<u>COVID-19 Information – Frequently Asked Questions about MEOC Program</u>

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

The Motherlode Educational Opportunity Center's Office will be physically closed beginning Monday, March 23ʳᵈ until further notice. During this time, we will be providing our services remotely. We are currently scheduling Zoom appointments for current clients. We have put together some information that can help answer some of the questions that you may have. This document will be updated as new information becomes available.

Q: How do I contact the Motherlode Educational Opportunity Center if the office is closed?
A: During the closure period, the fastest way to reach our programs is to contact the Transition Specialist for your area.
·   Tiffeny Flies (Mariposa Co., Tuolumne Co. and Oakdale)
o 209-588-5044 fliest@yosemite.edu
·   Tira Lawhorn (Amador Co., Calaveras Co. and Modesto)
o 209-588-5077 Lawhornt@yosemite.edu
Your email AND phone calls will be responded to within 24 to 48 hours (excluding weekend and holidays) please be sure to include your name and contact information in your message.

Q: **If MEOC Transition Specialists are unable to provide in person services to clients at our agency, how can clients access services?**
A: To access direct client services, please contact the MEOC Transition Specialists assigned to your agency to schedule a Zoom. Clients will need access to the internet. Our Specialist are prepared to provide most services.

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 MEOC 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 guardian 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/MEOC 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/triomotherlodeeducationalopportunitycenter.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/triomotherlodeeducationalopportunitycenter.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/triomotherlodeeducationalopportunitycenter.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/triomotherlodeeducationalopportunitycenter.php

- Click on the <u>OVERVIEW/APPLICATION</u> 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: **What if I have limited access to technology such as: computer, printer, internet access, etc.?**
A: No worries! Reach out to the MEOC team via telephone and we can work together to find creative ways to support you even if we have to correspond through land mail. We will even include a self-addressed envelope and stamp for you to return the MEOC application and other documents as necessary.

Q**: What additional support services can you help me connect with?**
A: The MEOC teams recognizes that there are many real and perceived barriers for students such as: food and housing insecurities, learning difficulties, affordability, physical and mental health, transportation, academic advising and career exploration, and beyond. The MEOC team will help support your unique needs by connecting you with support services that may be available at any college of your choosing.