

EOPS Student Update 4-8-20

Dear EOPS Students,

Once again, during these unprecedented times, the staff and faculty have been working diligently to move all EOPS/CARE/NextUp services to online platforms. We hope that you, your family, and community are keeping safe at this time. We ask for your patience as EOPS staff and faculty move to providing online services; we are learning, training, and preparing for this new environment along with you. We want you to know that we are here for you!

Continued Eligibility and Counseling Contacts

You will continue to be eligible to receive EOPS services as long as you continue to be enrolled in credit units in Spring 2020. Students should continue to seek to complete all three counseling contacts, as this will be possible to accomplish between now and the end of the semester, however, at least two counseling contacts should be completed. Regular counseling contacts appointments and other options will begin the week of April 13, 2020.

Remember that the LACC campus is now closed to the public due to the state “Safer at Home” order. Please be sure to follow all state and local public officials’ directives including LA County Public Health official direction for social distancing, hygiene, and sanitation practices to keep yourself, family, and community safe. All EOPS services will be delivered remotely.

How to Contact EOPS

- LACC Student Services, including EOPS, will use the Cranium Café online platform to deliver most of our services remotely. To access EOPS and other LACC Student Services, please sign up for a Cranium Café account: <https://www.lacc Craniumcafe.com>. This will be the best way to contact EOPS staff.
- Students may also reach EOPS via email at lacc-eops@lacitycollege.edu.
- Our front desk office phone lines will be forwarded to the college’s General Call Center: **1 (888) 930 - LACC**. Calls will be addressed during EOPS office hours (see new office hours below). Responses may take at least 24 hours.
- New EOPS Office Hours- Students may contact EOPS during the following office hours:
 - Monday through Thursday, 8:00 am to 4:30 pm
 - Friday, 8:00 am to 2:00 pm

Services Update

Book Vouchers

- **NEW UPDATE:** Book vouchers will be processed via the LACC Bookstore.
 - If you have textbooks left to purchase, you first need to order textbooks online at www.laccbookstore.com.

- To pick up your books, you will need to make an appointment with the Bookstore. Please email the LACC Bookstore at bookstore@lacitycollege.edu for questions or to schedule an appointment to pick up your textbook purchases.
- Note: Students do need a credit/debit card number although it will not be charged if you have enough balance on your book voucher.
- If you do not have a credit/debit card number, please contact the LACC bookstore to schedule an appointment to use the book voucher in person.
- If you have additional questions please email EOPS at lacc-eops@lacitycollege.edu. All other book voucher policies apply at this time.

Meal Vouchers

- Meal vouchers will be converted to grants.
 - The goal is to disburse grants through the Financial Aid disbursement process (funds deposited to Bank Mobile accounts) throughout the month of April.
 - Students must have remaining financial need to be eligible for these grants.

Tutoring

- Tutoring will now take place via Zoom video/teleconferencing. To become familiar with Zoom, please go to these links for overview videos: <https://www.youtube.com/watch?v=9isp3qPeQ0E>.
- Contact our tutoring coordinator, Alma Salazar at SALAZAAA@LACITYCOLLEGE.EDU, to schedule tutoring appointments.

Other Services

- Backpacks for new students are suspended until we return to regular in person services.
- CARE and NextUp services are communicated in separate emails.
- Regular updates will be provided. **Please note that some services may change or evolve over the course of the remainder of the semester. Regular updates will be provided.**

Please do not hesitate to reach out to us via the EOPS email account or the General College Call Center.

Take good care and know that this is temporary. In the meantime, we will all rise to the occasion to help you access the assistance you need so that you are successful in completing your courses and academic goals for Spring 2020 and beyond! We will see you on the internet!

Best wishes,

The Staff and Faculty of EOPS