Dear EOPS Students,

We hope that you are finding your summer restful. The college will largely continue to operate remotely over the summer and is planning to do so for Fall 2020.

**Important University Transfer Information**

Students have the opportunity to apply for Winter 2021 and Spring 2021 transfer to CSU and/or UC. Some restrictions apply depending on CSU/UC and intended major. Please see the enclosed attachment for critical information regarding application deadlines, workshops and other related transfer information. You may reach out to Transfer Center Director or EOPS counselor for further assistance.

Don’t Delay! This is time sensitive.

**EOPS SUMMER 2020 UPDATES**

**Summer Counseling Contacts**

Students who received a summer book voucher will now need to complete **one counseling contact** over the summer between June 15, 2020 through August 21, 2020 (**updated deadline**).

- All EOPS services will be delivered remotely. **Find EOPS staff on Cranium Café at:** [https://lacc.craniumcafe.com/group/eops-front-desk](https://lacc.craniumcafe.com/group/eops-front-desk) to schedule your summer counseling contact appointment today or you may complete a live chat with a counselor.

- Please see the section below titled **How to Make an EOPS Counseling Appointment or Live Chat** in Cranium Cafe

**Mandatory Check-in Counseling Meetings**

In preparation for Fall 2020, a **Mandatory Check-in Counseling Appointment** is needed **for students who completed zero (0) units and zero (0) counseling contacts at the end of Spring 2020**. The Mandatory Check-in Counseling Appointment must be done with an EOPS counselor starting this week through Friday, August 21, 2020.

Due to COVID-19 measures to move both instruction and student services off campus in Spring 2020 and the challenges this created for students, all EOPS students who had been enrolled in Spring 2020 and active in EOPS at any point in Spring 2020, will continue to receive EOPS services in Fall 2020.
No appeal petitions are necessary.

Please see the section below titled *How to Make an EOPS Counseling Appointment or Live Chat* in Cranium Cafe

**EOPS FALL 2020 UPDATES**

**Fall 2020 Counseling Contacts**

Students must complete the traditionally **required three (3) counseling contacts** in Fall 2020:

- At least **one (1) 30-minute appointment** either in Cranium Café or via a telephone appointment with a counselor
- **Two (2) Live Chats** with a counselor- Live chats in Cranium Café take the place of in-person Walk-in sessions with counselors
- Students must wait at least two (2) weeks between each contact (that is, contacts cannot be completed/scheduled back-to-back)
- Please see the section below titled *How to Make an EOPS Counseling Appointment or Live Chat* in Cranium Café

**Fall 2020 Book Voucher Service**

- The Fall 2020 Book Voucher will be **$425** for continuing EOPS students in good standing
- **Note**: Book vouchers and other services are issued **contingent upon the budget** and are offered on a first-come, first-served basis until funds have been exhausted.

**New Flexible EOPS Book Voucher Requirements for Fall 2020 Only:**

To receive the Fall 2020 Book Voucher and other EOPS services, students must have:

- Been active in LACC EOPS in Spring 2020
- Completed at least one counseling contact in Spring 2020
- Successfully completed at least one course in Spring 2020
- Enroll in a minimum of 9 units in Fall 2020 at LACC

  - Please note that the LACC book voucher can only be used via the LACC Bookstore for courses in which you are enrolled at LACC and cannot be used at any of the other sister college bookstores.

  - OSS and NextUp Students: Policies for OSS and NextUp students (units enrolled at LACC, etc.) remain the same.

**Book Voucher Process**

Remember that the LACC book voucher will only cover classes taken at LACC purchased through the LACC Bookstore.

- Book vouchers will be processed via the LACC Bookstore:
  1. The book voucher timeframe/deadline: **Wednesday, August 12, 2020 through November 20, 2020**
  2. Students first need to order textbooks online at [www.laccbookstore.com](http://www.laccbookstore.com). Ordering online is very much like ordering something from an online store like Amazon, Target, and so on (these stores are mentioned as examples and not a statement of endorsement).
  3. **Note: Students need a credit card or debit card number to order textbooks online although it will not be charged if you have enough balance on your book voucher.**
  4. Please see the attached detailed instructions from the LACC Bookstore regarding how to order your textbooks online.
  5. If you do not have a credit/debit card number, please contact the LACC Bookstore at [bookstore@lacitycollege.edu](mailto:bookstore@lacitycollege.edu) for further instructions about how to pick up your books. Please refer to the attached instructions for other ways to contact the Bookstore.
6. You may request to have your textbooks mailed to your home address. Please see the attached instructions for how to select this option. **Shipping fees will be charged to EOPS.**

7. If you have additional questions please email EOPS at lacc-eops@lacitycollege.edu. All other book voucher policies apply at this time.

**GENERAL UPDATES**

**How to Make an EOPS Counseling Appointment or Live Chat**

EOPS counseling appointment requests must now all be made through the EOPS Cranium Café URL/weblink. We are no longer facilitating EOPS counseling appointments via the EOPS program email account.

**Scheduling Appointments:**

- Find EOPS staff on Cranium Café at: [https://lacc.craniumcafe.com/group/eops-front-desk/](https://lacc.craniumcafe.com/group/eops-front-desk/).
- This link will take you to a Cranium Café page that says “EOPS Front Desk” at the top of the page.
- Scroll down to find an EOPS Front Desk staff member whose light is “green” which means that person is online and typically ready to help students.
- Click on “Live Chat” or “Knock on Door” to speak to an EOPS staff member in Cranium Café.
- When a staff member is available to chat with you, you will be able to request to schedule a counseling appointment.
- The staff member will then schedule an appointment for you while communicating with you through the chat feature.

**How to Live Chat (Walk-in):**

- Find EOPS staff on Cranium Café at: [https://lacc.craniumcafe.com/group/eops-front-desk/](https://lacc.craniumcafe.com/group/eops-front-desk/) who can connect you to a counselor or find EOPS Counselors on Cranium Café at: [https://lacc.craniumcafe.com/group/extended-opportunity-programs-and-services-eops](https://lacc.craniumcafe.com/group/extended-opportunity-programs-and-services-eops)
- This link will take you to a Cranium Café page that says “Extended Opportunity Programs and Services (EOPS)” at the top of the page. This is the counselor page.
- Scroll down to look for the “green” indicator light for your counselor. When the green light is on this usually means that the person is online and typically ready to help students.

**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 if you haven’t already done so: https://www.lacccraniumcafe.com.

Find EOPS staff on Cranium Café at: https://lacc.craniumcafe.com/group/eops-front-desk/

For general questions or concerns, students may also reach EOPS via email at lacc-eops@lacitycollege.edu. Please remember to include your full name, Student ID number, and a call-back phone number in your email. Counseling appointments must now be requested through the EOPS Front Desk in Cranium Café.

Summer Office Hours- Students may contact EOPS during the following office hours (staff will not be available beyond these hours):

- Monday through Thursday, 8:00 am to 4:30 pm
- Friday, 8:30 am to 1:00 pm

Please do not hesitate to reach out to us via Cranium Café: https://lacc.craniumcafe.com/group/eops-front-desk/ OR via the EOPS email account: lacc-eops@lacitycollege.edu.

EOPS general hours of availability for counselors: 8:30 am to 4:30 pm Monday through Thursday and 9:00 am to 12:00 pm on Friday.

Take good care, stay safe, and follow all LA County stay at home and safety measures such as wearing face coverings, washing your hands frequently, and practicing social distancing if you must go out. Please 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 Summer 2020, Fall 2020, and beyond! We will see you on the internet!

Best wishes,

The Staff and Faculty of EOPS