

NOTICE: Answers are current up to the date indicated

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### Frequently Asked Questions

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### COVID-19 Information and Safety Guidelines

Q: What safety measures are being implemented when people are on campus? Will PPE, social distancing, and other measures be implemented when classes and services eventually return to campus? (Updated 9/30/2020)

A: PPE such as face coverings is required for all visitors to campus, as will social distancing protocols. There is a check-in procedure and signage to follow with [safety guidelines](#). We have also purchased additional hand sanitizer stations and placed them at convenient locations throughout campus.

### 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.

Q: How are hands-on lab classes delivered in a remote environment? (Updated 9/30/20)

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.

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Q: How are exams administered? (Updated 9/30/20)

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: 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 are being given through online instruction only? (Updated 9/30/20)

A: Almost all classes are being offered only through remote instruction. A small amount of essential infrastructure classes, such as nursing clinical classes, EMT, CNC, and a few others, require some face-to-face interactions when permitted. These courses are noted clearly in the online schedule, with instructions in the notes about attending them in-person.

Q: What if our class times overlap online? (Updated 9/30/20)

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. Others may be offered asynchronously, and students can engage in class content at any time. The online schedule will note asynchronous classes as "OL-NO LIVE," "INTERNET," "Valley-Online No Live Class," or "Valley-INTERNET" and synchronous classes as "OL-LIVE" or "Valley-Online with Live Class." Check with your instructors if you have further question about how they will be offering their classes.

Q: Will finals be online? (Updated 9/30/20)

A: Yes, the entire fall semester will be through 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.

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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.

### Student and Campus Services

Q: When will classes and services return to campus? (Updated 9/30/20)

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 are only able to offer a limited amount of hard-to-convert essential infrastructure courses, such as nursing clinical classes, EMT, CNC, and a few others, when Public Health orders permit. All Student Services will continue to be offered remotely.

Q: Will only students enrolled in the Fall 2020 hard-to-convert classes be allowed on campus at this time? (Updated 9/30/20)

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 students 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. Students may also contact Student Support services for general questions. Information about how to contact Student Support is available at this web page [www.lavc.edu/studenthelp](http://www.lavc.edu/studenthelp).

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: 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](mailto:businessoffice@lavc.edu).

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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. Visit the [Counseling Department's web page](#) for more information.

Q: Can students still apply for EOPS? (Updated 9/30/20)  
A: 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>

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 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>.

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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/general tutoring/index.aspx>.

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](mailto:businessoffice@lavc.edu) or the Admission & Records office at [admissions@lavc.edu](mailto: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: 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: 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 [greenm@lavc.edu](mailto:greenm@lavc.edu) to ensure that you are receiving the appropriate accommodations.

Q: Are there more Chromebooks available for students? (Updated 11/2/20)

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/tablets have been ordered and will be available to non-Promise students via an application process. This application process is explained at this link <http://www.lavc.edu/Coronavirus/Student-Updates.aspx#laptop>.

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.

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Q: Are the Chromebooks being distributed to students on loan or for students to keep? (Updated 11/2/20)

A: Chromebooks/tablets distributed during Spring 2020 semester and from the laptop/tablet emergency aid awards 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: 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 11/2/20).

A: Information about dual-enrollment registration can be found at this web page <http://lavc.edu/outreach/DualEnrollment.aspx>.

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](mailto: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](mailto:admissions@lavc.edu) to check on the status of your graduation petition. Additional information is available at our [Graduation, Certificates and Transfer Webpage](#).

Q: How and when will I receive my official diploma if I graduated in Spring 2020? (Updated 9/30/20)

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

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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 an upcoming semester? (Updated 9/30/20)

A: Please check the [Searchable Schedule of Classes](#) to find out if any of the LACCD colleges are offering the class you are seeking.

### Excused Withdrawals (EWs)

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

A: To withdraw from a class:

- Login to the [LACCD Student Portal](#)
- Click on the Manage Classes icon tile and select "drop classes" from the menu.
- Select the class, confirm and submit.

Q: When is the last day I can receive an Excused Withdrawal (EW) for a class? (Updated 11/2/20)

A: The deadline to receive an automatic EW non-evaluative grade is the last day to drop with a W/EW for the course (e.g., the end of week 12). The EW grade will automatically post on your student record after you successfully drop the class. To withdraw from a class, log on to your student portal at [MyCollege.laccd.edu](#) and click on the "Manage Classes" tile and select the "Drop Classes" tab from the menu. Follow the instructions to drop the class.

After the last day to drop with a W/EW date, a student who continues to experience personal, professional or academic challenges due to COVID-19 may request an EW by submitting a petition through their student portal and emailing the petition to [petitions@lavc.edu](mailto:petitions@lavc.edu). Students may request an EW grade up to one year.

Student should contact the Financial Aid office to determine if this action will have an impact on their financial aid.

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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 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.

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.

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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.

### Financial Aid and Grants

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](mailto:financialaid@lavc.edu).

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: Most disbursements are handled automatically. If you have additional questions about your disbursement, please contact the Financial Aid office at [financialaid@lavc.edu](mailto: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 are financial aid disbursements be made? (Updated 9/30/20)

A: Disbursements are made at different times throughout the semester. Check the Financial Aid website for updated disbursement dates for the current semester: <http://www.lavc.edu/financialaid/index.aspx>. Dates provided do not account for unforeseen delays caused by State/District or Outside agencies in regard to grants, scholarships, loans or any other types of funding as well as account holds and sudden disqualifications due to academic or disciplinary probation etc.

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 CARES Act?

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

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. These funds will be distributed through an application process for a laptop/tablet award, a technology needs award, and a basic needs award. Specific information about these awards and the application process can be found at the following web page <http://www.lavc.edu/Coronavirus/Student-Updates.aspx#laptop>.

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: 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.

## Student Academics

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](mailto: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'."

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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.

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

A: Students can register for 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 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 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,

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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.

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: 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.

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](mailto: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.

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.

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

A: Information on low-cost internet services and other basic needs resources 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 9/30/20)

A: We continue to work 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: 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: 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 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 town halls 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 regular student town halls.

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](mailto:gribbobc@lavc.edu)