

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: Click here to download the fillable pdf [TRiO application](#).

- Once completed, print out the application and sign it (see below for multiple ways to sign and submit the application with and without a printer).
- If you have been determined a dependent student for FAFSA purposes, you will need a parent or guardians signature on the application
- Once signatures have been obtained, scan or take a picture, upload the application to your computer or send from your phone by email to columbiatrio@yosemite.edu

Q: Is there a way for me to sign the application and return it digitally if I do not have access to a scanner?

A: Yes, there are multiple ways you can sign the application digitally and return it to the TRiO office. Please note that instructions will differ depending on your version of Adobe and depending on your mobile device capacities. There are 5 sets of instructions to assist with various versions of technology.


A: Option 1- **Take a picture of the completed Application on paper (hard copy)**

- Go to <https://www.gocolumbia.edu/trio/triostudentsupportservices.php>
- Download, type/complete, and print the application
- Sign the application
- Take a photo of the application and send the picture to columbiatrio@yosemite.edu

Option 2. Filling out the fillable pdf from the website in an **older version of Adobe**

- Go to <https://www.gocolumbia.edu/trio/triostudentsupportservices.php>
- Download and complete the application
- When you get to the signature portion, click on **TOOLS** on the top right hand side of the page
- Click **Sign and Certify**
- Next click on **Apply Ink Signature**. Your mouse will become a pen. Put it on the line where the signature goes and sign it. This will not be a perfect signature and that is ok!
- If you have been determined a dependent student for FAFSA purposes, repeat this process for your parent or guardians signature.
- You may fill in the date using the fillable pdf formatting.
- Click **Save As**, save application to your computer
- Email completed application to: columbiatrio@yosemite.edu

Option 3. Filling out the fillable pdf from the website in a **newer version of Adobe**

- Go to <https://www.gocolumbia.edu/trio/triostudentsupportservices.php>
- Download and complete the application
- When you get to the signature portion click on **TOOLS** in the left upper hand corner of the pdf
- Click **Fill and Sign** and then click the  **Sign** icon that appears in the middle of the ribbon above the document
- Click **Add Signature**. It will give you the option to type a signature and Adobe will populate the signature for you.
- **Or**, you can draw and sign with your mouse.
- After signing, click **Apply**. Your signature will be available for you to place wherever you need to on the page. In this case, place it on signature line and you are done!
- If you have been determined a dependent student for FAFSA purposes, repeat this process for your parent or guardians signature
- You may fill in the date using the fillable pdf formatting
- Click **Save As**, save application to your computer
- Email completed application to: columbiatrio@yosemite.edu

Option 4. To fill out an application from your **iPhone**

- Go to: <https://www.gocolumbia.edu/trio/triostudentsupportservices.php>
- Click on the OVERVIEW/APPLICATION icon. The application will open in a web browser

- Fill out the application
- When you get to the signature portion, click your devices **pen icon**.
- A small plus (+) will appear next to the writing utensil options. Click **“Signature”** and use one that is already available or click **add or remove signature** to create a new one.
- Once signed, hit **DONE**. Your signature will be moveable now.
- Place your signature on the signature line and click **DONE**.
- A new window will pop up, select **“New Message”**
- Enter the email columbiatrio@yosemite.edu Use the subject line, **“Completed TRIO application”** and hit send.
- You are done!

Option 5- From an **Android device**

- Go to: <https://www.gocolumbia.edu/trio/triostudentsupportservices.php>
- Click on the OVERVIEW/APPLICATION icon. The application will open in a browser.
- Click on the application file to fill and select options of what program you want to use ie: pdf file viewer, or write on app.
- Select **“write on”** pdf
- Click pen icon, and enlarge application.
- Click on the arrow and it will toggle to page 2, use your finger to sign your name.
- Click save it will save into the **write on** application.
- Open the application in the **write on** app
- Click on the application, open it again with the **pdf viewer** app
- Click on the 3 dots on top right corner and hit send file
- Select how you want to send the file and send to columbiatrio@yosemite.edu

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 Dorner 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)