

**IMPORTANT INFORMATION**  
**PLEASE READ THROUGH TO THE END**

Dear EOPS Participants,

In order to support you as we wind down from winter quarter and to begin preparing for spring quarter, I am writing to you on behalf of the EOPS Department staff and counselors to inform you of immediate adjustments to EOPS operations, now in effect, while practicing preventive measures as we are faced with the current social health conditions.

Out of an abundance of caution, to temper the spread of the Corona (Covid-19) Virus in Santa Clara County, starting today, Monday, March 16, all Foothill College classes will be held virtually online until further notice. This excludes courses that are determined essential, such as some lab courses **(This determination will be provided by your professors and is subject to change)**.

At the time of initiating this notification, we are unaware of any cases of COVID-19 related to Foothill college, however, it was recommended by the Public Health Department that we keep students safe. Based on this recommendation, the Foothill-DeAnza College District has decided to limit the number of students on campus and will practice **social distancing** with essential on-campus services allowed to remain open.

Stay up-to-date with all information pertaining to procedures enacted by Foothill as it pertains to COVID-19 virus by going to, <https://www.foothill.edu/healthservices/corona-virus.html>

Because you are EOPS participants, it is important to us that you know exactly how the EOPS department plans to stay engaged with you during this time. We hope this information will help clarify procedures as we attempt to replicate (as much as possible) face-to-face operations with **virtual operations** either online or by phone.

**Note:** *EOPS staff will be on campus, **Monday, March 16 and Tuesday, March 17**. During this time, we will be working to transition our services to assist you virtually with minimal disruption.*

**What does virtual operations mean to you as an EOPS participant?**

**How to get your textbooks:** For those of you who haven't signed the **Book Release Agreement** for spring quarter, please contact the EOPS office **immediately** by phone or email. Once cleared, you will then be approved to receive your spring textbooks from the Campus Bookstore. PLEASE DO NOT COME TO CAMPUS. Monday, March 16 and Tuesday, March 17, we will be available to assist you by email or by phone.

**EOPS Front Desk:** 650-949-7207... [FHEOPS@fhda.edu](mailto:FHEOPS@fhda.edu)

**In the case of a full campus closure, the campus bookstore will provide alternate means to get your textbooks and materials to you. Please remain patient should you need to wait until communication protocol has been established.**

#### **What if the book or text materials are not available in the Foothill College Bookstore?**

If you need to purchase a book or online course access materials not available in the campus bookstore, **Do Not Purchase On Your Own**. To expedite your access to these materials, please email Kai Chang immediately by phone, 650-949-7636 or email [ChangKai@fhda.edu](mailto:ChangKai@fhda.edu) and provide him with the location of the book and/or course access materials. **If you decide to purchase materials on your own, please save your receipts, however, traditional textbook reimbursement processing will be delayed to an undetermined time.**

**Missed contacting the EOPS Office, Monday, March 16 and Tuesday, March 17?:** If you do not have the opportunity to sign the **Book Release Agreement** during this week, Please email the EOPS front office at [FHEOPS@fhda.edu](mailto:FHEOPS@fhda.edu) or call the, 650-949-7207 and leave a message including your name and CWID number. EOPS staff will reach out to you with further instructions to complete the process. Until our office phones are set up for virtual use, all responses will be by email. **Please make sure your Email address is updated in MyPortal.**

#### **What about scheduled EOPS Counseling Appointments?**

If you have a scheduled EOPS counseling appointment **DO NOT COME TO CAMPUS**. Please do the following:

At your scheduled appointment time and If you know which counselor your appointment is with, contact the Counselor Directly. If you do not know who your appointment is with, call the EOPS front desk to direct your call. If the counselor doesn't hear from you. They will call you. **Please be sure to Update MyPortal with your current phone number.** Or, email the Counselor with the correct contact information.

**EOPS front desk:** 650-949-7207

**Tobias Nava:** 650-949-7036

**Tilly Wu:** 650-949-7182

Once the transition to virtual operations and services is completed, EOPS participants will eventually have the choice to access counseling meetings via Zoom or by phone. Please be patient as there is more information to come about this.

#### **If you have not scheduled your required counseling appointment or have not met your EOPS Mutual Responsibility Contract Agreement or need to check your status?**

The EOPS office staff are available to answer all pending questions today, **Monday, March 16 and Tuesday, March 17, ONLY!** Please contact the office via email or by phone as soon as

possible during this time. In order to be cleared for textbooks and other services provided (which will be limited during this time), we will determine your next steps to get you back in good standing with the program.

**If you miss coming in this week** to check your status, please email the EOPS front office at [FHEOPS@fhda.edu](mailto:FHEOPS@fhda.edu) or call, 650-949-7207 and leave a message including your name and CWID number. EOPS staff will reach out to you with further instructions to complete the process. **Until our phones are connected virtually, all responses will be by email. Please make sure your Email address is updated in MyPortal.**

### **What about other Services**

#### **What about Tutoring?**

If you are currently receiving tutoring please contact Sarah Corrao by phone, 650-949-7346 or email, [CorraoSarah@fhda.edu](mailto:CorraoSarah@fhda.edu), for guidance during these final weeks of the winter quarter.

#### **What if you have a loaned calculator or laptop?**

Please contact Kai Chang by phone, 650-949-7636 or email, [ChangKai@fhda.edu](mailto:ChangKai@fhda.edu), for further instructions and assistance.

### **EOPS Contact information at-a- Glance**

**The EOPS office will be available on campus to accept your emails and phone calls Monday, March 16 and Tuesday, March 17.**

**Starting Wednesday, March 18 and until phones are set up for virtual communication, please email the EOPS Department with your questions and concerns for a timely response:**

**EOPS Front Office:** 650-949-7207... [FHEOPS@fhda.edu](mailto:FHEOPS@fhda.edu)

Kai Chang: 650-949-7636... [ChangKai@fhda.edu](mailto:ChangKai@fhda.edu)

Sarah Corrao: 650-949-7346... [CorraoSarah@fhda.edu](mailto:CorraoSarah@fhda.edu)

Lily Luu: 650-949-7050... [LuuLily@fhda.edu](mailto:LuuLily@fhda.edu)

April C. Henderson: 650-949-7206... [HendersonApril@fhda.edu](mailto:HendersonApril@fhda.edu)

### **EOPS Counseling Appointments**

Tobias Nava: 650-949-7036... [NavaTobias@fhda.edu](mailto:NavaTobias@fhda.edu)

Tilly Wu: 650-949-7182... [WuTilly@fhda.edu](mailto:WuTilly@fhda.edu)

Remember to go to, <https://www.foothill.edu/healthservices/corona-virus.html> to access immediate updates regarding the general Campus status.

**More information to come...**

I hope with the information provided, some of your concerns about EOPS operations under the current circumstances are answered. I ask for your patience as we are working diligently to set up alternative methods to adjust operations and services to adapt to the current state of events. **If you are challenged with any of the technological requirements to be successful away from the campus, please contact me immediately, April Henderson email, [HendersonApril@fhda.edu](mailto:HendersonApril@fhda.edu) .**

This will be different a way of doing business but please remain engaged. We want to continue to be there to assist you as you continue your path to success. Feel free to reach out to us for guidance and assistance by contacting your EOPS counselor and/or EOPS staff via email or phone with your questions. We will do our best to respond to you in a timely manner.

Please do your best to take care of yourselves. I wish you the best of health and success with finals.

Sincerely,

April C. Henderson  
Director of EOPS/CARE and FYHS Programs

**ALL INFORMATION IN THIS NOTIFICATION IS SUBJECT TO CHANGE.**