



LAS POSITAS

COLLEGE

Student Services Monthly Newsletter

October 2019

ADMISSION APPLICATION UPDATE

The CCCApply admission application for summer term and fall semester 2020 will go live on Tuesday, October 1, 2019. New and returning students should complete and submit the admission application as soon as possible to provide ample time to view the new online student orientation, complete the online guided self-placement, and obtain a student educational plan prior to course registration in April 2020. Students who complete the three core services of orientation, assessment, and student educational plan will receive priority registration. Students in need of in-person assistance should be referred to the Online Service Center (OSC) adjacent to the Admissions & Records Office.

FINANCIAL AID APPLICATIONS UPDATE

The Free Application for Federal Student Aid (FAFSA) and the California Dream Act Application (CADAA) will go live on Tuesday, October 1, 2019 for the 2020-2021 Award Year. New, continuing, and returning students are encouraged to complete and submit the financial aid applications prior to the California financial aid priority deadline of Monday, March 2, 2020. The financial aid applications are required for federal student aid, most state-based financial assistance, and institutional aid. Students in need of in-person assistance should be referred to the Online Service Center (OSC) adjacent to the Admissions & Records Office.

MISSION, VISION, AND VALUES STATEMENTS

Las Positas College is currently reviewing its mission statement, vision statement, and values statement in preparation for updating the Educational Master Plan during the 2019-2020 Academic Year. All employees and students are welcome to provide their feedback about all three statements. This process is also important as it relates to accreditation. To provide feedback, please consult with the Academic Senate, Classified Senate, or the Las Positas College Student Government.



IMPORTANT DATES & DEADLINES

- **October 1st**
Admission Application Goes Live for Summer & Fall 2020
- **October 1st**
Financial Aid Applications Go Live for 2020-2021 Award Year
- **October 15th**
The Market
- **October 21st**
Tri-Valley College Night



NEW SENIOR ADMINISTRATIVE ASSISTANT

The Enrollment Services Division is proud to announce that Azadeh Jorgensen has been hired as their new Senior Administrative Assistant. Azadeh's hiring was approved during the Chabot-Las Positas Community College District Board of Trustees meeting on Tuesday, September 17, 2019. Azadeh has worked as a freelance Human Resource and Business Operations contractor for the past four years. Prior to consulting, Azadeh worked for Vadaro, Incorporated and SearchForce, Incorporated in executive administrative roles; and for Stanford University as a Faculty Recruiting Manager and Affairs Officer. Azadeh earned a Master in Public Administration from Golden Gate University, a Bachelor of Science in Management from the University of Phoenix, and an Associate of Science in Chemistry from College of San Mateo. Azadeh's first day of employment will be Tuesday, October 1, 2019. Please join me in welcoming Azadeh.

NEW ADMISSIONS & RECORDS ASSISTANT II

The Admissions & Records Office is proud to announce that Humberto "Beto" Lopez has been hired as the new Admissions & Records Assistant II pending board approval on Tuesday, October 15, 2019. Beto has been a student at Las Positas College working to earn an Associate of Science in Business Administration. Beto served the Admissions & Records Office as a student employee and most recently as an hourly-classified employee. Prior to joining Las Positas College, Beto worked at Second Helping and at Omnicare. Beto's first day of employment will be Wednesday, October 16, 2019. Please join me in congratulating Beto.

CREDENTIALS SOLUTIONS

On Monday, September 9, 2019, the Admissions & Records implemented Credentials Solutions with the assistance of Information Technology Services. Credentials Solutions is an automated transcript ordering service available for students and alumni to request official transcripts. The first two official transcripts will remain free of charge but have to be requested directly from the Admissions & Records Office. Additional official transcripts are available for a fee through Credentials Solutions. Students may print unofficial transcripts from CLASS-Web free of charge.

CHATBOT

In September 2019, the Financial Aid Office launched "Chatbot" and its name is "Andi." Chatbot is technology that mimics human conversations online in an automated fashion. Frequently asked questions and their corresponding answers are drafted by experts and are then assigned advanced algorithms to deliver high-caliber customer service to online users. If you haven't seen or used Chatbot, you are encouraged to do so. The Admissions & Records Office and the Counseling Department will soon be embarking on their own Chatbot in the coming months. The goal is to reduce telephone wait times, deliver consistent quality customer service, and ensure comparable service for online students.

NEWS FROM THE TEAM

Do you have an upcoming event, a new initiative, or news that you would like to share with our Student Services team? I am happy to consider your recommendations for future editions of our newsletter. Please e-mail your information to wgarcia@laspositascollege.edu.

William L. Garcia
Vice President of Student Services



Student Services