

IMPORTANT INFORMATION
PLEASE READ THROUGH TO THE END

March 18, 2019

Dear EOPS Participants,

To assure that you are getting the most up-to-date and most helpful information to make this transition to Virtual (Online) Campus as seamless and stress free for you as possible, please read through this document. Below you will find a list of identified support resources that will help you to continue to be successful with your educational goals during this time.

EOPS program participants are highly encouraged to apply for and to use the following support opportunities to help assist you with this effort.

New Emergency Relief Fund for laptops and hotspots

All Foothill college students can request emergency assistance up to \$1000 to purchase a laptop and/or to purchase a hotspot device. To receive more information contact, Erika Owens at owenserika@foothill.edu.

***Not sure what a hotspot is?** If you do not have access to Wi-fi outside of being on campus, a hotspot device allows you to access to the internet from wherever you are. You will have access to college supported Wi-Fi.*

Bookstore Laptop Loans

The EOPS Laptop loan service is suspended during this time, if you need to borrow a laptop please contact the college bookstore. Laptop loans are available and the bookstore is ready for you to pick them up as long as supplies last. For more information, contact the Foothill College Bookstore at, fhbooks@foothill.edu or call, 650-949-7305. **The bookstore will be open** (hours below) **until otherwise notified.**

Foothill College Bookstore Hours:

The bookstore will be open for limited hours starting March 18th:

Monday – Thursday: 10am – 3:00pm

Friday: Closed

March 30th-April 3rd: Spring Break

The above hours for the bookstore are subject to change at any time.

To order your books online: As an EOPS participant, be sure to register for an account on the Bookstore's web page. This will assure that EOPS is charged for your purchase. **Shipping is Free.** Our staff will provide you with detailed instructions with the EOPS materials provided when you've submitted your Book Release Agreement form. We have also posted instructions on our web page www.foothill.edu/eops

If you have not submitted your **Book Release Agreement** form for spring, contact the EOPS office immediately at fheops@fhda.edu. You will be contacted by an EOPS staff person to complete the process.

For immediate assistance and for more information about bookstore hours email: fhbooks@foothill.edu

More Resources to Help

The college has provided a list of many resources which will help you to navigate through our new all virtual campus platform. For a comprehensive list of services and resources go to, www.foothill.edu/virtualcampus

Stay Connected with EOPS

Connect with Zoom

What is Zoom? Zoom is an online platform that enables web-based meetings, conferences and courses from multiple locations.

Zoom for Scheduled Counseling Appointments: In addition to holding phone appointments, EOPS Counselors are working hard to make Zoom a comfortable face-to-face platform to hold scheduled counseling appointments. We are also looking forward to using Zoom to talk to you and as a place where we can gather together to address your questions and concerns LIVE (stay tuned for more information).

In anticipation of these new opportunities to connect, it will be important that you download the Zoom application for your phones and computers.

Can't Download? If you are unable to or choose not to download the app to your phone or computer, when you receive the invitation, copy and paste the invitation link in your computer browser. You will be directed to Zoom and prompted to join the meeting.

Zoom by Phone: Your Zoom appointment or any scheduled chats are accessible by just calling in. When you receive the invitation just call into any of the phone access numbers listed in the invitation. You will be prompted to enter the meeting ID. It's as simple as that! We will provide more information on our Web page and will notify you via Remind and emails.

Trouble Shooting Zoom: if you are scheduled for a counseling appointment via Zoom and have not received the invitation for your counseling appointment, check your Junk mail or spam. It may be there waiting for you.

For support with using Zoom go to, <https://www.foothill.edu/virtualcampus> scroll down under the **Technology Needs** click on the **Virtual Student Technology Hub**. Drop down to the **Student Technology Hub Zoom Room**. There, you will receive LIVE assistance. You can also reach the hub by phone during their listed hours (see website) by using the following numbers and Meeting ID:

Dial:

+1 669 900 6833 (US Toll); +1 346 248 7799 (US Toll); +1 646 876 9923 (US Toll)

+1 253 215 8782 (US Toll); +1 301 715 8592 (US Toll); +1 312 626 6799 (US Toll)

Meeting ID: 950 296 669

Stay connected by Email: You can reach all EOPS staff by email. Please send all your questions and concerns to fheops@fhda.edu. Your email will be directed to the appropriate staff person to help you.

Can you contact us by phone? Currently, we prefer that you utilize either Zoom or email to assert your questions. Counselors ARE reaching out to their scheduled appointments by phone, however, the staff has limited access. We are working to implement return phone calls and you will be notified when our phones are fully capable.

Finally, we ask that you remain calm and continue to reach out to us with your questions. Your questions and concerns help us to better understand your needs during this time. We continue to look forward to assisting you, it's just occurring in a different way.

Thank you again for your patience and we wish you good health and safety.

Sincerely,



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

Please Note: Due to the minute-by-minute updates and changes in direction regarding the current public health event
ALL INFORMATION IN THIS NOTIFICATION ARE SUBJECT TO CHANGE.