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Frequently Asked Questions

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COVID-19

Q: Are there any confirmed cases of COVID-19 at Valley College? (Updated 4/14/20)

A: While we have not received confirmation from a source such as LA County Department of Public Health, we have received reports of four members of our campus community testing positive for COVID-19, one faculty member and three students. The cases appear to be unrelated and all individuals that we have additional information for are doing better.

Q: What is being done to sanitize the college? (Updated 4/14/20)

A: While indications are that the virus is not viable after a few days and we have not had in-person instruction or services since mid-March, we still thoroughly cleaning the entire campus. We expect to complete this well before welcoming students back to campus.

Q: Will PPE, social distancing, and other measures be implemented when classes and services eventually return to campus? (Updated 6/29/2020)

A: Yes, PPE such as face coverings will be required during the initial phases when we return to campus, as will social distancing protocols. We are currently developing check-in procedures and signage as part of this process. We have also purchased additional hand sanitizer stations. More information on our recovery plans will be available in the next week or two.

Class Operations

Q: What does “remote delivery” mean? (Updated 3/30/20)

A: While there are some technical differences between “remote delivery” and “online,” for the most part it means that classes and services will be accessible online. Classes may be synchronous, meaning they will take place at the same scheduled time as usual, or they may be asynchronous so that class material is accessible at any time. The decision as to whether a class will be offered synchronously or asynchronously is up to the instructor.

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Q: How will hands-on lab classes be delivered in a remote environment? (Updated 3/30/20)

A: Most hands-on lab classes are being converted to remote delivery using programs such as Labster, which provides interactive laboratory simulations. Students are encouraged to contact their instructors for more information about how individual classes will handle lab components.

Q: How will exams be administered? (Updated 3/30/20)

A: Check with your instructor for details on how exams will be administered. A common method used throughout California is through Proctorio, a remote proctoring service. However, some classes may use other services.

Q: Why are some online exams being monitored (with Proctorio)? (Updated 4/15/20)

A: Los Angeles Valley College is dedicated to maintaining academic honesty and an optimal learning environment for students as outlined in LACCD Board Rule 9803. Proctorio supports academic honesty by providing automated online proctoring services and identity verification. Maintaining academic honesty creates fairness for students, so that everyone knows that the grade you get is the grade that you earned. Furthermore, we are required by both the Federal government and our accrediting agency, the Accrediting Commission for Community and Junior Colleges, to verify the identity of distance education students. Online proctored exams are one method that we use to fulfill this requirement.

Q: Is there an update on the Nursing program? Will students be able to complete their coursework on the expected timeline? (Updated 4/14/20)

A: Valley College has received some added flexibility from the Board of Registered Nursing for clinical hours. However, some additional in-person clinical experience is still required. We are currently working with several hospitals to determine when it is safe for students to resume their clinical work. As soon as information is available, instructors will communicate the updates to their students.

Q: Will volunteer hours be able to cover clinical hours? (Updated 4/14/20)

A: The state has approved volunteer hours to count towards some clinical hours. We are currently in discussion to evaluate safety issues and determine how this could relate to other options.

Q: Will late-start classes have an EW option as well? (Updated 3/30/20)

A: Yes, all classes will have the option to drop with an EW.

Q: When can I drop a class? (Updated 5/11/20)

A: Students who drop a class by the last day to drop with a W for Spring 2020 will receive an automatic EW. After that date, a student who continues to experience personal, professional or academic challenges due to COVID-19, may request an EW by sending an email from their district email account to the petitions@lavc.edu. Students may request an EW grade up to one year after the class ended.

Q: How do I drop a class? (Updated 5/11/20)

A: To withdraw from a class during Spring 2020:

- Login to the [LACCD Student Portal](#)
- Click on the Manage Classes icon tile and select “drop classes” from the menu.

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- Select the class, confirm and submit.

Q: Will class sizes be reduced when we can return to campus? (Updated 3/30/20)

A: No, we will not be removing students from class sections they are registered for.

Q: What classes will not be moving to online instruction? (Updated 4/6/20)

A: All class sections have been moved to online or remote learning. There are 23 class sections, such as nursing clinical classes, EMT, CNC, and a few others that will require some face-to-face interactions when permitted. We will have more information in the coming weeks about how those classes will complete all of their requirements, but in the meantime much of the course materials will continue online.

Q: Can you provide an update to those 23 classes that could not fully transition to online operations? (Updated 5/11/20)

A: The District and our college are currently developing recovery plans that will guide us through the process of resuming in-person instruction for those classes that could not be moved fully online. Our nursing students have been able to continue some of their practicum hours through participating in COVID-19 testing sites. We can expect more information over the next couple of weeks on these recovery plans and how the 23 class sections will be able to resume in-person instruction.

Q: What should students do if their required class to graduate could not continue this semester? (Updated 4/27/20)

A: Only 23 courses could not transition to a 100% online format this Spring semester. As soon as it is safe to bring students back to campus, we will resume these classes in person.

Q: How can students petition to retake a final exam if they were experience disruptions or troubles while taking it online for the first time? (Updated 4/21/20)

A: Students should consult directly with the instructor.

Q: How can I find out if my class has been cancelled if I haven't heard anything from my instructor? (Updated 3/30/20)

A: No classes have been cancelled.

Q: What if our class times overlap online? (Updated 3/30/20)

A: Online and remote learning classes are offered in two different methods. Some may be offered synchronously, in which classes will meet at the same time as they were in-person. If classes are offered synchronously, they will meet at their originally scheduled times and will not conflict with other courses. Others may be offered asynchronously, in which students can engage in class content at any time. Check with your instructors to see how they will be offering their classes.

Q: Some classes require special software, such as Adobe Creative Suite, that students no longer have access to. How will these be made available to students? (Updated 4/14/20)

A: Adobe Creative Cloud is available to students for free until May 30, 2020. Information on how to access it was provided in an email from Vice Chancellor Cornner on April 7th. For more

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information and technical support on Canvas, the SIS Portal, and related issues, you can also call (844) 695-2223.

Q: Will finals be online? (Updated 4/6/20)

A: Yes, we will continue the spring semester with online and remote services, which includes finals.

Q: Are there any guidelines for class discussions, assignments, Zoom meetings, etc. that have not been outlined in syllabi? (Updated 4/6/20)

A: For any changes to assignments, quizzes, or other class operations, contact your instructor for updated information pertaining to that class.

Q: Do you have any suggestions to address privacy concerns with Zoom? (Updated 4/6/20)

A: Students may elect to turn their video off during Zoom meetings if they are worried about privacy.

Q: Will there be virtual physical education courses over the summer? (Updated 4/15/20)

A: Yes, there will be virtual physical education (Kinesiology) courses offered this summer.

Q: Will physical education classes be available on campus for the Fall semester? (Updated 6/29/20)

A: Currently, there are no plans to offer fitness courses on campus during the Fall semester. We continue to follow L.A. County Department of Public Health guidelines, which at this moment do not allow us to bring these classes back.

Q: Will summer classes be offered as synchronous live classes or as asynchronous, self-paced classes? (Updated 4/27/20)

A: Both class options will be offered in our summer classes. The summer class schedule, which is now available, will indicate which option classes are being offered as.

Q: Will there be instructor evaluations this semester? (Updated 6/8/2020)

A: Some evaluations for this semester have been postponed due to activities related to the transition to remote instruction and services. We are currently working out details on how to administer these evaluations.

Q: Will online classes continue to be available after in-person classes resume and the health emergency has subsided? (Updated 7/13/20)

A: Yes, online classes will continue to be available.

Q: Will instructors inform us of what software and platform requirements are needed for their class? (Updated 8/10/20)

A: Yes, instructors will inform students what online platforms they will be using for their classes. Most classes will be using Zoom if they have synchronous meeting times, but more details will be provided by the instructor. You can email your instructor if you have specific questions regarding the class.

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Student and Campus Services

Q: When will classes and services return to campus? (Updated 7/27/20)

A: Returning to face-to-face services is determined by a variety of factors, an important one being the LA County of Public Health order. Currently, we have been able to resume only the few hard-to-convert Spring 2020 classes that were unable to be completed remotely. We are also developing plans for additional classes to be offered on-campus when Public Health orders permit. All Student Services will continue to be offered remotely, and all classes that can continue online will do so in the upcoming Fall 2020 semester.

Q: Will only students enrolled in the Spring 2020 hard-to-convert classes be allowed on campus at this time? (Updated 7/27/20)

A: Yes, only students returning to finish up hard-to-convert classes from Spring 2020 will be allowed on campus at this time. A list of these student will be generated and used at the campus checkpoint. This checkpoint, located at the traffic circle off Fulton Avenue, is the only open entrance to the campus at this time. Students and faculty will complete a check-in process before entering campus to confirm they are not experiencing any COVID-19 symptoms.

Q: Where can students find contact information for campus departments or services? (Updated 4/20/20)

A: Visit <http://lavc.edu/ContactUs.aspx> for a directory of LAVC departments and services.

Q: How can first year students get a student ID? (Updated 8/10/20)

A: Currently students are not able to come to campus to get a student ID. The only exceptions include Nursing students and Respiratory Therapy students who need a student ID to access their clinical sites.

Q: How can international students modify their schedules to meet the new immigration requirements? (Updated 7/13/20)

A: Valley College will be providing information in the next couple of weeks about moving forward with hybrid-format classes for international students. The details of which classes will be offered in this format and how are still being determined. We are moving forward to ensure that international students can continue to take classes here at Valley College.

Q: Can international students be allowed more flexibility in paying fees later than current due dates given the recent national policy decisions? (Updated 7/13/20)

A: For questions regarding fees and due dates, please contact the Business Office at businessoffice@lavc.edu.

Q: How are new students informed of which classes they should take? (Updated 6/29/20)

A: New students should set up an appointment with a counselor to create an Education Plan that will help inform their course choices.

Q: Can students still apply for EOPS? (Updated 6/29/20)

A: The deadline to apply for EOPS for Fall 2020 has passed. Please contact EOPS to find out when the next EOPS application period will be. Information about EOPS, including eligibility and links for live chat, can be found here: <https://www.lavc.edu/eops/index.aspx>

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- Q: Can students still apply for LA College Promise? (Updated 6/29/20)
A: Yes, you can apply for LA College Promise. Visit <https://www.lavc.edu/promise/The-Promise-at-LAVC.aspx>
- Q: Will the Child Development Center and preschool be open? (Updated 4/14/20)
A: No, the Child Development Center is currently closed.
- Q: Will students be able to see college counselors? (Updated 4/6/20)
A: Yes, counseling services are available remotely for students. There is information on the [Counseling web page](#) about several ways to contact and make an appointment with a counselor.
- Q: Appointments with counselors are booked for several weeks, is there a way to speak with a counselor sooner? (Updated 4/6/20)
A: Students may email counselors or utilize the Counseling Online Help Desk service via Cranium Café. More information is available on the [Counseling web page](#).
- Q: Will the counseling office be open during the summer? (Updated: 4/13/20)
A: Yes, counselors will continue to offer service, likely only through remote delivery, email, group chat, etc. You can find more information on our website and through the student information Portal.
- Q: Will Helping Hands reopen? Will the food pantry be available? (Updated 3/30/20)
A: We currently cannot receive deliveries and make disbursements available, though we will do so as soon as it is safe and possible.
- Q: Is there additional information on food gift cards? (Update 7/13/20)
A: Students can apply for a Food Insecurities Scholarship to receive a \$50 Kroger/Ralphs/Food for Less gift card at <http://lavc.edu/Coronavirus/Student-Updates.aspx#FoodInsecurityScholarship>. More resources regarding food insecurities can be found at <https://www.lavc.edu/calworks/Helping-Hands-Food-Pantry.aspx>
- Q: Will the student store be open this semester? (Updated 3/30/20)
A: The LAVC Bookstore is open for online orders only. Please visit <https://www.lavcbookstore.com/> to order textbooks. Orders may experience some shipping delays.
- Q: How can students get textbooks for classes? (Updated 4/13/20)
A: Textbooks for all classes can be ordered online through the [LAVC Bookstore](#) to be shipped directly.
- Q: How will tutoring services be offered? (Updated 4/14/20)
A: Tutoring is available online. Information about tutoring resources is available at: <https://www.lavc.edu/Academic-Resource-Center/ARC-Home.aspx>.
- Q: Is NetTutor free to students? (Updated 4/6/20)
A: Yes, NetTutor is free to all LAVC students. If students are receiving prompts that the service requires payment, it may be due to how students are logging into the system. More information about how to access NetTutor can be found on the General Tutoring Center webpage at <http://lavc.edu/generaltutoring/index.aspx>.

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Q: If students have noticed errors and issues with fees and class pricings, how can they get those resolved? (Updated 4/6/20)

A: If you have any questions about class pricing and fees, email the Business Office at businessoffice@lavc.edu or the Admission & Records office at admissions@lavc.edu.

Q: Will degrees and certificates be sent by mail? (Updated 4/13/20)

A: Yes, hard copies of degrees, certificates, and transcripts are always mailed and will be unaffected. Transcripts will be sent through the normal processes via the [Admissions and Records](#) office. We are sending transcripts electronically and in print when not electronic means is available. We are processing printed transcripts twice weekly.

Q: What is the expected mail date for diplomas that were originally supposed to be mailed in March? (Updated 4/15/20)

A: We are scheduled to print diplomas three days next week: Monday, April 20, Wednesday, April 22, and Friday, April 24. We hope mailing will begin by the middle of the following week.

Q: Have there been any extensions for departmental scholarship applications? (Updated 4/14/20)

A: Yes, there has been an extension for scholarship applications through the LAVC Foundation. The deadline has been extended until April 30, 2020.

Q: How can students return borrowed books to the Library? (Updated 7/27/20)

A: There are currently no face-to-face services offered on campus. If you have checked-out Library materials, you can return them via the Library drop-box located near the traffic circle off Fulton Avenue.

Q: Will the Library be open during the summer? (Updated 5/11/20)

A: At this time the Library will not be open during the summer. It will remain closed while in-person campus services are closed.

Q: How can students with SSD receive accommodations? (Updated 3/30/20)

A: There is a Student Services Contact Directory located on the [Coronavirus Updates for Students](#) page, which is accessible from the LAVC homepage. Students can chat with SSD Online Help Desks on the SSD webpage at <http://lavc.edu/ssd/index.aspx>. SSD students can also contact Dave Green at greendm@lavc.edu to ensure that you are receiving the appropriate accommodations.

Q: Are there more Chromebooks available for students? (Updated 7/27/20)

A: The initial Spring application for a Chromebook is now closed. We recognize that there is still a need for these devices and are looking for additional ways to provide Chromebooks to students for the Fall semester.

All Promise students incoming during the Fall 2020 semester will receive a Chromebook. Additional Chromebooks have been ordered and will be available to non-Promise students via an application process that is currently being developed. More information about this application process will be released over the next couple of weeks.

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- Q: Can students pick up Chromebooks if they do not have an address to mail it to? (Updated 4/14/20)
- A: While we are not providing for in-person pickup, please indicate that you do not have a mailing address in the email requesting that information. Arrangements will be made to get the Chromebook at some address.
- Q: Are the Chromebooks being distributed to students on loan or for students to keep? (Updated 4/14/20)
- A: Chromebooks that were distributed during the Spring 2020 semester are for students to keep.
- Q: Will Student Services offices, such as the Dream Resource Center, be available online? (Updated 3/30/20)
- A: Yes, all of our offices are available through remote services. You can email offices, and many offices are available through live chat on their webpages. There is a Student Services Contact Directory located on the [Coronavirus Updates for Students](#) page, which is accessible from the LAVC homepage.
- Q: Is the student health center open, and how can we access it? (Updated 4/13/20)
- A: The student health center is available for remote services only. You can call (818) 763-8836 and press option #4 to make an appointment, or visit the [Valley Community Healthcare's Patient Services webpage](#).
- Q: When will the priority registration be for FYE, EOPS, and other programs? (Updated 4/13/20)
- A: Monday, May 4, 2020 is the first day of registration for all special programs.
- Q: Are there any social change groups being formed, and how can we start one in order to reach out to more student? (Updated 4/6/20)
- A: This is a terrific idea, and we are very interested in hearing ideas on forming these groups.
- Q: How can I submit a K-12 form to enroll in my courses for the semester? (Updated 4/20/20).
- A: Email admissions@lavc.edu or start@lavc.edu to connect with a staff member who can assist you with submitting necessary forms for all classes including dual-enrollment courses.
- Q: How can students petition to graduate? (Updated 4/20/20)
- A: Students can find information about graduation petitions at <http://lavc.edu/admissions/graduation.aspx>. Students can also email questions to admissions@lavc.edu or visit <http://lavc.edu/admissions/index.aspx> to chat with a staff member online.
- Q: How can I check on the status of my graduation petition? (Updated 5/18/20)
- A: Please contact the Graduation Office in Admissions & Records at admissions@lavc.edu to check on the status of your graduation petition. Additional information is available at our [Graduation, Certificates and Transfer Webpage](#).

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- Q: Is it too late to petition to graduate or participate in the Virtual Recognition Ceremony? (Updated 5/18/20)
- A: The deadline to petition and be included in the Virtual Recognition Ceremony was March 20th. Only those students who submitted petitions by that deadline will have their name read and their photo appear on screen. Students who did not meet this deadline can still watch the ceremony. More information can be found at the [Virtual Recognition Ceremony webpage](#). Students can submit a petition to graduate at any time; the date in which your diploma will be issued depends on when this petition is filed.
- Q: How and when will I receive my official diploma if I am graduating in Spring 2020? (Updated 5/18/20)
- A: The Graduation Office will verify that you have completed all the requirements for your degree. Printed diplomas are mailed by October. Please make sure that your address is updated on the Student Information System.
- Q: What can I do if I need to send my transcript to my transfer school but cannot afford the associated fees? Will this affect my transcript order request? (Updated 4/27/20)
- A: Depending on the university that you are applying to, we have an E-transcript process where transcripts are sent to the university electronically for free. Please contact the Admissions and Records Office to see if your school participates in this program. If not, please contact Clive Gordon at the Counseling Department for further assistance.
- Q: What format does LAVC accept transcripts from other colleges? (Updated 4/27/20)
- A: LAVC accepts official transcripts directly from other colleges by mail and electronically. Contact your college directly to have them send a copy of your transcript to LAVC.
- Q: If I took college courses outside of LACCD, should I send my transcripts to LAVC or to LACCD? (Updated 6/8/20)
- A: If you are taking classes at LAVC, please send your transcript to the LAVC Admissions & Records Office. If you are taking classes at a different campus in the District, you can send your transcripts to that college's Admissions & Records Office.
- Q: Who can I contact if I am trying to find a specific class within LACCD for the Summer semester? (Updated 6/8/20)
- A: Please check the Student Information System to find out if any of the LACCD colleges are offering the class you are seeking.

Financial Aid Resources

- Q: How can I apply for a fee waiver online? (Updated 7/27/20)
- A: Financial Aid information and forms can be found on the [LAVC Financial Aid website](#). For more specific questions, email financialaid@lavc.edu.

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Q: Will I get a refund if I drop with an EW? (Updated 5/11/20)

A: If a student decides to withdraw at this time, a refund of enrollment fees and other related fees will be made. If you paid for your classes using cash, personal check or credit card and do withdraw from the class due to the coronavirus outbreak, a refund will be automatically processed.

Q: Will refunds be issued for enrollment fees or other campus services, like Student Health fees? (Updated 4/14/20)

A: Refunds will be issued for enrollment fees, but not other fees that are still related to services such as the Health Center.

Q: Will parking permits be refunded? (Updated 4/6/20)

A: Students will be allowed to use their parking permits purchased this semester during the next semester that they return to campus. Students who will be graduating or transferring this semester will automatically receive a 50% refund on their parking permit.

Q: Will an EW be visible on official transcripts? (Updated 5/7/20)

A: While an EW will be visible on an official transcript and will not count against academic progress requirements.

Q: Why does an EW say it is a "penalty grade" on SIS? (Updated 5/11/20)

A: An EW will not have any impact on your GPA or count against academic progress requirements.

Q: Will EW marks affect loans or financial aid? (Updated 5/7/20)

A: If you received Federal aid (Pell grant, SEOG, Direct loans) and/or State aid, withdrawing from classes may result in you owing all or a portion of your financial aid. It is highly recommended to consult with the Financial Aid Office if you want to know what the consequences of an EW will be.

Q: Will dropping only some classes instead of all classes with an EW affect financial aid? (Updated 6/8/2020)

A: Yes, dropping only some classes may have an impact on federal financial aid awards. Students should contact the Financial Aid Office and the Counseling Office to discuss the impact of dropping classes. Those students who receive federal financial aid can also expect additional CARES Act aid, which will help to mitigate the impact of only dropping some classes this semester.

Q: What should I do if I am being asked to repay financial aid for a class that is being dropped with an EW? (Updated 5/7/20)

A: Please contact the Financial Aid Office via email or live chat on Cranium Café to discuss any issues with financial aid.

Q: Will an EW impact my Financial Aid? (Updated 5/11/20)

A: If you received Federal aid (Pell grant, SEOG, Direct loans) and/or State aid, withdrawing from classes may result in you owing all or a portion of your financial aid. It is highly recommended to consult with the [Financial Aid Office](#) if you want to know what the consequences of an EW will be.

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- Q: I am a Veteran? Will an EW impact my Veteran benefits? (Updated 5/11/20)
An “EW” that is due to COVID-19 will prompt the VA to automatically apply “mitigating circumstances”. You should not owe back any BAH/Monthly stipend already received. Your BAH/monthly stipend rate will be adjusted based off the number of units you remain enrolled in going forward, effective the date you withdraw. Entitlement will be charged for the days you were enrolled. Please consult the [Veterans Resource Center](#) for other options or to address your individual circumstances.
- Q: I still have more questions, who can I speak with regarding my individual circumstance? (Updated 5/11/20)
A: You can contact [Admissions and Records](#) for withdrawal questions or the [Business Office](#) for fee questions.
- Q: Will P/NP disqualify a Pell Grant? (Updated 5/11/20)
A: P/NP will not disqualify a student from receiving Pell Grants.
- Q: How can students pick up checks from Financial Aid when the office is closed? (Updated 3/30/20)
A: We will email you with information about how to pick up financial aid disbursements. Most disbursements are handled automatically. If you have additional questions about your disbursement, please email start@lavc.edu, or contact the Financial Aid office at financialaid@lavc.edu.
- Q: Will loan applications be able to be done electronically? (Updated 3/30/20)
A: We need more information about the loan application process, but currently we want all information available through the SIS portal as it has been previously.
- Q: When will spring financial aid disbursements be made? (Updated 4/20/20)
A: Financial aid disbursements will begin Thursday, April 23, 2020.
- Q: When will summer financial aid disbursements be made? (Updated 7/13/20)
A: Summer financial aid was disbursed on 7/6/2020.
- Q: Will students be able to apply for financial aid for classes they had to drop during this semester because of the emergency situation? (Updated 4/14/20)
A: We will be offering additional grant opportunities and information will be available on our Financial Aid website at <http://lavc.edu/financialaid/index.aspx>. To apply for LAVC Foundation scholarships, visit <http://www.lavcfoundation.org/scholarships.php>. The deadline to apply for these scholarships is April 30, 2020.
- Q: Can part-time students apply for the LAVC Foundations scholarships? (Updated 4/6/20)
A: Yes, part-time students can apply to the LAVC Foundation scholarships. The application requirements are listed on their website.
- Q: What is the emergency aid application for? (Updated 4/13/20)
A: The emergency aid application is for any need that students might have during this crisis.

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Q: Where can I find the emergency aid application? (Updated 4/13/20)

A: The deadline for the emergency aid application offered through the LAVC Foundation has already passed. There are other opportunities to request support as well. Access them through the Student Information Systems->Financial Aid->Scholarships. Support offerings include Chromebooks, as well as \$50 gift cards for Ralph's/Kroger/Food4Less.

Q: How will students know if they have been chosen to receive funds from the emergency stipend? (Updated 4/27/20)

A: Students who were selected to receive LAVC Foundation Emergency Stipend Funds received an email informing them.

Q: How much money was the LAVC Foundation able to raise for the emergency stipend? (Updated 4/20/20)

A: The LAVC Foundation was able to raise \$33,000 from private donations. Donations are still being accepted.

Q: When will emergency aid be distributed? (Updated 4/27/20)

A: The LAVC Foundation Emergency Stipend Funds will be distributed from now through May 8th. Based on what students' preference in their application, a check will be mailed or students will receive via Venmo.

Q: What is the CARES Act?

A: CARES stands for Coronavirus Aid, Relief, and Economic Security Act.

Q: Is the emergency stipend different from the CARES Act funding? (Updated 4/20/20)

A: Yes, the emergency stipend is different from the CARES Act funding. The funding source for the emergency stipend was the LAVC Foundation. CARES Act funding is coming from the federal government.

Q: Will there be additional emergency stipends available to students, and would students need to re-apply for those new grants? (Updated 4/27/20)

A: We do expect additional emergency grants to be available to students, and we would like to be able to distribute those without the need for another application. However, we are waiting for additional eligibility guidelines for distribution of CARES Act funding. These guidelines may require additional information from students and a second application. If this is the case, we will do our best to make these applications as short as possible.

Q: How will students receive aid from the CARES Act funding? (Updated 5/18/20)

A: Initial CARES Act funding of \$300 has been automatically dispersed to students who receive federal financial aid through the same financial aid process through which students have previously received financial aid awards or fee waivers.

Q: Can you provide additional information about the CARES Act funding and how it can be used to assist students? (Updated 8/10/20)

A: Funding from the CARES Act is being provided to colleges in two halves. The first half of the funding will be provided directly to students, and we have already distributed \$300 to each student who receives federal financial aid.

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The second half of the CARES Act funding can be used for institutional expenses. LAVC is also planning to use a large portion of this half to support students. We are currently working on an application process for this second half of the funding and we hope to have that available to students within the week.

Q: Will there be a second disbursement of CARES Act aid? (Updated 6/29/20)

A: Yes, there will be a second disbursement of CARES Act aid to students. The first disbursement was an automatic \$300-dollar award to Pell Grant recipients. We will be disbursing additional funds to those students who demonstrate the highest levels of need, as indicated on their FAFSA. Disbursements are expected to be made on July 8 or July 9.

Q: Will Dream Act recipients receive CARES Act funds? (Updated 5/11/20)

A: CARES Act funds can only be distributed to students who receive federal financial aid. However, we are committed to ensuring that our Dreamers are also supported and are working on a way to distribute \$300 awards to Dream Act students in need.

Q: Am I eligible for CARES Act aid if I could not apply for financial aid on time? (Updated 5/4/20)

A: We can still accept financial aid applications at this time, so please contact the Financial Aid Office to discuss completing your financial aid application. Students may also be eligible to receive CARES Act aid if they are not eligible to receive FAFSA aid.

Q: Will students on financial aid probation receive CARES Act funding? (Updated 6/8/20)

A: Please contact the Financial Aid Office to discuss individual eligibility of CARES Act aid.

Q: Will additional aid be distributed to students this semester? (Updated 6/8/20)

A: We are working to be able to distribute the remainder of the first half of the CARES Act funding to students soon.

Q: Is LAVC partnering with BankMobile to distribute financial aid to students? (Updated 4/27/20)

A: Yes, LAVC is partnering with BankMobile to distribute emergency grants to students. We are still working a developing our distribution process with them. If you have received an email from BankMobile, please wait to sign up for their services until we have more information available on our distribution process.

Q: Will there be changes in tuition for international students for this Spring semester? (Updated 5/11/20)

A: At this time there has been no indication that tuition for international students will change.

Student Academics

Q: Will students receive full credit for their classes this semester? (Updated 3/30/20)

A: Yes, all classes will be proceeding with full credit, none will be partial credit.

NOTICE: Answers are current up to the date indicated

Q: Will concurrently-enrolled students continue to attend classes? (Updated 3/30/20)

A: Yes, all dual enrollment students will begin courses online beginning Monday, March 30. We will do our best to follow suit with how the high schools are operating, once we know the next steps they are taking.

Q: What is the status of Pass/No Pass (P/NP) options? (Updated 4/14/20)

A: Students can petition to change any class to Pass/No Pass, and then email that petition to petitions@lavc.edu. Visit For more information, visit: <http://laccd.edu/About/News/Documents/Students/April%207%202020%20-%20Important%20Update%20on%20Pass-No%20Pass%20Grading%20Option.pdf>

Before submitting a petition, students are strongly encouraged to speak with a Counselor to discuss their options for taking a course Pass/No Pass and the impact it may have on their academic standing, admissions, financial aid, and transfer to a CSU, UC or private universities.

Q: Is there a deadline for P/NP? (Updated 4/14/20)

A: The deadline to petition for the P/NP option is the same as the last day to withdraw with a “W,” and can vary depending on the length of the class. The [searchable online schedule](#) has the information for specific dates for all classes. Look for the specific class number of the section, then look at the bottom for the date next to “Last date to drop with a ‘W’.”

Q: Can students still elect for Pass/No Pass for Spring classes? (Updated 6/8/20)

A: Students can still submit a petition for P/NP by sending an email to petitions@lavc.edu with the class information. Students should send this petition from their District email address (Student.laccd.edu).

Q: Will P/NP affect our GPA? (Updated 4/21/20)

A: Students are strongly encouraged to speak with a Counselor to discuss their options for taking a course Pass/No Pass and the impact it may have on their academic standing, admissions, financial aid, and transfer to a CSU, UC or private universities.

Most transfer institutions do not compute a GPA for a Pass/No Pass course; however, in some instances a passing grade is computed at a 2.0 level, potentially adversely affecting a student’s overall GPA score.

Private and out-of-state universities have different policies on use of Pass/No Pass.

Most transfer institutions—including CSU, UC, and graduate or professional schools—require courses for the major to be completed with a letter grade. A Pass grade may result in a student needing to retake a course either before or after transfer.

The UC has waived the limitation on total number of units allowable by Pass/No Pass, but has not waived requirements for local transfer requirements or major courses to be taken by letter grade.

A transfer, professional or graduate institution may restrict the allowable transfer units taken as Pass/No Pass. Nursing program course prerequisites may require a letter grade.

NOTICE: Answers are current up to the date indicated

Q: Can students selectively choose P/NP for only some of their classes? (Updated 4/14/20)

A: Yes, students may selectively choose which courses they want to take P/NP. Students should speak with a counselor before petitioning for that option to ensure that they will not be negatively impacted, particularly in the case of applying to a four-year university or specialized program.

Q: How will high school seniors be able to take summer classes? (Updated 4/13/20)

A: All high school students can participate in our dual enrollment program. K-12 students can visit our website at <http://www.lavc.edu/admissions/index/K-8-Students.aspx> for more information about admissions. Additionally, incoming freshman can look into applying for the [LA College Promise](#) program, which helps us ensure the first two years are free for full-time students.

Q: Do high school seniors still need to get the letter signed from their counselors? (Updated 4/13/20)

A: At the moment, all concurrently enrolled high school students do need to get their application forms signed by their high school counselor and their parents. We hope to have an update within the next couple of weeks that this process will be fully digital.

Q: How can we have our transcripts evaluated, specifically for the nursing program? (Updated 4/14/20)

A: The nursing program will continue to evaluate applications. At this time there have been no changes to the application process; if changes are made, they will be posted on our website.

Q: Can I enroll in a summer class offered at a different LACCD campus? (Updated 4/27/20)

A: Students can register for summer classes at any of the 9 LACCD colleges including LA City College. You will not be able to enroll in the classes until your registration date.

Q: Where can I find the class ID number for a class I am interested in taking? (Updated 4/27/20)

A: Check the Summer class schedule on the [LAVC Class Schedule web page](#) to find the course number that you want to enroll into.

Q: How can I apply for Summer internship opportunities? (Updated 4/27/20)

A: Information about internship opportunities is available on the [LAVC Online Job Board](#).

Student Workers

Q: Will student workers continue to work? (Updated 3/30/20)

A: Student workers can continue to work, if they can work remotely. All student workers should contact their supervisor for more information.

Q: What should student workers do if they cannot work remotely? (Updated 4/6/20)

A: Student workers should contact their supervisor with any concerns about working remotely. There is only one category of student workers whose duties do not allow them to telecommute, and this is our Student Cadets. We are happy to work with Cadets to find them other work assignments that can be done through telecommuting.

NOTICE: Answers are current up to the date indicated

Q: How will student workers be paid? (Updated 4/14/20)

A: Student should contact their supervisors for procedures.

Q: How will work study be handled? (Updated 3/30/20)

A: Work study will be handled similarly to other student workers. We will do our best to ensure people can continue to work remotely.

Q: As a student, can I apply for a job at the Call Center? (Updated 7/13/20)

A: If positions become available for students, they will be posted; however, at this time we do not have specific information about hiring for the Call Center.

Academic Calendar & Events

Q: Will late-start classes begin as planned? (Updated 3/30/20)

A: Yes, all late-start classes will continue at the time they were originally scheduled for.

Q: Have any late-start classes been cancelled? (Updated 4/6/20)

A: No late-start classes have been cancelled.

Q: Will the semester be ending as planned? (Updated 3/30/20)

A: Nearly all classes will end at the scheduled date. The few classes that require face-to-face activities may be extended to allow students to complete their requirements.

Q: Will the remainder of the spring semester be online/remote? (Updated 4/6/20)

A: Yes, the rest of the spring semester will be 100% online and remote services.

Q: Is there an update on the Virtual Recognition Ceremony? (Updated 5/11/20)

A: There will be a Virtual Recognition Ceremony for our 2020 graduates. Students must have submitted a Petition for Graduation by March 20th to be included. More information, including Information for Graduates and Frequently Asked Questions, can be found on our [Virtual Recognition Ceremony web page](#).

Q: Do students need to dress nicely for the Virtual Recognition Ceremony? (Updated 6/8/20)

A: Students and viewers do not need to dress up for the Virtual Recognition Ceremony. You will be able to post your congratulations in the live chat.

Q: Will the Virtual Recognition Ceremony be recorded? (Updated 6/8/20)

A: The Virtual Recognition Ceremony is recorded and will be available for viewing online any time after the ceremony begins.

Q: How can students order caps and gowns? (Updated 5/11/20)

A: Students can purchase caps and gowns on the LAVC Bookstore website.

Q: For 2020 graduates who will be invited back for graduation in 2021, will the cap and gown colors be different? (Updated 6/8/20)

A: Cap and gown colors do not change from year to year. Nursing/Respiratory Therapy graduates wear white cap and gowns and all other LAVC graduates wear black cap and gowns.

NOTICE: Answers are current up to the date indicated

Q: How long will the Virtual Recognition Ceremony be? (Updated 6/8/20)

A: The Virtual Recognition Ceremony will be about 1 ½ hours long.

Q: Will the names of graduates be announced during the Virtual Recognition Ceremony? (Updated 6/8/20)

A: The name of all graduates will be posted during the Virtual Recognition Ceremony. Only those students who RSVP'd to the ceremony by 5/20/2020 will have their names called during the ceremony.

Q: Will honors students be mentioned at the Virtual Recognition Ceremony? (Updated 6/8/20)

A: Honors students will not be mentioned during the Virtual Recognition Ceremony.

Q: Will the summer session be online? (Updated 5/4/20)

A: Yes, we are planning to offer fully online and remote summer classes. However, we are making additional plans for in-person class offerings should the "Safer at Home" orders be lifted by that time.

Q: When will the summer schedule be available? (Updated 4/20/20)

A: The summer schedule will be available Friday, April 24nd. Priority registration will start May 4th. Classes will begin June 15th.

Q: Will summer classes have an extended drop/withdrawal period? (Updated 8/10/20)

A: Students are able to petition to receive an Excused Withdrawal (EW) from any summer class they drop due to COVID-19 related issues. Petition requests should be emailed to petitions@lavc.edu using your district email account.

Q: Will fall classes be held online? (Updated 5/11/20)

A: Yes, currently all Fall classes will be online. We will continue to monitor the situation to determine if any face-to-face classes can be added at a later time.

Q: When will the fall schedule be available? (Updated 5/18/20)

A: We expect the fall schedule to be available at the end of May.

Q: Will the Winter Session and Spring Semester class be held online? (Updated 7/27/20)

A: Yes, we are currently planning for all classes in the upcoming winter and spring terms that can be held online to continue online in accordance with the current LA Count Dept. of Public Health Orders.

Miscellaneous

Q: What should I do if I am not getting a response from my instructors or people in other campus areas? (Updated 4/14/20)

A: Email start@lavc.edu with any difficulties you may be experiencing. We will follow up to ensure that there is not a miscommunication with the email addresses and that your emails are being responded to.

NOTICE: Answers are current up to the date indicated

If you are having a difficult time contacting your instructor, reach out to the department chair and dean. Additional contacts can be found on the [LAVC COVID-19 website](#) for other areas of the campus as well.

Q: Are instructors being asked to adjust expectations given the situation? (Updated 3/30/20)

A: Yes, the President of our Academic Senate has emailed instructors, asking them to be flexible and understanding given the circumstances. We understand these are challenging times, and we will do our best to support you during these transitions.

Q: What should students do if they feel their instructors are not instructing them on how to succeed in their courses in the new online and remote formats? (Updated 3/30/20)

A: If student have any concerns or question about the transition to online and remote classes, they are encouraged to contact their instructors directly. As is always the case, they can also contact the department chair and dean over the area as well.

Q: How can students apply for free internet services? (Updated 3/30/20)

A: Information on free internet services can be found at the [LACCD Coronavirus web page for Students](#). You can also access this website through the LAVC website by clicking the LACCD Updated COVID-19 (Coronavirus) Information link at the top of the page.

Q: How can homeless students access internet services? (Updated 7/27/20)

A: We are currently working on identifying options for homeless students. Currently, there is a service provided by Xfinity, offering internet hotspots throughout Los Angeles on the "xfinitywifi" SSID. For more information about these and other internet services, visit the [LACCD Coronavirus web page for students](#).

Additional Basic Needs Resources, including food, housing/shelter, and medical/health resources, can be found on the LAVC Coronavirus Updates For Students page at <http://www.lavc.edu/Coronavirus/Student-Updates.aspx#BasicNeeds>.

Q: Now that classes are all online or remote, can students sign up for classes they were not originally able to attend? (Updated 3/30/20)

A: Classes that started at the original start date for the Spring semester will not have previous content available online. Therefore, students will not be able to sign up for those classes.

Q: Are we able to transfer to LAVC in the summer? (Updated 4/14/20)

A: Yes, you may transfer to LAVC at any time. Visit lavc.edu or email start@lavc.edu for more information.

Q: Are teachers and students required to use Zoom weekly/regularly? (Updated 4/14/20)

A: No, instructors will determine how to proceed with classes. Zoom is one common program that is being used; however, instructors can choose other options as well.

Q: Are there any updates on the faculty member who tested positive for COVID-19? (Updated 4/14/20)

A: The last update was that the faculty member is doing better.

NOTICE: Answers are current up to the date indicated

Q: Do students need to take any additional steps to receive a full refund for dropped courses? (Updated 4/14/20)

A: No, refunds of enrollment fees will be automatic.

Q: Is Valley accepting applicants for nursing in fall 2020? (Updated 4/14/20)

A: Yes, we are accepting application for Fall 2020. For more information, visit: <http://www.lavc.edu/nursing-program/how-to-apply.aspx>.

Q: Is construction on campus continuing? (Updated 4/13/20)

A: Yes, construction is continuing on campus. We have three major projects: the Valley Academic and Cultural Center, removing the bungalows along Burbank Blvd., and with our central plant.

Q: Will student townhalls continue once we are back on campus? (Updated 4/13/20)

A: Yes. Once we are back to normal services, we will be continuing with monthly student townhalls.

Q: Will the Family Resource Center be participating in the student town hall? (Updated 6/8/2020)

A: Yes, the Family Resource Center will be joining us during one of the student town halls within the next couple of weeks.

Q: Are there any LAVC volunteer programs to help with during this time of crisis? (Updated 4/21/20)

A: We currently do not have any volunteer opportunities.

Q: How can we contact President Gribbons?

A: Dr. Gribbons can be emailed at gribbobc@lavc.edu