

Student Services Newsletter



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Hello again *Husky,*

First, we want to express our hope that you, your family, your loved ones, and your friends all are safe, healthy, and well. As the numbers of COVID-19 cases steeply increases, nationally, and globally, we worry about the members of our community, and how they are coping as well with the many restrictions in place to help battle the infection. You are in our thoughts, and we very greatly respect your resiliency and your adherence to those measures that keep us all safe.

This crisis has definitely challenged our coping skills. We had thought that we would be back in a month. As we see, every community is susceptible to the reach of COVID-19 and we are all in this together to ensure we are keeping safe.

Also, all of our services are being offered remotely such as online counseling, tutoring, financial aid, admissions, and our specialized programs. We would like to keep in touch with our student community and therefore are having a [Zoom Webinar](#) on Wednesday, July 15th at 12:00 p.m. Some of our programs will be providing updates and we will be taking questions though the Zoom Chat. On that day whatever questions, we receive we will do our best to answer them in the Chat Box and any leftover questions will be put into an FAQ list that we will later post answers on our website.

Huskies Stay Well & Strong!

Your ELAC Student Services TEAM

Resource Information & Updates

Online Learning Resources

Canvas

- Are you having difficulties? Have you viewed the tutorials? Having difficulty logging into the student information system to access Canvas? Please take a moment to review the [ELAC Distance Education](#). (click on to Open Hyperlink) website where you will find information and links to help you continue your coursework online using Canvas. Please contact the Canvas help line at (844)695-2223
- There are more tutorials on this webpage <https://cvc.edu/keeplearning/>

Library

The ELAC Library TEAM have created [an online guide](#) to point you to freely available textbooks during the COVID-19 crisis. To see if your course textbook is available, look for the tab with your course name (e.g. COMM, CHEM). Textbooks that are available will be listed here.

Contact Us

ELAC Support Contacts

ELAC has set up additional emails to help inform students during this crisis. If you have specific questions, please send an email to the appropriate email address below and a staff member will get back to you.

Department	Click link to live chat	Email
Academic Affairs		Acadafr@elac.edu
Admissions & Records	https://www.elac.edu/Student-Services/Admissions	Admissions2@elac.edu
Adult Education		Adult-Ed@elac.edu
American Job Center of California		Elac-ajcc@elac.edu
Assessment Center	https://www.elac.edu/Student-Services/Assessment-Center	assessment@elac.edu

ASU/Student Activities	https://www.elac.edu/Student-Services/Student-Activities	studentact@elac.edu
CalWORKs	http://elac.edu/CEWD/Career-Continuing-Education/CalWorks	calworks@elac.edu
Career and Job Services	https://www.elac.edu/Student-Services/Career-and-Job-Services	elac_career@elac.edu
Dream Resource Center & Education Justice Center	https://www.elac.edu/Student-Services/Dream-Resource-Centers	elac-dreamresourcece@elac.edu
Diversabilities Support Program & Services	https://www.elac.edu/Student-Services/Dream-Resource-Centers	elac-dreamresourcece@elac.edu
Extended Opportunity Programs & Services	https://www.elac.edu/Student-Services/EOPS	Elac-Eops@lacc.edu
Financial Aid	http://www.elac.edu/Student-Services/Financial-Aid/Live-Chat-With-Our-Staff	finaid@elac.edu
Completion Center	https://www.elac.edu/Student-Services/Completion-Center	completioncenter@elac.edu
Counseling	https://www.elac.edu/Student-Services/Academic-Counseling	http://bit.ly/ELAC_Counseling
First Year Center/College Promise	https://www.elac.edu/Student-Services/First-Year-Center	firstyearcenter@elac.edu
Fiscal Office	https://www.elac.edu/Admin-Services/Fiscal-Office	fiscaloffice@elac.edu
Foster and Kinship		fkce@elac.edu
Information Technology	http://developmentkentico.elac.edu/Admin-Services/Information-Technology-Department	ithelpdesk@elac.edu
International Students Office	http://elac.edu/Student-Services/International-Students/Live-Chat	elac_iso@elac.edu
LA College Promise	https://www.elac.edu/Student-Services/First-Year-Center	elac-collegepromise@lacc.edu
Latina Completion & Transfer Academy	https://www.elac.edu/Student-Services/Latina-Completion-and-Transfer-Academy	lctaelac@elac.edu
MESA/STEM		mesa_elac@elac.edu
Outreach	https://www.elac.edu/Student-Services/Student-Outreach-Recruitment	outreach@elac.edu
Rosemead Campus		Rosemead@elac.edu
South Gate Campus		southgate@elac.edu
Student Employment		elac-studentemployment@lacc.edu
Student Health Center	https://www.elac.edu/Student-Services/Student-Resources/Student-Health-Center	SHC@elac.edu

Admissions

All admissions and records student services have transitioned online. Our friendly Admissions and Records Assistants are available to help you answer questions and provide you with status regarding admissions applications, residency questionnaire, AB540 tuition exemption, course enrollment, requesting transcripts and verifications, certificate and graduation petitions.

Admissions and Records eChat: <http://www.elac.edu/Student-Services/Admissions> .

How do I order transcripts? How will my transcripts be Sent? How long will it take?

Due to COVID-19 the college is closed until further notice, transcripts requests should be ordered through the National Student

Clearinghouse <https://www.studentclearinghouse.org/students/>. After transcripts are ordered there are three methods transcripts will be sent:

1. E-Transcripts: The Office of Admissions and Records sends electronic transcripts to institutions currently participating in CA eTrans. Please utilize the link below to check the participating schools. If the institution is not listed transcripts will be mailed through USPS. <https://etranscriptca.org/colleges-online>
2. Email Transcripts: Due to COVID-19 four institutions UC Davis, UC Irvine, UCLA and UC Merced prefer to receive emailed transcripts. We have accommodated the request. When ordering transcripts from the National Student Clearinghouse please select "Mail". They will be emailed *not* mailed.
3. Mailed: If the institution is not an eTranscript participant or one of the four institutions above the transcript will be sent out through mail USPS

Although there may be some delays all transcripts will be mailed within 15 working days or by any institution deadlines.

When will I receive my diploma?

- Graduation Evaluation Postings for **Spring 2020**: Congratulations to all Spring 2020 candidates! We have received a little over 2,500 graduation petitions and are working diligently to finalize evaluations. You will see your degree posted on your academic record by August 15th and diplomas mailed to the address on your graduation petition by September 15, 2020.

Counseling

We continue to offer all our counseling services remotely! Visit counseling.elac.edu for the most up to date information on connecting with a Counselor via: e-chat, e-mail, phone and/or video appointments. We look forward to assisting with your SEP, graduation petition, career, exploration, and transfer related needs.

Career & Job Services

If you lost your job due to COVID-19, Career Experts are here to help with your job search; provide guidance on updating your resume and offer tips for on-line interview techniques. Also, if you are undecided on a major, we can discuss during a

virtual career appointment. Please visit our website at: career.elac.edu to set up an appointment or live chat.

Student Employment Services

Are you interested in working on campus or are you a student worker? The staff at Student Employment Services is here to answer your student employment questions and help you navigate any issues or concerns you may have. Send us a message or connect with us through live chat!

Financial Aid

Application Assistance:

- Coming soon, "Remote Financial Aid Lab" to assist students w/ their FAFSA/Dream Act application need.

Document submission:

- Student may submit their financial aid documents and any appeals through <https://elac.verifymyfafsa.com/account/registerstudent>

2020-2021:

- The California College Promise Grant (CCPG) for summer 2020 will be posted in the student portal for student who submitted their FAFSA or Dream Act applications and meet the eligibility requirement. It is not too late to apply. If you have questions, please "Live Chat" with one of the Financial Aid Representative

New Financial Aid Rules and Stability Measures:

Withdrawals: The **State of California** has issued policy that community college students may withdraw from courses at no penalty grade, but you should speak with the Financial Aid Office and/or Counseling to advise you that it may impact Financial Aid status as financial aid is primarily **federal policy** coming from Washington, DC. Withdrawals that result from the crisis will be classified as an "excused withdrawal" and will not count against a student's academic progress standing and will not negatively impact their eligibility for financial aid. Students can also receive refunds on enrollment fees if they withdraw.

(<https://www.cccco.edu/-/media/CCCCO-Website/Files/Communications/COVID-19/2020-01-executive-order-student-withdrawal-regulations.pdf>)



Other Specialized Programs Information

CalWORKs Program

CalWORKs is here to assist CalWORKs participants with their new GAIN referrals, GAIN paperwork, i.e. monthly attendance and progress reports, ancillary requests & reimbursements, childcare forms, work-study questions, submission of receipts, and general questions & concerns. Please contact our office via email: elac-calworks@lacc.edu or live chat.

Transfer and Completion Center

Are you nearing the completion of your degree? The Completion Center is coaching students on how to complete a Petition to Graduate in this new online environment. We are also sharing information about our outstanding Certificate and Degree options, graduation, and more. Connect with us by live chat on our [webpage](#), or follow us on [Twitter](#) or [Instagram](#) to (completioncenter@elac.edu)

Dream Resource Center

- CARCEN Legal Services initiated the week of April 9th, 2020. Attorney, Stephanie Barrera provides virtual legal services to ELAC Huskies on Thursday's from 9am-5pm via Zoom appointments.
- DRC Instagram campaigns to inform Dreamers receive the most up to date information as it relates to legal services available, upcoming legal workshops for ELAC Huskies and updates regarding resources for emotional well-being.
- Zoom Workshop Series to engage Dreamers are in the development stages and will include CARCEN Attorney, Stephanie Barrera.
- DRC Staff, Vanessa Lopez and Elizandro Umana provide live chat support via Conex education platform.
- DRC staff is collaborating with other LACCD DRC representatives to create a master list of campus and community resources to share with all undocumented students across all campuses.
- DRC staff provide support to Dreamers via email, zoom, and google voice calls.
- DRC Staff participates in weekly zoom meetings with LACCD DRC representatives to assure ELAC DRC is current with its support of Dreamers.
- DRC website is under construction to update our virtual services and support

Education Justice

- Education Justice scholars receive individualized virtual support by Student Services Assistant, Elizandro to assure scholars feel supported in their new learning environment.
- Elizandro Umana working with campus to set up dual-enrollment courses.
- Scholars set up virtual study groups to assist them during spring 2020. Elizandro Umana is providing moral support.

EOPS/CARE/CAFYES

EOPS, Care & CAFYES/NextUp continue to serve our students during this remote transition via telephone, email and/or video conferencing. If you are a current EOPS student, we have made some adjustments to our procedures to better deliver our services without the need for face to face interaction. Live Chat Hours of Operation: Monday –Thursday 8:00am- 6:30pm & Friday 8:00am-4:00PM

Continuing Students Program Updates:

1. If you are a continuing EOPS Student, you can schedule your appointment with an EOPS Counselor by visiting us at:
<https://elac.craniumcafe.com/group/eops/scheduler>

2. Have question? Chat Live with us at:

<https://elac.craniumcafe.com/eopscafyescare>

Interested in applying to EOPS:

Do you have less than 60 units completed? Do you qualify for financial aid? You may be a candidate for EOPS! Please contact April Ramirez at RAMIREA13@ELAC.EDU and request an EOPS Application.

Email us directly at: **EOPS:** ELAC-EOPS@laccd.edu

Care: Care@elac.edu **CAYFES/NextUp:** NextUp@elac.edu

First Year Center

The First-Year Center TEAM has worked diligently to connect virtually with scholars and has launched:

- Instagram Campaigns to assure first-year scholars receive the most up to date information as it relates to their academics and Covid-19 supports for themselves and their loved ones.
- Zoom Workshop Series to engage scholars with information regarding the navigation of Canvas, Counseling, Tutoring and Social well-being.
- Peer Mentors virtually meeting with scholars to share best practices to successfully complete their spring 2020 semester and to navigate their new virtual reality.
- FYC staff providing live chat support via ConexEd education platform.
- FYC staff providing case management support to scholars via email, zoom meetings and phone calls.
- LACP scholars engaged by FYC staff to assure they meet LACCD requirements for eligibility

FYC team collaborates with Outreach and Counseling to support future huskies with Welcome Days

Husky Athlete Success Center

Unfortunately, due to the Coronavirus we will not be able to meet with students physically, but we can assist you by correspondence through emails, phone, and video chat.

You can make an appointment through this email address: AthleteSupport@elac.edu
We will get back to you with a time and date and appointment preference. An appointment will be made at your convenience. Appointment scheduling begins on Fridays @9:00am. Our hours are Monday & Wednesdays 9:00-5:00pm; Tuesday & Thursdays 9:00-5:00pm and Fridays 9:00am-1:00pm. Students can also make appointments by way of Cranium Café <https://elac.craniumcafe.com/directory/by-department>



International Students

The International Students Office is continuing to support our students through [Cranium Café](#). Please continue to visit our [website](#) to get updates. If you wish to make an appointment with our international counselor, please contact Michelle Hernandez-Payan through this [link](#).

Dual Enrollment and K-12 Programs

All students that have questions about how to take college classes while you are in high school, please click ["here"](#). We are also available via [Cranium Café](#) to assist you with any questions you may have!

We will be offering online Summer Dual Enrollment courses starting June 15th – July 17th, 2020. Please connect with your high school counselor or college advisor to sign up!

Latina Completion and Transfer Academy

LCTA members are continuing to access tutoring and other resources in an online format. We are working closely with instructors to share important updates, and helping students navigate technology issues in real time. Connect with us by live chat on our new [LCTA webpage](#), or follow us on [Facebook](#) or [Instagram](#) to learn about upcoming club meetings, workshops, and other opportunities! (lctaelac@elac.edu)

LGBTQ+

Welcome Lynn Wood, Student Services Assistant who is overseeing LGBTQ+ programming for ELAC Huskies.

Student Services Assistant **Email:** WoodCL@elac.edu **Office:** 8a - 430p M-F online office hours

Look for me on Cranium Café or Join a Zoom Meeting Today, Meeting ID: 434 545 6170

<http://www.elac.edu/Student-Services/One-Zone>

Join us for Mindful Coffee Hour

When: Jul 28, 2020 10:00 AM Pacific Time (US and Canada)

Register in advance for this meeting:

<https://lacc.zoom.us/join/register/tJMkcU-tqzwoGtSCLqD5whaQnOsKS4Hokg6F>

Transfer Center

Transfer Center is here to provide you with support during your transfer journey. The Transfer Team is here to provide you with the following online/interactive services:

- Online Transfer Workshops
- Online/Phone Transfer Counseling Appointments
- Live Chat with a Transfer Mentor
- Assistance with understanding university award letters and or admissions appeals

Veterans Resource Center

The Veterans Resource Center has transitioned all its operations to a remote work setting. We continue to offer VA Certifications, appointments with the Veterans Counselor and Disability Specialist, Peer Mentoring for First Year Student Veterans, Tutoring, a Virtual VRC Lounge, as well as continued support and advocacy for all military-connected students. Our partners in service, Department of Mental Health (VALOR Program), US Vets (Outside the Wire) and the LA County Office of Military & Veterans Affairs (County VSO) are available to assist students with veteran-specific case management, mental health appointments and disability claim submissions and inquiries. For more information and to stay connected with our ELAC Veteran community, please visit the VRC on our website, <http://veterans.elac.edu> We can also still be reached by phone at 323.415.5052, or via email at veteranservices@elac.edu. We look forward to continuing to serve those who served us.

STUDENT LIFE

Student Club and Activities

Find ways to stay connected to other students during these unprecedented times. The Associated Student Union board will be hosting a series of exciting virtual activities online to keep us entertained and safely united. Win prizes by participating in games/contests, join us for a movie night, and destress in one of our soon to come sessions like yoga/workouts. We ask that you follow us on our 3 social media platforms to stay informed on the latest events. Instagram and TikTok @ elac.asu, and on our Facebook page @ ELAC Associated Student Union.

Clubs are the backbone of student involvement. We invite you to also join one or more of our 76 diverse active chartered clubs or start a new one. Find the contact information of our clubs and find out their next virtual meeting/event by clicking here. To obtain information on how to start a club, click here. We encourage all students to continue to embrace our husky pride and together continue to strengthen our ELAC family.

Student Health Services

While the ELAC campus and the Student Health Center are closed due to the pandemic, our community partner, Via Care Community Health Center, is providing telehealth medical and mental health appointments to ELAC students. Via Care is the organization providing on-campus medical and mental health services since Fall 2019. For a medical or mental health telehealth appointment, call 323-268-9191,

Monday – Friday, 8am – 5pm; after hours, on-call doctor available. Mention that you are from ELAC. Spring health fee required.

If you have general questions, just want to reach out, or need help connecting to resources for food, shelter, LGBTQ+, survivors of domestic violence, sexual assault, etc., Live Chat is available on the ELAC Student Health Center webpage. This is to reach non-medical, non-mental health ELAC staff. Live Chat: Monday – Friday, 8:00am – 4:30pm. To reach medical or mental health staff or to make an appointment, please call 323-268-9191. Follow us on Instagram @elacstudenthealth for information and events.

Mental health services are also available! If you would like to speak to a mental health therapist, please call 323-268-9191 and Via Care staff will connect you to a “live” therapist during the above hours. Should you like to make an appointment to speak with a therapist, you can also do so by calling 323.268.9191. ViaCare staff speak English, Spanish, Khmer/Cambodian, Arabic, and Hindi/Urdu.

COVID-19 Update: *If you are experiencing severe symptoms such as severe shortness of breath, contact your physician. If it is an emergency, dial 911. Information about COVID-19 Testing: At this time, testing is limited in Los Angeles to people with symptoms, or people who have been prevented from working because of contact with someone who has been infected. Please note that same or next day testing appointments are prioritized for individuals over 65, or who have underlying chronic health conditions. Tests are also prioritized for first responders, critical government workers, or health care professionals.* The tests provided through this program are mouth swab tests that do not require assistance. Prepare for your appointment by watching [this video](#). If you are a Kaiser Permanente member, click [here](#) to get testing and services through your provider's system. **For more questions about testing, please visit our [FAQ](#) for answers to frequently asked questions.** <https://lacovidprod.service-now.com/rrs>

Support Groups

Men's Healing Group: Mondays
5pm.

12 Step Support Group: Tuesdays
5pm

Women's Support Group:
Wednesdays 5pm

LGBTQ+ Support Group:
Thursdays 5pm

Links to join meetings at:
<https://linktr.ee/elacshc>

Free yoga sessions!

See schedule on IG:
@elacstudenthealth

Link to join in bio
<https://linktr.ee/elacshc>

Other Community Resources

Resource Directory: We have compiled a list of additional community resources that are not listed below that can help you in this difficult time. The list can be found [here](#)

Community Resources:

- **Dignity Virtual Care Anywhere:** Enter code COVID19 for a free 24/7 virtual visit if you are experiencing COVID-19 symptoms of a low-grade fever (100.4 or above), cough, or shortness of breath.
- **LA County of Mental Health:** Hotline open 24/7 with information, resources and services to address issues of stress, mental health concerns and enhance well-being.

<http://theavtimes.com/2020/03/26/la-county-providing-mental-health-resources-support-during-covid-19-crisis/>

- **CalFresh (formerly food stamps):** known federally as the Supplemental Nutrition Assistance Program or SNAP, provides monthly food benefits to individuals and families with low-income and provides economic benefits to communities. The amount of benefits a household receives is dependent on household size countable income, and monthly expenses, such as housing

and utilities. The program issues monthly benefits on an Electronic Benefit Transfer (EBT) card. Food may be purchased at any grocery store or farmers market that accepts EBT cards. <https://www.getcalfresh.org/>

- **CalFresh (food stamps) application assistance:** Cinthia Onoa conoa@lafoodbank.org 323-234-3030 ext 169.
- **LA Food Bank Pantry Locator:** Pantry distribution dates and times are subject to change. Please call the pantry to verify that this information is current. Most pantries serve according to geographical service area. Food pantry clients should bring photo identification with them to the pantry. The identification should show client's current residential address. However, all clients will be served the first time regardless of completion of application and service area. <https://www.lafoodbank.org/find-food/pantry-locator/>
- **211 LA County Helpline of community resources**
<https://www.211la.org/public-health-and-safety/coronavirus>

End Homelessness California/Shower of Hope, in partnership with ELAC, is offering interim housing for LACCD students experiencing homelessness.

Requirements:

1. Between the ages of 18-26.
2. This initial pilot program focuses on male students.
3. Enrolled in 9 units or more continuously during their participation in the program.
4. Minimum GPA requirement of 2.0 must be maintained.
5. 16 hours of work per week required.
6. \$250 monthly rental requirement with first month free**.
7. Apply for financial aid (FAFSA).

*EHC will not remove students for failure to pay this fee but will require 6 hours of volunteer work per week and academic progress and effort to search for employment will be considered and prioritized.

Space is limited.

Contact Cecilia cruzc3@elac.edu for more information.

OPTIMISM- HOPE LIVES

It's important to stay informed, but it's also important to know when you need a pause from stressful news. Take a break to watch a movie, read, or joke with friends. Practice building resiliency for the stressful news that's arriving with increasing frequency. Be aware of how it makes you feel and how much media to take in. This space will be reserved for you. We want to hear of positive messages to send out to the student body

Husky Pride lives on...