

Student Success Centers: Here for You!

Visit the Student Success Center to find:



- friendly staff who can answer your questions and help you find resources
- workshops and study parties



- computers and printers
- coffee, tea, and snacks
- a quiet place to study
- tutors who can help you



Meet the Student Success Center Team

Here are some of the staff you may meet in the Student Success Center. Ask them a question, or just stop by to say hello!

Main Campus SAN LUIS OBISPO

STAFF



North County Campus PASO ROBLES



Mason Cleek
Interim Supervisor

"We are here to support you with tutoring, study resources, and more! Whether you need academic support or just a place to focus, we've got you covered. We are here to help you succeed—don't hesitate to reach out!"

Education has no age limit, so never feel discouraged by not fitting in. You bring your own unique life experiences and perspective to the table no matter what age and that in itself is valuable.



Jennifer Noriega
Support Technician



Alysha Nye
Student Success Specialist

I look forward to evenings because I enjoy preparing the hot beverages and snacks for the ESL students' break. Coffee breaks build community and offer a reward for working hard in class. My favorite quote is, "In a world where you can be anything—be kind!"



Gladis Villalpando
Supervisor

"The Student Success Center is here for you; you can access computers, printing, tutoring, and friendly staff who can connect you to campus resources. Plus, we offer snacks and coffee, so feel free to stop by and chat before class or during your break. We're open until 8 p.m.!"

My goal is to create a welcoming and safe environment for all students. One important message I want to share with students is to focus on progress rather than perfection.



Elena Alberson
Support Technician



Athena Ramirez
Student Success Specialist

Athena believes in the value and mission of community colleges. She is excited to promote education and offer workshops to students. She is committed to student success, and her door is always open!

Meet Our ESL Tutors

Get to know Beatriz Corona!



What classes have you taken at Cuesta?

I completed the ESL program, and now I am taking classes in liberal arts and human services studies.

What are your academic and professional goals?

Currently, I am working on obtaining my associate degree from Cuesta. When I complete that, I hope to become a social worker.

Who motivated you to become an ESL Student Tutor?

I was motivated by the tutors I had when I was an ESL student. They made me want to become like them and help other people in the program.

What do you enjoy most about being a tutor?

I enjoy following the progress of the students. I also enjoy seeing their desire to learn and their enthusiasm. While I work with them, I am continuing to learn myself.

What advice do you have for other ESL students?

Those who dare to live the experience will not regret it. Learning is something that will always add to students' lives, and they will always feel satisfied when learning English.



First language: **Spanish**

Home country: **Mexico**

Campus: **North County**

Get to know Hilda Rivera!



First language: **Spanish**

Home country: **Mexico**

Campus: **North County**



What classes have you taken at Cuesta?

I started in ESL 701/702 years ago. I am finishing ESL 715 this year. I also took the GED courses and received my GED at Cuesta College.

What are your academic and professional goals?

My greatest goal was to get my GED which I have recently accomplished. I was motivated to get it because of the promise I made to my mom. Right now, my main goal is to help others, so I work extra hours at the Student Success Center. I tutor all ESL students on Tuesdays and Thursdays from 4:00-6:00 pm.

Who motivated you to become an ESL Student Tutor?

My classmates motivated me to become a tutor. I enjoy helping others, and I wanted to do my best to help other students succeed in their English studies.

What do you enjoy most about being a tutor?

I enjoy watching my classmates improve their skills. It's rewarding to see them progress and learn new things.

What advice do you have for other ESL students?

Helping your classmates is a great way to improve your own skills. By becoming a tutor, you can help students who are just starting to learn English. By working together, you end up helping each other.



Get to know Nilo Bayatpour!



What is your home country and first language?

I am from Shiraz, the city of poets and wine, located in the southern part of Iran. My first language is Farsi. I moved to San Luis Obispo in September 2023 when my husband was offered a position at Cal Poly.

What classes have you taken at Cuesta?

I took ESL 798 in spring of 2024 and CSS 789 in summer of 2024.

What are your academic and professional goals?

I have a bachelor's degree in computer science, and I worked for many years as a database administrator at a company in my hometown. I would like to continue learning and improving my English skills. I hope to combine my background in computer science with my language skills, possibly exploring opportunities in technology or education.



Who motivated you to become an ESL Student Tutor?

Amy Kayser, my ESL 798 teacher, mentioned the ESL Student Tutor opportunity in class. I wasn't sure if I could do it. However, she encouraged me to apply, and I decided to apply.

What do you enjoy most about being a tutor?

I had a great experience in ESL 798 where I learned a lot. I enjoy sharing my experience with immigrants who may be facing challenges learning a new language. It's a great way to meet new people and learn about different cultures as well.

What advice do you have for other ESL students?

As a student, I made sure to use every moment of my classes to improve. My advice to other ESL students is to enjoy their time learning a new language and practice as much as possible. This can help students feel more confident.

First language: Farsi

Home country: Iran

Campus: San Luis Obispo

Cuesta College Needs ESL Tutors

The benefits of tutoring...

1 FLEXIBLE HOURS

2 HELP OTHERS SUCCEED

3 PERSONAL PROFESSIONAL DEVELOPMENT

4 EARN INCOME WHILE EARNING YOUR DEGREE

Cuesta is hiring tutors at both NCC and SLO campuses!

Good tutors are good students! They...

- Understand course content
- Work well with others
- Know and use study strategies

Don't worry!

Tutors get ongoing training and support.
Tutors don't need to be an expert in the course content.

Scan the QR code to APPLY



FOR QUESTIONS CONTACT:
STUDENT SUCCESS CENTER
SSC@CUESTA.EDU
805-591-6245 (NCC)
805-546-3150 (SLO)

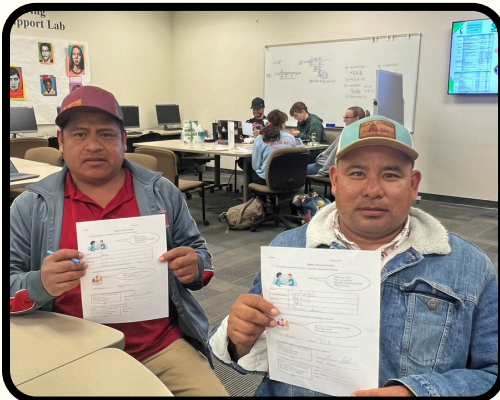
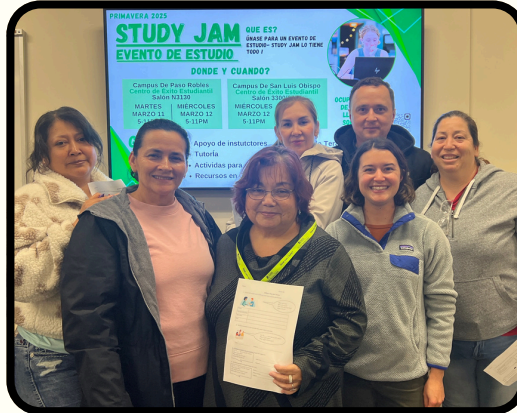
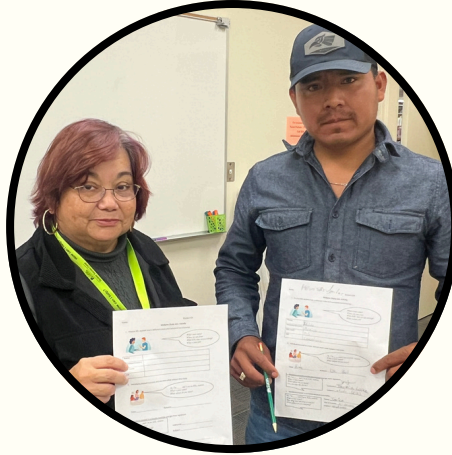


Mid-Term Study Jam

This semester, students attended the mid-term Study Jam where they met fellow students and employees working in the Student Success Center at both North County and SLO campuses. Students enjoyed food while participating in a scavenger hunt to learn more about the services available to them.

Free services at the Study Jam included:

- tutoring
- study supplies
- childcare
- therapy dogs
- faculty support
- de-stress activities
- dinner and dessert



In San Luis Obispo, online ESL 798 students met for the first time in person. They learned about Cuesta resources, practiced English with staff and ESL 703 students, and met other teachers and tutors.

Continuing Education

Crystal Urbano



Crystal joined Cuesta in winter of 2024 as a Bilingual Academic Success Coach. She was born and raised in Lindsay, California of the Central Valley. As the daughter of farm workers, her parents instilled in her the importance of an education from an early age. She earned her B.A. and M.A. in History from the California State University of Los Angeles, where her research focused on agricultural workers' rights. Her goals include becoming an instructor, traveling the world, and becoming a homeowner. During her free time, she enjoys hiking, photography, and reading.

One of Crystal's favorite quotes:

"Ambition is the path to success. Persistence is the vehicle you arrive in."

— Bill Bradley

Crystal says:

I'm excited to be working at Cuesta and joining a great team of dedicated individuals. It's inspiring to see how resilient and dedicated our students are. My parents took ESL classes when they first arrived in the United States, and they often recall the supportive staff that helped them along the way. I hope to also be able to foster a caring and safe environment where students feel supported on their academic journey.

Crystal Urbano
Bilingual Academic Success Coach

crystal_urbano@cuesta.edu
(805) 592-9944



Wes Martin



Wes joined Cuesta College in the summer of 2012 as an hourly employee with the College for Kids program. The following year, he was hired permanently and has since held roles as a Community Programs Coordinator and Supervisor of Student Success and Learning Resource Centers. He now serves as the Director of Continuing Education and Community Programs.

A San Luis Obispo native, Wes earned his bachelor's degree from UC Santa Cruz and his master's degree from Ball State University. He lives with his wife and their two sons, ages 4 and 6. In his free time, he coaches his son's flag football team and enjoys snowboarding, gardening, and home improvement projects.

Director of
Continuing Education
& Community Programs

One of Wes's favorite quotes:

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."

—Winston Churchill

Communicating Outside of Class

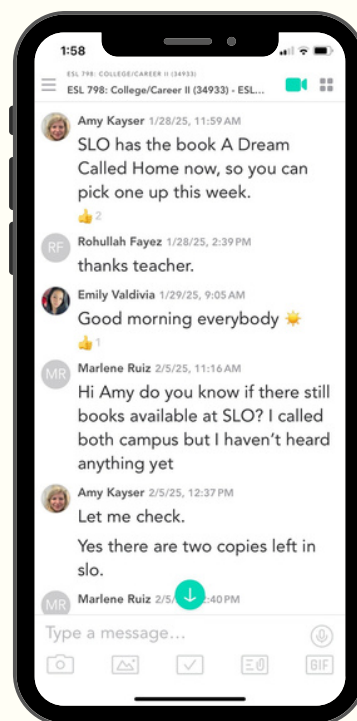
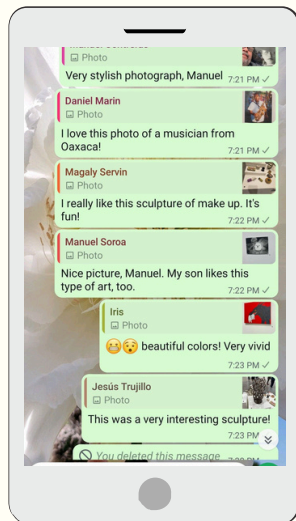
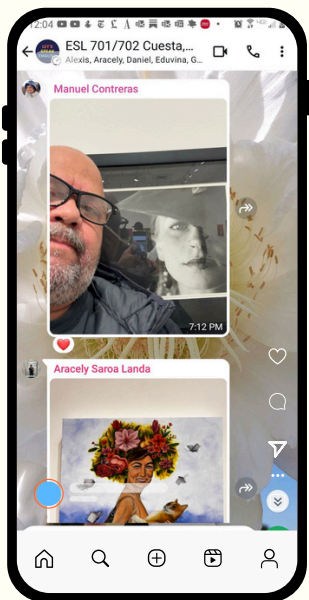
It is important to stay connected to your ESL class! One way to do this is to contact your teacher and classmates using an app that allows you to text. It's a great way to get to know each other better, support each other in learning, and practice English. You can also learn what you missed in class if you are absent. The following are some ways that classes keep in touch.



WhatsApp is a fun way to stay connected with your class and teacher, improve your conversational English, and interact with your classmates. Talk to your teacher about setting up a class chat group.



Pronto is integrated into Canvas, and you can use it on a computer or download the app on your phone. You will be able to send text messages to the entire class, individual students, and your teacher. It takes a few steps to set up, but you don't need everyone's phone numbers because all registered students are automatically in the class.



How Do You Stay Connected?



When you contact your teacher, there are important pieces of information that you need to include, such as your name, the class you are taking, and why you are calling. For this semester's EL Civics unit, students called or emailed their teachers to practice these skills. The next page shows some examples of these messages.

Student messages



New message

To my_teacher@cuesta.edu

Subject Missing Class

Hello teacher,
This is Gustavo from ESL 715. I can't come to class April 21-24 because of a family event. Would you please email me the homework and classwork that I will miss that week?
Thank you.

Sincerely,
Gustavo

Send

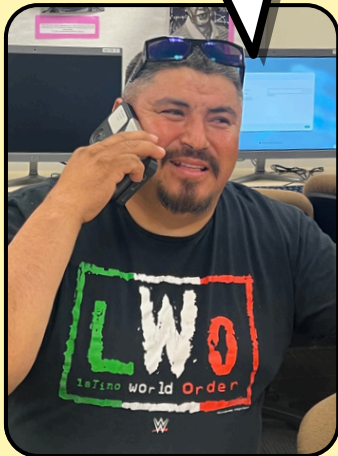
Hello, how are you? I'm Eugenia from ESL 702. I will be absent because my stomach hurts. I'll see you next class. Thank you.



Hello teacher. My name is Juan. I'm in the ESL 701 class. I will be absent because I'm sick. See you next class. Thank you.



Good afternoon, this is Polo from ESL 703. I will miss class tonight but I want to do the homework. Can you please send it to me?
Thank you.



Good afternoon. This is Cuahutemoc from ESL 703. I will miss class tonight. I have an appointment and can't come to class. Thank you.



New Message

To myteacher@cuesta.edu

Subject Absent Today

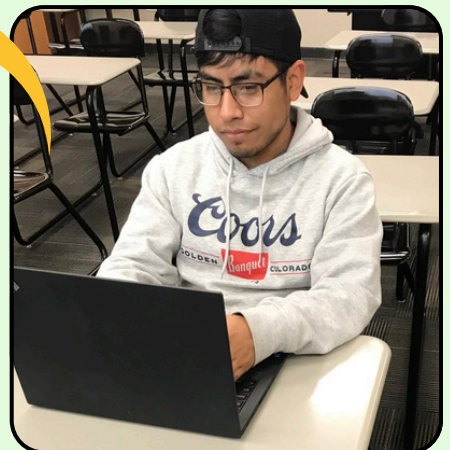
Hello teacher,
It's Serafin from your ESL 714 class. I am emailing you because I will miss class tonight. I have to work late. Please send me the homework. Thank you.

Sincerely,
Serafin

SEND



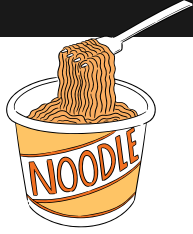
Hello, this is Maria. I am in ESL 714. I will miss class on Tuesday because I have a family emergency. I will see you next week. Thank you, goodbye.



Coffee & Snack Breaks



Students on the SLO Campus have been enjoying coffee breaks each evening. Students have beverages and snacks while taking a break from class and getting to know ESL students from other classes. Food and drinks are provided by Cuesta's Basic Needs Center and the Student Success Centers.



Class Textbooks for 2025–2026 School Year

Starting in the fall semester, ESL students will need to buy their own textbooks.

You can purchase the books in various ways:

- At the Cuesta College Bookstore, either online or in person
- Online vendors such as Amazon
- Directly from the publisher
- From another student

Please check with your teacher or Continuing Education staff about the book required for your level BEFORE you purchase it! You want to make sure you have the correct textbook.



Need help registering for classes or ordering a textbook?
Have questions? Contact Continuing Education

(805) 591-6273 (NCC) or 805-592-9463 (SLO)

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TO WIN**

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RAFFLE



Scan the QR Code,
complete the form,
and enter the raffle to
win a **FREE** textbook
for your fall ESL class.

SCAN

