

EOPS Spring 2021 Student Update
1/29/2021

This update will be posted to the [EOPS webpage](#)

Dear EOPS Students,

Welcome to Spring 2021! We hope that you had a restful summer. The college will continue to operate remotely for Spring 2021. Please note important program information below.

EOPS Important Dates: Spring 2021 (dates are subject to change)

<u>NEW STUDENTS</u>	
Application process start	Monday, January 4
Last day to apply	Friday, April 16
Last day to submit required transcripts/documents, etc., to be considered for Spring 2021 for applications submitted by Friday, April 16	Friday, April 23
ORIENTATIONS	
Start	Week of January 11
End	Week of April 12 - 16
(orientations cannot count as credit contacts)	
REQUIRED CONTACTS	
Start	Monday, January 25
Last day to complete credit contacts	Friday, June 4
<u>CONTINUING STUDENTS</u>	
REQUIRED CONTACTS	
Walk-In/Live Chat credit contacts	Monday, January 25
Academic appointment contacts	Monday, January 25
Last day to complete credit contacts	Friday, June 4
BOOK VOUCHER	
Start	Thursday, January 21

End	Friday, May 7
ADMINISTRATIVE REVIEW	
(Students exited due to excessive units (70+))	
Student file review start	Monday, January 11
End	Friday, January 22

EOPS SPRING 2021 SERVICES UPDATES

Spring 2021 Counseling Contacts

Students must complete the traditionally **required three (3) counseling contacts** in Spring 2021:

- At least **one (1) 1-hour 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
- Please see the section below titled **How to Make an EOPS Counseling Appointment or Live Chat** in Cranium Café

Spring 2021 Book Voucher Service

- The Spring 2021 Book Voucher will be a flat **\$425** for continuing EOPS students in good standing
- **Please 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.

Book Voucher Details and Requirements:

- Maximum of **\$425** per eligible student (plus \$25 for shipping). This is a flat amount; students are not able to add the shipping fee to their total amount.

- At least one Fall 2020 counseling contact completed
- Completed at least 6 units in Fall 2020
- In good academic standing at the end of Fall 2020 (cumulative 2.0 GPA or higher)
 - Enrolled units for Spring 2021:
 1. Enrolled in at least 12 units in the District, with at least **9 units enrolled at LACC** **OR**
 2. Enrolled in at least 9 units in the District, with at least **6 units enrolled at LACC** **OR**
 3. Enrolled in units as approved by OSS (typically 6 units), at least 3 units enrolled at LACC
- **NEW SPRING 2021! Cross-District Book Voucher Policy**
 - Meet the required enrolled units for LACC (see above for unit requirements)
 - Students may take other units at sister colleges as long as they meet the minimum units to take at LACC
 - The LACC EOPS Book Voucher can be used to purchase a textbook for a class taken at a sister college

LACC STUDENTS ORDERING TEXTBOOKS AT A SISTER COLLEGE

1. Students will need to order the textbook at the online bookstore of the campus where they are taking the class
 2. **When checking out, type in "LACC EOPS" in the SHIPPING INSTRUCTIONS**
- Remember that you will need to take a minimum number of units at LACC (see *Book Voucher Details and Requirements* section above)
 - The maximum book voucher is \$425. Students are responsible to cover the cost of textbooks that go beyond the \$425 book voucher

LACC Book Voucher Process

Book vouchers will be processed online via the LACC Bookstore:

1. The book voucher timeframe/deadline: **Thursday, January 21, 2021 through May 7, 2021**
2. Students first need to order textbooks online in the [LACC Bookstore](#). 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](#) for further instructions about how to pick up your books. Please refer to the attached instructions for other ways to contact the Bookstore.**

A FEW MORE 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](#)

- 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](#) who can connect you to a counselor or find [EOPS Counselors on Cranium Café](#)
- 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

Find EOPS staff on Cranium Café

- **For general questions or concerns**, students may also reach [EOPS via email](#) Please remember to include your full name, Student ID number, and a call-back phone number in your email. **Allow 2-3 business days for a response.**
- **Counseling appointments must now be requested through the EOPS Front Desk in Cranium Café:** [Find EOPS staff on Cranium Café](#)

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

- **General Fall Office Hours:**
 - Monday through Thursday, 8:00 am to 6:00 pm
 - Friday, 8:00 am to 2:00 pm

Please do not hesitate to reach out to us via [Cranium Café](#)
OR via the [EOPS email account](#)

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. There are some evening counseling hours until 6:00 pm Monday through Thursday.

Take good care, stay safe, and follow all LA County pandemic 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 Spring 2021 and beyond! We will see you on the internet!

Best wishes,

The Staff and Faculty of EOPS