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Student Affairs Division  
Wed 3/18/2020 4:27 PM

March 18, 2020

Dear Students,

We hope that you are staying well and healthy. As City College quickly moves to delivering classes & student services remotely, here are some resources & information to support you:

- **Accessing CANVAS & Library Services**
  - Visit the homepage ([www.ccsf.edu](http://www.ccsf.edu)) and click the [Canvas link](#) on the top left.
  - You can also still access canvas through [myRAM portal](#).
  - Please visit the [CCSF Library Website](#) for a list of services available during the COVID-19 response.
- **Financial Aid:**
  - [Disbursement Date Information](#)
  - For more information: [finaid@ccsf.edu](mailto:finaid@ccsf.edu) or visit the [CCSF Financial Aid Website](#)
- **Admissions & Records:**
  - You can continue using [myRAM](#) to request transcripts and all other A&R services.
  - For more information: [register@ccsf.edu](mailto:register@ccsf.edu) or visit the [Admissions & Records Website](#)
- **Academic Counseling**
  - Academic Counselors are still available via email, phone & Zoom. If you need to speak with a counselor, email [academiccounseling@ccsf.edu](mailto:academiccounseling@ccsf.edu)
- **Graduation & Completion**
  - The Completion Center is available via email, phone, and online video conference to provide support to help students graduate on time. The deadline to submit your graduation petition and RSVP for commencement has been extended to April 17, 2020.
  - For more information, please email us at [completion@ccsf.edu](mailto:completion@ccsf.edu), call 415-239-3141, or visit [www.ccsf.edu/completion](http://www.ccsf.edu/completion).
- **Student Support Programs:**
  - EOPS will continue to provide limited remote services including counseling support.
    - Online Office Hours Monday – Thursday 8:00am – 4:30pm and Friday 8:00am-4:00pm
    - For more information please call (415) 239-3562 or email [eops@ccsf.edu](mailto:eops@ccsf.edu)
  - Student Resource Centers: Many resource centers are hosting online “office hours” please visit the [Student Activities Website](#) for more information about each resource center.
- **Student Health Services**

- This is a challenging time both mentally and physically. Nurses & mental health therapists are still available over the phone. To get connected to a Nurse or Mental Health Therapist:
  - Visit the [Student Health Website](#) & fill out the form for medical or mental health services.
  - Call (415) 239-3110
  - Email [studenthealth@ccsf.edu](mailto:studenthealth@ccsf.edu)
- **Veteran Student Services**
  - Per the U.S. Department of Veterans Affairs memo dated March 13, 2020, VA is asking all schools to temporarily refrain from making any adjustments to enrollment certifications until further notice. There should be no disruptions in payments for Veterans whose GI Bill and Voc Rehab benefits were previously processed and certified. VA will release further guidance soon. Please visit the VETS Office webpage and the official VA website for the latest updates and information.
  - Resources for Students:
    - For more information regarding payments and benefits, students may contact the GI Bill Hotline at (888) 442-4551.
    - For VR&E/Vocational Rehabilitation, students should contact their assigned Case Manager via e-mail.
    - If you're unsure of the status of your Voc Rehab/VR&E benefits, you can contact the general VR&E offices (as long as those offices remain open):
      - Oakland VR&E: (510) 637-6128
      - Sacramento VR&E: (916) 364-6700
      - Fresno VR&E: (559) 443-1491

Students can contact the CCSF VETS Office for further assistance via email [veterans@ccsf.edu](mailto:veterans@ccsf.edu) or visit our webpage [www.ccsf.edu/veterans](http://www.ccsf.edu/veterans) for the latest updates.
- **Community Resources\***
  - Free meals for children 18 and younger: [Nutrition and School Meals Service](#)
  - Free meals and groceries for SF and Marin residents: [Food Finder](#)
  - To learn more about access to food resources, please visit the [California CalFresh program website](#).
  - Charter, Spectrum and Comcast are offering [two months of free internet](#) to low-income households.
    - Charter and Spectrum: [1-844-488-8395](tel:1-844-488-8395)
    - Comcast: [855-846-8376](tel:855-846-8376) for English speakers or [855-765-6995](tel:855-765-6995) for Spanish speakers

*\*These programs are not affiliated with City College of San Francisco*

**If you have any questions, please follow up with the individual departments, or if it is related to a class – contact your instructor.**

More information about the COVID-19 response is also available on the main CCSF webpage, with a link to [Student FAQ's](#).

You can also access this information from the [Student Resource Guide](#).

*Lastly, please be assured that as CCSF transitions to remote delivery of services, your student privacy is being protected with the highest of standards. Employees can only access student information from a secured network, and the college is maintaining all FERPA compliance.*

**Next week (March 23 – 27) is Spring Break. Classes & Student Affairs programs / services will resume Monday, March 30, 2020.**