to our students.

222. **Student Records**

The collection of student information will be limited to that needed by the organization for business and legal purposes. The confidentiality of all student information in our records will be protected. All in-house employees involved in recordkeeping will be required to adhere to these policies and practices.

Internal access to student records will be limited to those employees having an authorized, business-related “need to know” basis. Access may also be given to third parties, including, but not limited to, government agencies, pursuant to court order or subpoena. SER will refuse to release student information to outside sources without the student’s written approval unless legally required to do so. SER reserves the right, however to verify basic information, such as enrollment dates, enrollment status, without notification to the individual involved, and to cooperate with law enforcement, public safety, or medical officials who have a valid need to ascertain limited, specific information about an individual student.

Student's records are filed alphabetically, by classroom activity in the central admissions office and file cabinets are kept locked. Student records are kept at SER-Jobs for Progress, Inc. 1243 East Warner Avenue, Santa Ana CA 92705 for five (5) years.

Students who have attended classes at SER-Jobs for Progress, Inc. can also obtain student records from the District's School of Continuing Adult Education (Centennial Education Center) which is located at 2900 West Edinger, Santa Ana, CA 92704, and (714) 241-5700.

223. Entrance Tests

All new students are asked to take the ABLE Level 1, Form-A test to determine their grade level in reading and math. The test is graded and an intake/enrollment orientation with the Admissions and Student Services is scheduled. Test results and the recommended educational and training plan are discussed with the student.

224. Progress Reports

Student progress is reported to the student in many ways. Tests are often given to show each individual student his/her step-by-step progress. Upon the student request Monthly Progress and Attendance Reports are prepared.

225. Grading Policies

Instructors are responsible for the assessment and interpretation of grades earned by students and their grade assignment will be considered final. Instructors will keep accurate records of test scores and other graded work assigned to class. Instructors will also consider class grouping patterns and other pertinent student data in the assessment of student progress.

226. Job Activities and Placement Services

The purpose of these services is for students to develop knowledge of labor market demands, occupational requirements, and job referral. Available positions will be listed on the Job Bulletin Board.

227. Program Evaluation

The evaluation system will list the objectives, the time line for the completion of those objectives, and the goals to be accomplished during the specific time periods. The Executive Director reviews its program activities with its staff and Board of Directors.

The program is also evaluated by the District's School of Continuing Adult Education (Centennial Education Center).

ANNOUNCEMENT OF COURSES

301. Training Plan

The length of time indicated for each course is the time in weeks and hours SER will provide for instruction in each program. Actual time spent in hours may be longer or shorter depending upon an individual's ability and effort. However, each course is limited to the number of weeks of instruction available to complete a training plan. Students are expected to complete their training program within the weeks and terms specified in their enrollment agreement. Extensions beyond the expected completion date are not automatic and must be made two (2) weeks before training time expires.

302. Registration

The registration office hours are: Monday – Friday, 8:00 am – 3:00 pm, and Monday – Thursday, 5:30 – 7:00 pm.

Registration is on-going until classes are filled. Classes are subject to closure due to low enrollment anytime during the enrollment cycle.

303. Prerequisites

Prerequisites are courses, skills, or background experiences that are considered necessary prior to enrolling in the selected educational or training program.

303. Course Materials

Certain courses required that the student purchase textbooks and a flash drive. Some textbooks will be issued on a loan basis. All loaned books must be returned in good condition.

304. Instructors

SER Instructors have met the District's School of Continuing Adult Education (Centennial Education Center) requirements.

305. Class Schedule

ESL, ABE, and GED Classes

8:00 am – 12:00 pm MTWThF, and 6:00 pm – 9:00 pm MTWTh

Business Office Program (Clerical Business Skills and Word Processing)

8:00 am – 2:00 pm MTWThF

Enrollment Semesters

Beginning Dates

Tuesday, July 2, 2012

Monday, October 1, 2012

Tuesday, January 2, 2013

Monday, April 1, 2013

Ending Dates

Friday, September 28, 2012

Friday, December 21, 2012

Friday, March 29, 2013

Friday, June 28, 2013

DESCRIPTION OF COURSES

401. **ESL (English as a Second Language) Program**

Beginning ESL Level 1 – Introduces the most basic oral and written English communication skills. The emphasis of this course is on basic survival English and aspects of American culture. The length of this class is 3-months.

Beginning ESL Level 2 – This level furthers the student's ability to communicate at a basic level of English. Students learn simple oral and written direction, basic survival English, and aspects of American culture. The length of this class is 3-months.

Beginning ESL Level 3 – This level places more emphasis in oral communication skills, vocabulary development, and Basic English sentence structure and stresses basic survival English and aspects of the American culture. The length of this class is 3-months.

Intermediate ESL Level 4 – Further instruction in the Basic English skills of speaking, listening, reading, and writing. It also reviews aspects of the American culture related to community, social life, occupational and business. The length of this class is 3-months.

Intermediate ESL Level 5 – Expansion of speaking, listening, reading and writing skills in English. This level covers interpersonal and cross-cultural communication skills. The length of this class is 3-months.

Intermediate ESL Level 6 – This level emphasizes basic composition, critical reading skills, and fluency in conversation. Students receive further review on English grammar and the study of the American culture continues. The length of this class is 3-months.

402. **ABE (Adult Basic Education)**

The ABE class is designed to expand the individual's foundation of basic skill including the preparation necessary for success at the high school level, college level, or in training programs. It provides a transitional level appropriate for the majority of students completing the ESL Program and for those who need to upgrade their basic skills. The ABE class covers reading, writing, grammar, vocabulary, and math skills. The ABE instruction is the equivalent to completing the first through eighth grade. The length of this class is 3-months.

403. **GED (General Educational Development)**

The GED course is designed to ensure that students pass all sections of the Test (Writing, Literature, Social Studies, Science, and Math). Students will be taking progress tests to find out if they are prepared to take the GED Test. After adequate preparation, the student is encouraged to begin testing. To pass the GED Test, the student must receive a standard score of at least 410 on each of the five subtests and earn an average standard score of 450 or higher. Students who pass the GED Test will receive a High School Equivalency Certificate from the State's GED Office within 6 to 8 weeks after passing the GED Test. This is an open-entry/open exit class.

404. **Business Office Program**

Clerical Business Skills – This course has been designed to train students for employment through and extensive detailed curriculum with structured and individualized

instruction for students of beginning of all levels. Instruction includes business vocabulary, general office procedures, filing, keyboarding, telephone techniques, ten-key, business math, record keeping, and proofreading. This is an open/entry – open/exit course for a total of 390-hours of instruction.

Word Processing – This is an individualized self-paced course, which means that the students will be moving through the learning materials at his/her own speed. This method allows the student to keep moving at his/her pace that is comfortable to him/her and best enhances his/her learning. There is one-computer for each student this permits the student to earn between 300 and 390 hours of hands on experience. The software available to learn is MS Office – Word, Excel, Windows, and PowerPoint. This is an open/entry – open/exit course for a total of 390-hours of instruction.