

## Dear Cañada College Students:

Welcome to the Spring 2021 semester! As the College conducts the semester in our online platform, we wanted to remind you that many student services are available to you. Students can call and schedule appointments either in person or via Zoom video conferencing or phone appointments. **Student Services include:**

### ACADEMIC COUNSELING

Remote counseling services are available for General Counseling and for our Counseling Support Programs (EOPS, Promise, TRiO, etc.). Please contact The Welcome Center at (650) 306-3452 or [canadawelcomecenter@smccd.edu](mailto:canadawelcomecenter@smccd.edu).

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### ADMISSIONS & RECORDS

The Admissions & Records Office is operating remotely and providing essential services through the end of the Spring 2021 semester. They can be contacted at [canadaadmissions@smccd.edu](mailto:canadaadmissions@smccd.edu) or (650) 306-3226. Admissions & Records will continue processing transcript requests and forms; please access the forms on their website: <https://canadacollege.edu/forms/>. Note: veterans or veteran dependents, for questions about your status, please contact Stephen Soler [solers@smccd.edu](mailto:solers@smccd.edu).

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### CASHIERING

Remote and on-line services are available. Please email the cashiers office staff at [canadacashiers@smccd.edu](mailto:canadacashiers@smccd.edu) or call (650) 306-3270 for assistance.

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### DISABILITY RESOURCE CENTER

Students can make a phone or Zoom appointment by contacting the Cañada Disability Resources Center at [canadadrc@smccd.edu](mailto:canadadrc@smccd.edu) or (650) 306-3259 (leave a voicemail, be sure to include your full first and last name and your G#). There will be no face-to-face appointments during this time.

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### DREAM CENTER

Remote services are available for the Dream Center by calling (650) 306-3466 or emailing [mirandas@smccd.edu](mailto:mirandas@smccd.edu). If you are seeking food, housing or any other community resources, regardless of your documentation status, please call 211. If you live in San Mateo County, you may also contact your nearest [San Mateo County Core Agency](#).

Para obtener servicios virtuales, favor de comunicarse con el Centro de Soñadores al (650) 306-3466 o envíe un correo electrónico a [mirandas@smccd.edu](mailto:mirandas@smccd.edu). Si busca comida, alojamiento u otro recurso comunitario, independiente de sus estatus migratorio, llame al 211. Si Ud. es residente del Condado de San Mateo, también comuníquese con el [San Mateo County Core Agency](#) más cercano.

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### **ENROLLMENT SERVICES**

For broad area concerns, administrative matters, or for questions for the Dean, please contact Dr. Wissem Bennani, Interim Dean of Enrollment Services and Support Programs at [bennaniw@smccd.edu](mailto:bennaniw@smccd.edu).

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### **ESO! ADELANTE PROGRAM**

The ESO! Adelante Program supports Latinx, high-potential, first-generation college students, low-resource students and first-generation college students in their transfer pathway to San Francisco State University (SFSU) through transfer support programs at Cañada College and SFSU. They provide academic preparedness support, peer mentors and transfer informational workshops.

Visit: <https://canadacollege.edu/esoadelante/> for program information and <https://canadacollege.edu/esoadelante/meetthestaff.php> for contact information.

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### **FINANCIAL AID**

The Cañada College Financial Aid Office is open for remote services during our regularly scheduled hours. Please see our [website](#) where you can Ask Cody (our chatbot) general financial aid questions, get assistance from a staff member during our Zoom Drop-In Hours, apply for our annual scholarships (the 2021-22 application deadline is March 2, 2021) and submit your financial aid documents securely through the Financial Aid DropBox at

<https://www.dropbox.com/request/pkho11Vp2Jc0kY7FvWEm>. All questions can be directed to our campus email at [canadafinancialaid@smccd.edu](mailto:canadafinancialaid@smccd.edu) or phone (650) 306-3308. Make sure to include your student ID (G number) in all communications. Remember to check your student email and [WebSMART](#) regularly for any updates from our office.

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### **HEALTH CENTER**

The Health Center is physically closed and telemedicine services are offered via Zoom appointments. For more information regarding schedules or non-urgent future appointments, please email [canhealth@smccd.edu](mailto:canhealth@smccd.edu) or call (650) 306-3309. Leave a voicemail and our staff will return your call ASAP.

## **LIBRARY**

For the Spring 2021 semester the Library will offer fully online reference services during standard operating hours. Streaming films and many databases, e-books and research tools are available 24/7. Please visit the [Library website](#) for more information.

If you need a Chromebook, Laptop, WiFi hotspot, or calculator use the [Student Technology Request](#) form. Be sure to include your name and G-number. You will receive a response to your request to notify you if equipment is available and instructions for receiving it. Please note that supplies are limited and we may not have the exact equipment requested available.

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## **OUTREACH**

Receive live assistance via Zoom for any questions about Cañada College, including assistance for students with applying and registering at Cañada: <https://canadacollege.edu/outreach/onlinehours.php> To schedule a Zoom appointment on a specific day/time, please call 650-306-3444 or email [canadaoutreach@smccd.edu](mailto:canadaoutreach@smccd.edu).

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## **PERSONAL COUNSELING**

During campus closure, all counseling sessions will be conducted virtually. Please email [canadadrc@smccd.edu](mailto:canadadrc@smccd.edu) to make an appointment with a personal counselor. If you are not registered with the Personal Counseling Center, please email us also to get guidance on registering with the PCC.

If you need to speak with someone right away or are in crisis, please contact one of these resources as soon as possible:

1. Local Crisis Line: 650-579-0350
  2. National Suicide Prevention Lifeline: 800-273-TALK
  3. Crisis Text Line: 741-741 (Text "COURAGE")
  4. If you are in immediate emergency call 911 or go to your nearest emergency room
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## **SPARKPOINT**

A full service of remote financial coaching and education services are available for SparkPoint. Sign up today to receive cash incentives for completing positive financial behaviors. To schedule an appointment contact (650) 381-3550 or email [CanSparkpoint@smccd.edu](mailto:CanSparkpoint@smccd.edu).

If you need food, please visit the [Drive-thru Districtwide Emergency Food Distribution](#) located at Skyline College every Wednesday from 11 a.m. to 1 p.m. and at College of San Mateo, every Friday from 11 a.m. to 1 p.m. Please note that the Food

Pantry is suspended until further notice. If you are seeking additional food, housing, rental assistance or any other community resource, please call 211. If you live in San Mateo County, we also encourage you to contact your nearest [San Mateo County Core Agency](#).

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## **STUDENT LIFE**

No matter where you are, you can still get involved and find your community at Cañada College! Learn more about the events, clubs, Student Senate, and leadership programs you can get involved [here](#). We're also still making Student Body Cards and providing Housing Assistance meetings; contact us at [canstudentlife@my.smccd.edu](mailto:canstudentlife@my.smccd.edu) to get started today!

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## **VETERAN'S SERVICES AND THE VETERAN'S RESOURCE & OPPORTUNITY CENTER**

Remote services are available for the Veterans by calling (650) 306-3250 or emailing [CanVeterans@smccd.edu](mailto:CanVeterans@smccd.edu). If you are seeking food, housing, rental assistance or any other community resource, please call 211. If you live in San Mateo County, you may also contact your nearest [San Mateo County Core Agency](#).

## **Online Tutoring and Mentoring:**

### **LEARNING CENTER & STEM CENTER**

All in-person Learning Center and STEM Center operations are suspended and have transitioned to web-based services. Tutoring for the majority of subjects (Math, English, Social Sciences, Sciences, etc.) is available online. For more information visit the [Learning Center website](#) or the [STEM Center website](#).

Learning Center Spring Office Hours (Speak with a Live Person via Zoom):  
Monday through Thursday 9 a.m. – 6 p.m. and Friday 9 a.m. – 3 p.m.  
[visit us at www.tinyurl.com/zoomLC](http://www.tinyurl.com/zoomLC)

Need support with your courses or have questions about tutoring? Come to the Learning Center website to get information about tutoring, peer mentoring, support with your Writing and Math/Science courses, retention support for your Basic Skills and ESL Courses. We can also answer your basic questions about Zoom and Canvas, Jam Programs, COLTS-CON or Learning Center courses.

### **ONLINE ONE-ON-ONE TUTORING**

Online One-on-One Tutoring is available for the majority of subjects (Math, English, Social Sciences, Sciences, etc.) via Zoom. In addition, outside of our scheduled hours, students will also be able to use NetTutor, an external tutoring platform that provides

additional access to tutoring (more info on this available on Learning and STEM Centers tutoring pages). For more information visit the [Learning Center website](#) or the [STEM Center website](#).

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### **STEM CENTER RETENTION SUPPORTS**

STEM students who need assistance with study tips, appointments with our STEM Counselor, or personal statements for scholarships, can email or text/phone to chat with us! Contact Gonzalo Arrizon, STEM Retention Specialist, at [arrizong@smccd.edu](mailto:arrizong@smccd.edu), Google Voice number: (510) 936-1180. Check our STEM Center Canvas page for the latest updates. Hablo Español!

### **STEM CENTER VIRTUAL CAMPUS TOURS**

Virtual tours of four-year universities will take place April 9 through April 30. During the tours, we will hear from admissions staff at the universities, explore student academic support programs and hear from Cañada alum about their experiences at the universities. As all of our visits will take place over Zoom, so you can enjoy the tour from the comfort of your home! Reach out to Rance Bobo ([bobor@smccd.edu](mailto:bobor@smccd.edu) or Zoom: <https://smccd.zoom.us/my/rancebobob> or (650) 381-3559 to get more information about the virtual campus tours as well as information about any university that interests you.

### **STEM VIRTUAL SPEAKER SERIES**

The STEM Speaker Series will take place every Wednesday from 5-6 p.m. between February 3 through March 24. Everyone is invited to listen to the presenters, most of whom are Cañada alum. We will have the same format as in-person speaker series, except no back-row seats! You can submit your questions to the speaker and get answers. If can't make it during the live session, a recording will be available soon after. Please visit the STEM Center webpage or the STEM Canvas page to see the virtual Speaker Series schedule as well as the most recent videos. If you need access to the STEM Canvas page please register at: [www.bit.ly/stemcanvas](http://www.bit.ly/stemcanvas). Reach out to Rance Bobo ([bobor@smccd.edu](mailto:bobor@smccd.edu) or Zoom: <https://smccd.zoom.us/my/rancebobob> or (650) 381-3559 if you have any questions about the STEM Virtual Speaker Series.

### **STEM MAJORS TRANSFER ASSISTANCE**

If you plan to transfer in Fall 2021 or Fall 2022 and have questions pertaining to your major, campus exploration or basic transfer inquiries please reach out to Rance Bobo at [bobor@smccd.edu](mailto:bobor@smccd.edu) or Zoom: <https://smccd.zoom.us/my/rancebobob> or (650) 381-3559.

### **ONLINE PEER MENTORING SUPPORT**

The Peer Mentors at Cañada College are here to help you adjust and succeed! Peer mentors support their student mentees by encouraging them to embrace college life and increase their knowledge about resources that will help them succeed. For more information visit the [Learning Center website](#).

## Important Technology Information:

### **ONLINE EDUCATION WEBSITE**

Our [“virtual campus” website](#) provides you with online education resources and information on how to access student services online.

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### **STUDENT TECHNOLOGY REQUESTS**

Current students who need access to internet and technology equipment or software required to complete coursework, are eligible to borrow available equipment such as Chromebooks, hotspots, and graphing calculators. For more information visit [here](#).

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### **DRIVE UP WIFI**

Currently enrolled students at Cañada College, College of San Mateo and Skyline College can now reserve a parking space at any of our colleges and get free Wi-Fi for the day. Students may use the Wi-Fi to attend online classes or do schoolwork. Learn more at: <https://covid-19.smccd.edu/drive-up-wi-fi/>

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### **ORDER TEXTBOOKS ONLINE:**

Cañada: <http://bookstore.canadacollege.edu/SelectTermDept>

CSM: <http://bookstore.collegeofsanmateo.edu/SelectTermDept>

Skyline: <http://bookstore.skylinecollege.edu/SelectTermDept>

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## Other Important Information:

### **CAMPUS RESTRICTIONS**

Students should not come to campus. This is due to online and distance education. Offices and student services (such as SparkPoint, EOPS, health centers, international student offices, and all others) will not be available.

### **ALL INSTRUCTION IS ONLINE THIS SEMESTER**

All classes will be held as online. Please check your email frequently for communications from your instructor.

### **MONITOR YOUR EMAIL**

Please monitor your District email (my.smccd.edu) constantly for important updates.



## CANCELLATIONS & CLOSURES

1. Cañada College, College of San Mateo, and Skyline College campuses are closed to all students through the end of the semester.
2. Campus shuttles are suspended until further notice
3. All in-person special events (performances, lectures, exhibits, receptions, workshops, panel discussions, committee meetings, club meetings) are cancelled

## Further Assistance:

### HELPFUL RESOURCES

Comcast is offering two months of free high-speed internet to certain new customers who qualify for public assistance. See [Comcast Internet Essentials](#) for information.

Because SparkPoint is closed, if you are seeking food, housing or any other community resources, please call 211 or contact your nearest [San Mateo County Core Agency](#).

### GENERAL INFORMATION

All updates are posted at: [emergency.smccd.info](http://emergency.smccd.info)

We thank you for your patience as we work together as a community to manage this crisis. This community is strong, and working together we will make it through this challenging time.

