

Frequently Asked Questions (FAQS)

- 1. Can I make an appointment to see a technician?**
 - a. No appointment necessary. Students can meet with a Technician on a 'walk-in' basis, preferably after the semester progress report has been submitted.
- 2. EOPS Book Awards**
 - a. How do I know if I received a 'book award'?
 - ✓ Go on Reg-E; open the "View Financial Aid" icon for info.
 - ✓ Call or come by the EOPS office
 - b. How much is the "book award"?

The amount will vary, depending on EOPS funding.
 - c. If I don't use the full amount of the "book award", do I get the money back?

No, the funds will be returned to the EOPS budget.
 - d. How do I use the EOPS 'book award'?
 - ✓ Go to the bookstore. Choose your book(s). Before paying, tell the cashier you would like to use your "EOPS book award". You can use the book award for "books only", not supplies.
 - ✓ You must have CSID card with you.
 - e. How long will the money be available for me to use?
 - ✓ The "book award" funds are available for 1 week prior to the start of the semester and for the first 2 weeks of each semester.
 - f. I went to the bookstore and they said my "book award" wasn't available even though Reg-E showed an award. What should I do?
 - ✓ Come into the EOPS office to see a technician
 - ✓ Important to speak with an EOPS Technician as soon as to allow them a chance to trouble shoot any problems.
 - g. I already bought my books. Can I still use my book award and get a refund?
 - ✓ This option is only available during the first 2 weeks of the semester. Save the bookstore receipt. When your EOPS book award is available, go to the bookstore to get a refund.
- 3. Can counselors help me get into closed classes?**
 - ✓ No. Once a class is full, students must 'crash' a class during the first 2 weeks of each semester.
 - ✓ Students must obtain an 'Add Code' from the professor and enroll in the class using Reg-E.
- 4. When are EOPS Progress Reports available?**
 - a. 2 weeks before they are due (due dates are usually 7 to 8 weeks into each semester)
- 5. Where can I get a Progress Report?**
 - a. Progress Report forms are mailed to students 2 weeks before the due date
 - b. Progress Report forms can be downloaded and printed from the EOPS Website 2 weeks before it is due (www.sdcity.edu/eops)
 - c. Reports can be picked up in the EOPS office at L-117 no sooner than 2 weeks before the due date
- 6. When is Priority Registration?**
 - a. Mid-July for the Fall semester
 - b. Mid-November for the Spring semester
- 7. Can I register for classes before my registration date?**
 - a. No, the system will not allow you to.
- 8. Can I register for classes after my registration date?**
 - a. Yes, however, classes can fill up quickly! EOPS students receive Priority Registration (the first day of enrollment) to assist in obtaining the classes they need.
- 9. How long can I be in EOPS?**
 - a. For 6 semesters or
 - b. Until completion of 70 degree applicable units → (does not include remedial courses below 100 level).
 - c. Some 'high unit' majors can stay in EOPS with more than 70 units. For more information, see your EOPS counselor.
- 10. Does EOPS pay for application fees to Universities, bus passes, or childcare?**
 - a. No, these are not a part of the services we offer.
- 11. Can I see a counselor more than twice a semester?**
 - a. Yes, two counselor contacts are required during each semester but students can schedule more appointments as needed
- 12. Are there any exceptions to being a full time student with 12 units?**
 - ✓ Yes, however you must file an EOPS Petition with a counselor no later than the 10th week of the semester
 - ✓ CalWORKS students can participate in CARE and EOPS with 9.0 semester units.
 - ✓ DSPS students must bring a Verification Letter indicating an accommodation for reduced course load.
 - ✓ Other circumstances must be reviewed with an EOPS counselor

IMPORTANT

- Students who drop below 12 units or below the agreed upon units previously discussed with a counselor, must file an EOPS petition with a counselor or risk losing eligibility for services, including Priority Registration.
- Students who are approved for less than 12.0 units for EOPS are not considered full-time by the Financial Aid office. Your financial aid will be based on the total number of units enrolled.