

Admissions and Records FAQ

Admissions and Records service windows will be closed beginning Monday, March 23, 2020. During this time we will be providing our services remotely. We have put together some information that can help answer some of the questions that you may have. We will update this document as new information becomes available.

Q: How do I contact Admissions and Records during the closure?

A: The fastest way to reach us is to email ccadmissions@yosemite.edu using your **Columbia College student email account**. If you are a new student, you may email us from your personal email account. You may also call 209-588-5109 for an immediate response from a student ambassador, or 209-588-5231 and leave a message with our A&R staff. We will respond within 24-48 hours (excluding weekends and holidays) via your student email account or a returned call.

Q: How does the closure impact my ability to earn my degree and to graduate?

A: If you have filed for graduation and you complete and pass the courses needed to earn your degree or certificate, you will receive your award(s). We do not anticipate a delay in posting awards to transcripts or printing awards and certificates. The process will be completed after final grades are posted via connectColumbia by each instructor.

Q: How does the closure affect transfer? Can I still order transcripts?

A: Transcript ordering will continue through the National Student Clearinghouse www.studentclearinghouse.org. You can order both electronic and paper transcripts through the site. Please be sure to contact your transfer institutions for up to date information on transfer deadlines.

Q: If I am unable to complete my course by the end of the semester, can I request an incomplete?

A: An incomplete grade is given at the discretion of the instructor. Please coordinate with your instructor if you feel that you will not be able to complete a course by the end of the semester.

Q: What are the options for withdrawing from a course if I am unable to complete the course successfully due to COVID-19?

A: If you dropped a course during the fall, 2020 semester before the drop deadline for your course, you will have received an automatic EW grade. After the drop deadline, please contact your instructor if you would like an EW grade. After the semester is over and grades are assigned, you may use the EW "Easy Petition" if you would like an EW. The petition is located on the A&R Online Forms for Students web page. This will not impact your GPA or count as an attempt at completing the course. However, if you received financial aid, you will need to contact the Financial Aid office prior to requesting the drop from A&R. **Any request for dropping a course must come from the student email account or it will not be processed.**

Q: What if I need help with the registration process during the closure?

A: Admissions and Records will continue to serve you remotely. Please email ccadmissions@yosemite.edu from your **Columbia College email account** and we will help you resolve your registration issue.

Q: What if I need to file a petition or turn in paperwork to Admissions and Records during the closure?

A: We will be available to help you with any petitions or paperwork that you may need to submit. Please utilize the A&R webpage on our Columbia College website at www.gocolumbia.edu. Click on **Admissions**, then **Online Forms for Students**. We accept clear pictures of completed forms via your student email account.