



**Website:** [Grossmont Admissions and Records](#)

**Email:** [Grossmont.admissions@gcccd.edu](mailto:Grossmont.admissions@gcccd.edu)

**Q: How can I contact staff members / who do I contact?**

**A:** Students can communicate with A&R staff via e-mail only you **must provide your student ID** in order for us to assist you. Please direct your specific questions to the appropriate staff members listed below:

Evaluator Advisor (Last name A-K): [tenille.venard@gcccd.edu](mailto:tenille.venard@gcccd.edu)

Evaluator Advisor (Last name L-Z): [olivia.krausie@gcccd.edu](mailto:olivia.krausie@gcccd.edu)

General Questions: [Grossmont.admissions@gcccd.edu](mailto:Grossmont.admissions@gcccd.edu)

Graduation: [Grossmont.Evaluations@gcccd.edu](mailto:Grossmont.Evaluations@gcccd.edu)

International: [grossmont.international@gcccd.edu](mailto:grossmont.international@gcccd.edu)

Password resets / A&R forms / Incoming Transcripts: [Grossmont.AR-NoReply@gcccd.edu](mailto:Grossmont.AR-NoReply@gcccd.edu)

Petitions: [grossmont.petitions@gcccd.edu](mailto:grossmont.petitions@gcccd.edu)

Residency: [grossmont.residency@gcccd.edu](mailto:grossmont.residency@gcccd.edu)

Transcripts / Enrollment Verifications: [grossmont.transcripts@gcccd.edu](mailto:grossmont.transcripts@gcccd.edu)

**Q: How do I turn in documents to staff if I cannot go to campus?**

**A:** You may scan in and e-mail documents. You can download the free “CamScanner” app through your smartphone for quick, easy, and free scanning.

**Excused Withdrawal:**

**Q: How do I receive an Excused Withdrawal (EW) for Spring?**

**A:** If you would like to withdraw from your class(es) due to the impact of COVID-19, either directly or indirectly, you can now do so through Self-Service. Simply follow the steps below and make sure you indicate that the reason you are dropping is due to COVID-19.

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Go to your schedule and click drop on course.

The screenshot shows a web browser window for 'Plan & Schedule Courses - Ellucian'. The URL is 'selfservice-test.gccccd.edu:8074/Student/Planning/DegreePlans'. The page displays a course schedule for 'GD-105: Fundamentals of Digital Media' and 'SPAN-120-3890: Spanish I'. The 'SPAN-120-3890' section is marked as 'Registered'. Below the course details, there is a 'Meeting Information' section with a 'Drop' button. To the right is a 12-hour schedule from 1pm to 11pm, showing four 1-hour time blocks for the Spanish course. The bottom of the page includes a copyright notice: '© 2000-2020 Ellucian Company L.P. and its affiliates. All rights reserved. [Privacy](#)'.

You will see a confirmation of what you're planning to drop and a drop reason selection will pop up, the update button will not illuminate until you select a reason.

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Two reasons will be given as options. Make sure you select “COVID-19 Related” if you are dropping for COVID-19 direct or indirect reasons.

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Once an option is selected, you can update. A "W" will be initially appear on your record but our system will automatically change your "W" to an "EW".

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Plan & Schedule Courses - Ellucian

Not secure | selfservice-test.gcccd.edu:8074/Student/Planning/DegreePlans

GD-105: Fundamentals of Digital Media

View other sections

SPAN-120-3890: Spanish I

Registered

Credits: 5 Credits  
Grading: Graded  
Instructor: Molina, B  
Instructor: Lane, E  
3/30/2020 to 5/22/2020

Meeting Information

Drop

View other sections

Register and Drop Sections

You have elected to drop: SPAN-120-3890 (5 Credits)

Select sections to drop:  SPAN-120-3890 (5 Credits)

Select a reason: COVID-19 Related

Cancel Update

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All withdrawals related to COVID-19 will result in an EW and a refund issued. Unlike a "W" and "EW" will not be used for determining progress or in the GPA calculation by the campus. This may not be true for Financial Aid, so please see your [financial aid advisor](#).

**Q: Will I get a refund for my classes?**

**A:** For withdrawals related to COVID-19, students will be able to receive a refund.

**Q: Will I lose financial aid eligibility if I drop a class?**

**A:** Technically speaking, all FAO policies regarding enrollment, attendance and Satisfactory Academic Progress remain in effect and unchanged. Unfortunately, "W" and "EW" grades may still lead to federal financial aid and Cal Grant disqualification. If that happens, please rest assured that the FAO office staff will be as understanding and lenient as possible on future appeals for reinstatement where lack of academic success was the result of COVID-19 related



circumstances. Students are not at risk of losing eligibility to Promise Program if they drop classes.

### **High School Students:**

**Q: Where can I submit my High School/College Credit Enrollment Authorization form for Summer 2020?**

**A:** You can submit your completed form via email to [Grossmont.AR-NoReply@gcccd.edu](mailto:Grossmont.AR-NoReply@gcccd.edu). Please enter email subject: High School Enrollment Authorization.

**Q: Has my High School/College Credit Enrollment Authorization form been processed?**

**A:** If you have questions regarding the status of your form please email your concerns to [Grossmont.AR-NoReply@gcccd.edu](mailto:Grossmont.AR-NoReply@gcccd.edu).

### **Petitions:**

**Q: When will my petition be reviewed?**

**A:** The petitions committee continues to review petitions remotely every Wednesday with the Exception of Academic Renewals. All petitions must be submitted by the end of business hours on Tuesday to be reviewed on Wednesday by the petitions committee. The results will be emailed the following Monday. Please be sure you have updated your email address in WebAdvisor / Self-Service. (Takes 24 hours for change to take effect)

**Q: When will Academic Renewals be reviewed and processed?**

**A:** Academic Renewals will be processed on a case by case basis. All coursework from any regionally accredited institution must be submitted with a petition in order for it to be reviewed. Any official transcripts missing results in an incomplete petition, therefore can not be processed. Our office continues to receive and process all electronic transcripts we receive. However, any transcript received via mail can not be currently processed as district facilities are closed to our staff. If you are in an extenuating circumstance such as transferring, need to complete an Academic Renewal this semester, and you do not have the means to provide an electronic official transcript. Please submit a General Petition explaining your circumstances.



## Transcripts and Verifications:

Please note given the ongoing crisis there are delays with the processing of transcripts and enrollment verifications with the exception of SDSU transcripts. We continue to have the ability to electronically submit transcripts to SDSU on a weekly basis.

### Q: How do I order a transcript?

**A:** Grossmont College has partnered with Credentials Inc. to accept transcript orders over the Internet. Please click on the [\*\*TranscriptsPlus\*\*](#) icon below to enter your request. If you are uncomfortable placing an order over the Internet, you can call Credentials Inc. at 847-716-3005 to place your transcript request. There is an additional operator surcharge for placing orders over the telephone

You can also request transcripts via email by filling out a [\*\*Transcript Request Form\*\*](#) and submitting it along with a copy of your photo ID to [Grossmont.AR-NoReply@gcccd.edu](mailto:Grossmont.AR-NoReply@gcccd.edu)  
Subject: Transcript Request

### Q: I need an Enrollment Verification, how do I get one?

**A:** To conveniently serve Grossmont College students around the clock, Grossmont has authorized the National Student Clearinghouse to act as its agent for verification of student enrollment status. You can obtain an official Enrollment Verification Certificate at any time via the Clearinghouse Web site at: [www.studentclearinghouse.org](http://www.studentclearinghouse.org)

1. Click on the Students tab
2. Click on EnrollmentVerify, then click Credit Card Purchase. There is a \$2.50 charge per certificate, which can be billed to your Visa, MasterCard, or American Express credit card.
3. Print your Enrollment Verification Certificate.
4. This Enrollment Verification Certificate can be presented to health insurance agencies, housing authorities, consumer product companies, banks, etc., when asked to provide official evidence of enrollment at Grossmont College.