

Student Services & Equity Frequently Asked Questions

ADMISSIONS & RECORDS (A&R)

➤ **I plan to graduate this semester; how does this closure impact my graduate date/status?**

A&R will continue to process graduation applications. The last day to submit a graduation application for spring is April 20, 2020. You must meet with a counselor (this can be done online).

➤ **I would like to drop my classes for this semester. How does this affect me?**

Students may drop their classes using WebSTAR. Please note that a “W” for Withdraw will be posted to your transcript and you will not receive a refund. The financial aid of a student may be affected depending on individual circumstance. A student should consult with the financial aid staff regarding any impact.

You can petition for an Excused Withdraw in accordance to Title 5, section 55024 (e). Excused Withdraw shall not be counted in progress probation or dismissal calculations nor shall it be counted towards the permitted number of withdrawals or counted as an enrollment attempt. The financial aid of a student may be affected depending on individual circumstance. A student should consult with the financial aid staff regarding any impact.

<https://www.imperial.edu/docs/admissions-records/forms-8/petitions/2803-student-petition/file>

➤ **Will this closure affect registration for Summer 2020?**

A&R will keep you posted. Priority registration for Summer 2020 will begin on May 18, 2020.

➤ **I need a transcript, what do I do?**

All transcript orders start through WebSTAR. If you need additional help, please follow these steps: <https://www.imperial.edu/docs/admissions-records/student-information/7687-transcripts-request-information/file>

➤ **I sent a transcript to IVC, did you receive it?**

You can send a contact form message and we will reply as soon as possible.

<https://www.imperial.edu/about/contact-ivc/>

➤ **How do I get proof of enrollment?**

You can fill out the Verification of Enrollment Request Form and then use our contact form to upload the file: <https://www.imperial.edu/docs/admissions-records/forms-8/enrollment/9722-enrollment-verification-form/file> <https://www.imperial.edu/about/contact-ivc/>

➤ **I need a password reset. What's the process?**

Here is a guideline from our IT department: <https://www.imperial.edu/docs/technology-support-guides/10288-how-to-update-my-ivc-password/file>

If you need further help, please send us a contact form request and we will call you as soon as possible. You will need to have your G# and answer a few questions so we can identify you. <https://www.imperial.edu/about/contact-ivc/>

➤ **I have a grade change pending, what do I do?**

Please email your instructor to confirm she/he has submitted the change. Once approved, the grade change will be processed upon our return to campus. We have processed all pending grade changes as of March 17, 2020. Any pending Incompletes or Grade Changes will be completed by the end of the semester to allow faculty to submit the grade changes.

➤ **When will I know my registration time for summer?**

Summer Priority Registration times should be available by May 1st. To find out when you are eligible to register please go <https://mypriority.imperial.edu/> to view your time.

➤ **I need a duplicate diploma. When can I receive it?**

Duplicate Diplomas will be processed after campus is opened.

➤ **I'm a former student from before 1985 and I need a transcript. Can I order my transcript?**

Many students that attended before 1985 require a "Build History" which takes time to build. These will be processed after campus is opened as records from microfilm need to be accessed.

COUNSELING CENTER

➤ **Can I communicate with my preferred counselor?**

All counselors have access to your records and may provide you with the advising you need.

➤ **Q. Can I complete the graduation application process with a counselor?**

Yes. Counselors will have access to the information needed to assist you complete the application.

➤ **Q. Can I change my major or add a major?**

Yes. We are prepared to assist with major changes and/or adding a major.

➤ **Q. Can I get a copy of my Educational Plan?**

Yes. Counselors may direct you to the link to access a printable copy of your Educational Plan.

➤ **Q. Can I get a list of the courses for the upcoming semester?**

Yes. Counselors may direct you to the link that provides the courses available for the upcoming semester.

➤ **Q. Will a counselor be able to advise me whether to keep or drop a course?**

Yes. Counselors may answer that question via ConferZoom.

➤ **I have a situation that is better explained in person. Can I talk to a counselor?**

Yes. We will have online counseling via ConferZoom, which includes video conferencing.

STUDENT EQUITY AND ACHIEVEMENT

➤ **I don't own a computer; how will this impact me if we go virtual?**

A limited supply of loaner laptops will be issued out to students with barriers to accessing technology off-campus. If you are in need of a laptop, you may contact us at 760-355-5733 or camila.collado@imperial.edu.

➤ **I am homeless, for hygienic purposes, will I still have access to campus showers?**

No. We cannot provide access to showers, please contact the Salvation Army at (760) 352-4528.

➤ **I'm new to technology, if I have problems navigating Canvas, accessing my student e-mail, and WebSTAR, who do I contact for support?**

Students will be provided with information via e-mail with a list of contacts to get support navigating online tools. Students may also refer to our Technology Support Guide:

<https://www.imperial.edu/docs/technology-support-guides/3104-student-technology-guide/file>

➤ **I'm still learning to navigate technology; will I be penalized if I have problems submitting my assignments and tests on time?**

Inform your instructor immediately. They will provide you direction. Also, how-to information will be sent to students via email. Students may also refer to our Technology Support Guide:

<https://www.imperial.edu/docs/technology-support-guides/3104-student-technology-guide/file>

➤ **I am a new prospective student, where can I get help to applying for admissions and registering for classes?**

Students may contact Admissions & Records at (760) 355-6106 or Student Equity and Achievement at (760) 355-6465; Monday through Friday from 8:00 a.m. to 5:00 p.m.

- Admission Application: <https://www.imperial.edu/apply-now/>
- Navigating WebSTAR: <https://www.imperial.edu/docs/admissions-records/instructions-1/6959-wait-list-procedures-1/file>

➤ **I have a late start class, where can I go to get textbook support?**

Students may contact Student Equity & Achievement at (760) 355-5733 Monday through Friday from 8:00 a.m. to 5:00 p.m. for information.

➤ **I rely on the IVC Kitchen for food support, where can I find access to food when my food emergency bag runs out?**

Students may contact Student Equity & Achievement's IVC Kitchen at (760) 483-3728 Monday through Friday from 8:00 a.m. to 5:00 p.m. for information on resources available in the community.

- **When I feel overwhelmed and stressed, I turn to a Success Specialist or Counselor for support to talk things through and to gain coping mechanisms. Where can I go or who can I speak with when I start to feel overwhelmed and stressed?**

You are still able to virtually contact a Student Success Specialist, Counselor, and Mental Health Services. Contacts will be available via phone (760) 355-5733, e-mail, and through zoom for appointment meetings.

- **I'm a homeless student, where can I go for housing support services?**

Students may contact Student Equity & Achievement at (760) 355-5733 or the Resilient Scholars Program at (760) 355-5713; Monday through Friday from 8:00 a.m. to 5:00 p.m. Staff will assist connecting you to community resources and services via phone or e-mail.

- **If we go virtual, will I receive a directory of contact numbers, so I know who to call for different concerns?**

Our campus community will be notifying you all updates, changes, and contact information via e-mail or you may find the information on our website at: <https://www.imperial.edu/>

- **I'm a single working parent with little to no support, what options do I have for childcare if our campus pre-school closes?**

Our campus community will be notifying you all updates, changes, and contact information via e-mail or you may find the information on our website at: <https://www.imperial.edu/>

- **I struggle to study at home with my children and family posing as a distraction, and I utilize the Library services to focus and study, what options would I have to find a quiet place to study and receive tutoring?**

Students may contact our online tutoring services at <https://www.imperial.edu/students/learning-services/study-skills-center/>. Students may also contact Student Equity & Achievement at (760) 355-6465 Monday through Friday from 8:00 a.m. to 5:00 p.m. for information on community resources.

- **How do I complete an Admissions Application?**

*Apply online at www.imperial.edu/apply-now (To create account you must have a personal email address).

*The most important item on the application is to use your correct social security number.

*Once your application is accepted, you will receive your IVC Student ID(G) number via email.

- **How do I complete an Online Orientation?**

*Complete Online Orientation at www.imperial.edu/orientation

-Enter First Name

-Enter Last Name

-Enter Student ID (IVC G00#)

-Enter Term

*Click ENTER

➤ **Do I have to take an assessment exam before meeting with a counselor?**

The placement of students into English and Math courses will be based on one or more of the following:

- High School coursework, High School grades, and high school grade point average.

If high school records are not available, or student studied outside the United States, Guided Self-Placement will be used. Must see a counselor.

➤ **How can I schedule an appointment with a counselor?**

You may contact the Counseling Center at (760) 352-8320 to schedule an appointment with a Counselor. Hours: Monday – Thursday from 8:00 a.m. – 7:00 p.m. and Fridays from 8:00 a.m. to 5:00 p.m.

➤ **Can I still enroll if I want to attend summer classes?**

Yes, please refer to www.imperial.edu/apply-now and complete an Admission Application for Summer/Fall 2020. A&R will keep you posted via e-mail or on our Webpage at <https://www.imperial.edu/students/admissions-and-records/>

Priority Registration for Summer 2020 will begin on May 18, 2020.

➤ **How can I get a copy of GED test results?**

Contact Student Equity & Achievement at (760) 355-6465 for information; Monday through Friday from 8:00 a.m. to 5:00 p.m.

CALWORKS COUNSELING PROGRAM

- **What if I don't have reliable access to a home computer or the internet for online instruction?**

CalWORKs Lending Library has a limited number of devices available for CalWORKs students. Contact Cassandra Munoz- cassandra.munoz@imperial.edu or Lorena Ortiz- lorena.ortiz@imperial.edu

- **How can I get help completing a CalWORKs form required by the County? (Class Attendance or Activity Sheet)**

The CalWORKs Student Technician or CalWORKs Success Specialist will schedule a time by phone, email, or a Zoom video meeting to assist in completing the County form. Contact Cassandra Munoz- cassandra.munoz@imperial.edu or Lorena Ortiz- lorena.ortiz@imperial.edu

- **I have a question regarding a class on my CalWORKs approved Student Ed Plan. Can I talk to my CalWORKs counselor?**

Yes, we can schedule an appointment to discuss your question with a CalWORKs Counselor. The appointment may take place by phone, email, or through a Zoom video meeting. To schedule an appointment contact Cassandra Munoz- cassandra.munoz@imperial.edu or Lorena Ortiz- lorena.ortiz@imperial.edu

- **I have a CalWORKs work-study assignment. Will I still be able to work?**

IVC campus will be closed as of March 16th until further notice and students will not be on campus. For more information regarding off-campus work study assignments, contact the CalWORKs Coordinator, Lillian Finnell. (760) 355-6129.

- **Will I still be paid for work-study hours if I'm not working?**

Details for CalWORKs work-study and college closures are being reviewed by the Chancellor's office and the Department of Social Services. The IVC-CalWORKs coordinator will provide more information when available.

FINANCIAL AID

➤ **Will I still be receiving Financial Aid?**

If you have already been approved for financial aid, you will continue to receive payments as previously scheduled. If your file is not yet complete, please submit required documentation; contact Financial Aid at (760) 355-6266. Once your file is completed, you will be awarded and paid based on the current payment schedule. You will be notified about awards and payments via your IVC student email.

➤ **When will the 2020-2021 requirements be available to review?**

20-21 processing has been postponed at this time. An e-mail will be sent to you when requirements are ready to view in WebSTAR.

➤ **Will there be a place where I can fill out my FAFSA or Dream Act application and receive assistance?**

You may complete the FAFSA at www.fafsa.ed.gov or the Dream Act application at <https://dream.csac.ca.gov/> (AB540 non-FAFSA eligible students only) and you may contact the Financial Aid office at (760) 355-6266 for assistance.

➤ **Will I be able to submit documents online or via fax? e.g. US Citizen, High School Diploma**

Documents may be submitted via the verification system and fax (760) 355-6119. Do not submit documents with personal information via email. If you are having trouble submitting documents, please call (760) 355-6266.

➤ **Will there be someone to speak to regarding my status of financial aid?**

The most updated information is on your WebSTAR, please refer to your Financial Aid Specialist for information. If your file has not been assigned to a Specialist, you may call (760) 355-6266.

➤ **When will the office be open?**

The office will be closed until further notice, please check your e-mails for updates regarding campus closure and opening date.

➤ **Will I still be paid if I am a work-study student?**

Yes, you will get paid your average number of hours per week to not exceed your work-study award.

➤ **My award is not what I expected.**

Financial aid is awarded based on units you were enrolled in as of the Freeze Date (March 13th). Please check messages on WebSTAR for changes to your payment and call (760) 355-6266 with any questions.

➤ **If I dropped classes, will my financial aid change?**

If you withdraw from all your classes before April 30th, you may be required to repay that portion of the aid which was unearned. If you fail to begin attendance into a course or drop before census, your enrollment status will be adjusted and you may be required to return funds.

- **When is the last day to withdrawal with a “W”?**

May 9th, 2020

- **I just verified my CalGrant when will I get paid?**

If all Cal Grant requirement are verified, you will be paid at the next regularly scheduled payment date. Please call (760) 355-6266 for questions.

EDUCATIONAL TALENT SEARCH (ETS)

How do I access an Educational Talent Search application and program brochure?

Students and parents interested in enrolling in the ETS program can download an ETS application as well as a program brochure at <https://www.imperial.edu/students/talent-search/>

How do I turn in a completed ETS application?

During the closure of IVC and limited access to our program staff, students and parents can submit a completed application via email. Please scan the application and supporting attached documentation and email it to myriam.fletes@imperial.edu or fax it to 760-355-6143; at a later time, you will be asked to submit the original document(s).

How will I know my child has been accepted into the Educational Talent Search program?

Parents and students will be notified by regular mail that the student has been accepted into the program.

Whom can I speak to regarding the Educational Talent Search program services?

To speak to an ETS staff member, please call 760-355-6109. If no one is available to speak to you directly, please do not hesitate to leave a message and someone will call you as soon as possible.

How will the student receive program services?

Normal program services are provided during workshops and one-to-one sessions depending on the services. During the closure of IVC and limited access to our program staff, services will be provided via online conferencing services. Participants will be notified as to how to access these online services.

DISABILITY SUPPORT PROGRAMS AND SERVICES

➤ **I plan to graduate this semester; how does this closure impact my graduate date/status?**

You will need to call or email your counselor to complete the petition. It should not impact you as long as you complete your graduation/major requirements and as long as you complete your courses with C's or better.

➤ **I had an appointment next week to do a Comprehensive Educational Plan. Is this canceled, or can I meet virtually?**

Counselors will be available via ConferZoom. They can complete most of the plan by phone, email or Zoom, but you might need to come in when campus is open again to review and update it with your academic counselor.

➤ **I use Alt Media, what if I use other type of media? Can it be converted?**

There is no issue. If there are any additional conversions needed, you need to contact Alt Media Specialist, Jeremy Wyatt at 760-355-6406 or email him at jeremy.wyatt@imperial.edu

➤ **I use test proctoring; how will I be receiving this accommodation?**

If you're only using extended time, DSPS will request additional time for test proctoring. You would need to contact DSP&S Specialist, Elizabeth Perez at 760-355-6312 or email her at elizabeth.perez@imperial.edu to set up the service.

➤ **I use scribing services for test proctoring, how will I be receiving this accommodation?**

If you are using a scribe, you would have to contact DSP&S Specialist, Elizabeth Perez at 760-355-6312 or email her at elizabeth.perez@imperial.edu to set up a scribe that would be assisting you.

➤ **I need to set up an academic advising appointment with my academic counselor or an intake appointment to apply to the program to receive DSP&S Services?**

Counselors will still be assisting students by appointments. To schedule an appointment please contact Norma Y. Gonzalez at 760-355-6313 or email at normay.gonzalez@imperial.edu

➤ **How will I receive tutoring services?**

Appointment tutoring will still be available. However, it will only be offered through ConferZoom. If you wish to keep your tutoring appointments, you will be able to do so, but you will need to have a laptop or iPad with a stable internet connection and a valid school email address. Tutors will email students a link to join their session at their scheduled appointment time. If you have any questions, please do not hesitate to contact the Study Skills Center at studyskillscenter@imperial.edu .

➤ **I would like to enroll for tutoring, what do I do and who do I contact?**

If you would like to enroll for tutoring, you must contact your DSP&S Counselor to request tutoring. Once you do so, you must email studyskillscenter@imperial.edu to notify that your request has been submitted. You will need to have a laptop or iPad with a stable internet connection and a valid school email address. Tutors will email students a link to join their session at scheduled appointment time. If you have any questions, please do not hesitate to contact the Study Skills Center.

➤ **Will the Department of Rehabilitation remain open to provide services?**

If you have any questions or concerns, please be sure to contact them at 760-353-1350.

➤ **What if you were receiving services from Toward Maximum Independence?**

Their services have been suspended for the next two weeks. If you have any questions or concerns, please contact them at 442-236-5034.

TRANSFER CENTER

How do I contact the IVC Transfer Center and what services are available?

The IVC Transfer Center will strive to provide services as seamlessly as possible online during the campus closure. Our contact and service information is as follows: Transfer Center Staff		
	General Duties	Contact Information
Edgar Espinoza TC Office Assistant II	<input type="checkbox"/> Appointment Scheduling <input type="checkbox"/> University Rep Inquiries <input type="checkbox"/> General Questions	edgar.espinoza@imperial.edu
Beatriz Avila TC Counselor	<input type="checkbox"/> Fall 2020 Transfer Inquiries <input type="checkbox"/> Transfer Advising Appointments <input type="checkbox"/> Graduation Applications <input type="checkbox"/> General Transfer Inquiries	beatriz.avila@imperial.edu
Jennifer Van Der Linden IVUP and TC Part - Time Counselor	<input type="checkbox"/> IVUP Student Inquiries <input type="checkbox"/> IVUP Student Appointments <input type="checkbox"/> Transfer Advising Appointments <input type="checkbox"/> General Transfer Inquiries	jen.vanderlinden@imperial.edu
Kristen Gomez TC Coordinator and Articulation Officer	<input type="checkbox"/> Articulation <input type="checkbox"/> Transfer Inquiries <input type="checkbox"/> General Communications	kristen.gomez@imperial.edu

➤ **How Do I access a paper ADT verification?**

The paper ADT verification is available at the link below.

https://www2.calstate.edu/adt-everification/Documents/AAT-AST%20Optional%20CCC%20Verification%20Form_ vers%2009-2018.pdf

Please fill out the student information portion, be sure to sign the form. Submit the verification via email to the IVC Admissions and Records office for processing using the contact card at:

<https://www.imperial.edu/about/contact-ivc/>

➤ **I would like to speak with a university rep, can I still do that during the campus closure?**

Yes, university reps are still available to provide services to IVC students. The universities have requested that IVC students contact reps directly. Please use the University Rep section of the Transfer Center website to access the rep contact information.

<https://www.imperial.edu/transfer-center/university-reps-visits>

➤ **Have any IVC Transfer Center events been canceled?**

Yes, the IVUP Medal Ceremony and Spring 2020 Transfer Fair are canceled.

- **I am an IVUP student; can I still receive program assistance?**

Yes, please contact Jennifer Van Der Linden, IVUP counselor at jen.vanderlinden@imperial.edu.

- **How do I schedule an appointment with a Transfer Center Counselor?**

Please contact Edgar Espinoza, Transfer Center Office Assistant at edgar.espinoza@imperial.edu

STUDENT HEALTH CENTER

- **I need to turn in my Health Clearance Packet, where do I turn it in during this closure?**
 - All Health Clearance Packets have been put on hold until we resume classes.
 - Contact your instructor, for more information.

- **I had a Physical Exam scheduled at the IVC Student Health Center, due to the closure where else can I get my physical done?**
 - Students are able to complete a physical exam with their primary care provider. You will have to pay for it or use your insurance. Your physician must complete and sign the physical form that was provided in the health clearance packet.

- **I have a mental health counseling appointment scheduled during this closure, when will I be able to go back?**
 - Counseling services will resume when IVC campus resumes classes.
 - If you need to schedule an appointment contact the Student Health Center front desk at 760-355-6310.
 - If you need to discuss your current appointment status with your counselor, contact the front desk & you will be directed to your counselor.

- **I think I am experiencing a psychological emergency, where do I call during this closure?**
 - Contact the Imperial County Crisis line at 1-800-817-5292 or dial 911.
 - Crisis Text Line: Text the word "COURAGE" to 741741.

RESILIENT SCHOLARS PROGRAM

Resilient Scholars is a program designed to help students that have experiences in the foster care system and or are experiencing homelessness.

➤ Do I Qualify?

To be considered a resilient scholar at IVC, you should meet the following: Have been in foster care or experienced homelessness and Are currently between the ages of 16-24

➤ What Services does the program offer?

Our program offers online counseling, assistance with registration to IVC, online workshops and referral services. We are available Monday through Friday from 8:00 AM to 5:00PM. You can find us on social media, or send us an email to ivcrsp@gmail.com

➤ Does the program have counseling appointments?

Yes, please call 760-355-5713 or email ivcrsp@gmail.com to schedule an appointment. Or you can also drop in online (like a virtual walk-in) just copy and paste this link:

<https://cccconfer.zoom.us/my/resilientscholars>

To video conference with us at any time during regular business hours (Monday-Friday, 8-5)

➤ I have issues with housing/food/transportation? What can I do?

Contact Alexis Villa (alexis.villa@imperial.edu) (760-355-5713) for referral services.

➤ How can I contact the program staff?

You may email at any time ivcrsp@gmail.com or call (760) 355-5713 and program staff will contact you as soon as possible during our business hours (Monday-Friday, 8-5pm). You may also go on our social media and send us a message through Instagram or Facebook (@resilientscholars)

Program Contact Information:

Alexis Villa, Resilient Scholars Counselor/Coordinator

alexis.villa@imperial.edu , (760) 355-5713

Elizabeth Sanchez, Resilient Scholars Student Success Specialist

elizabeth.sanchez@imperial.edu

General Questions and Appointments

ivcrsp@gmail.com

STUDENT AFFAIRS/ ASSOCIATED STUDENT GOVERNMENT

➤ **Who do I get in contact with at Student Affairs?**

Yareli Rivera (760) 355-6509 or via email yareli.rivera@imperial.edu

➤ **Will campus be open for anything Student Affairs related?**

No, campus will be closed until further notice.

➤ **Where can I view the Associated Student Government senate meeting?**

ASG senate will be holding the senate business meetings via ConferZoom for anyone to join and view. There will be weekly emails with the link to the zoom meeting.

➤ **Are all events pertaining to Imperial Valley College canceled?**

Yes, all events pertaining to Imperial Valley College are canceled.

➤ **When can we hold events as a campus club?**

As of now, all events are canceled until further notice.

➤ **As a club, can we hold events off campus?**

No. You are recommended to practice social distancing which means not being able to gather in a group wherever you are.

➤ **Is commencement still scheduled to occur?**

As of now, the commencement event is scheduled to occur. We will keep you updated on any changes. If you have further questions regarding commencement please contact Miriam Trejo at miriam.trejo@imperial.edu or 760-355-6358.

➤ **Will I be reimbursed if commencement were to get canceled?**

Yes. If you have further questions regarding commencement please contact Miriam Trejo at miriam.trejo@imperial.edu or 760-355-6358.