

And COVID-19 Information – Frequently Asked Questions about TRiO SSS Program

Please know that we are working diligently to ensure we are supporting you during this time to provide continued access to the TRiO SSS Program resources. Below are answers to some anticipated questions. We will update this form as new questions or information becomes available.

Q: How do I contact the TRiO office if the school is closed?

A: During the closure TRiO SSS Counselors, staff and the director will continue to work remotely. Please direct all program related emails to the columbiatrio@yosemite.edu email address. You may also leave a voicemail message for the TRiO staff at (209) 588-5066 and your emails and/or call will be returned within 24-48 hours (excluding weekends and holidays). For direct staff assistance, please email Abby Sunday at sundaya@yosemite.edu or Anneka Rogers Whitmer at rogersa@yosemite.edu or Nicole Dornier at dornern@yosemite.edu

Q: What happens to my status in the TRiO Program if I cannot come to campus to complete my core services?

A: Please try to complete all your needed appointments with Mentors, Counselors, or the Director/Advisor (Anneka) via the remote services available. We have Zoom video appointments (video optional but it lets us share the screen with you), phone appointments, and even some things can be covered on email. Your goals are still moving forward during this unusual time, so we don't want to stop supporting those goals while we adjust to this new way of providing services. Please call or email us and we will be sure to find a way that meets your situation.

Q: How do I complete and turn in an application to enroll in TRiO SSS if the campus is closed?

A: Copy and paste this link into your browser to be taken to a fillable and sign able pdf:
<https://pdf.ac/qD79v>

- The link will take you to a pdf filler software that will allow you to digitally sign on your mobile device or from your computer.
- Once the application is completed and submitted, it will be sent to our columbiatrio@yosemite.edu email address and someone from our office will be in touch to move forward with the next steps of the application/enrollment process.

Q: How do I contact a peer mentor?

- Go to www.gocolumbia.edu
- Click the **Starfish** link in the upper right corner of the home page for Columbia College. Your Starfish email and password will be the same as your school email and password.
- Click the drop down menu in the top left-hand corner (three horizontal stacked lines) and choose **My Success Network**.
- Go to **TRiO Student Support Services**
- Click on any of our 5 peer mentors and press the **send an email** link

Q: Are there any field trips still planned for spring 2020?

A: All field trips to perspective universities have been officially cancelled for the Spring 2020 semester including: UC Merced/Stanslaus State, 4/10/2020 and UC Santa Cruz 4/16/2020 and the previous Sacramento State trip on 3/16/20. We hope to reschedule for the Fall 2020 semester.

You can also request a “virtual tour” by scheduling an appointment with a Peer Mentor. They can guide you through your school of choice website...explore together and pass the info onto other transfer students too!

Q: How do I schedule counseling appointments?

A: TRiO SSS Counseling appointments can be made in several ways:

1. If Nicole Dornier is your TRiO SSS Counselor, call her at 209-588-5053 or emailing her at dornern@yosemite.edu
2. If you are also an EOPS student, please call Lisa Reza at 209-588-5130 to schedule your combo EOPS/TRiO SSS appointments. Rezal@yosemite.edu is also an option to ask Lisa questions about your EOPS services.
3. If you are not sure who to schedule your Counseling appointment with please email Columbiatrio@yosemite.edu or call Abby Sunday at 209-588-5066 to determine who your assigned TRiO SSS Counselor is.

In this unique time, we want you to get your questions answered as soon as possible, so if you meet with any counselor, that is a good thing! Our goal is keep you on track with your Transfer Timeline and goals for the university. Please let us know how we can be of assistance no matter what the topic.

General Counseling: Please see the links below for access to general counseling services too

- [Individual Counseling](#) (online & phone, schedule by calling 209-588-5109)
- [Online Counseling Services](#) (including e-advising for quick questions)