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 a CID 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 troubleshoot 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 ‘catch’ 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.