

## Technology Support: Help Desk, Canvas, Zoom, & Internet

If you need access to free or low-cost internet, go to the [Free or Low-Cost Internet Access](#) page.

[cuyamaca.edu/covid19/internet-access.php](http://cuyamaca.edu/covid19/internet-access.php)

If you need assistance accessing/logging in to your student accounts (email, Canvas, library, etc.), contact the help desk by phone at 619-660-4395 or email C-HelpDesk@gcccd.edu

[cuyamaca.edu/helpdesk](http://cuyamaca.edu/helpdesk)

If you are new to Canvas or have questions, take the free “[Learn Canvas](#)” course or view the [video guides](#), and [text guides](#).

For assistance with Canvas, contact the Canvas help line at 844-592-2205 (available all day, 7 days a week).

**Canvas Help:**  
844-592-2205  
**Cuyamaca Help Desk:**  
619-660-4395

If you are new to Zoom, watch the short video on [how to get started in Zoom](#) using your computer or [how to get started on Zoom using your phone](#). There is also a [Zoom for Students](#) help page.

[cuyamaca.edu/covid19/zoom.php](http://cuyamaca.edu/covid19/zoom.php)

# Student Resource Guide

## School Edition

## Online Learning Assistance: Library & Tutoring

For Spring 2021, tutoring for all subjects has been consolidated into one virtual center. The Cuyamaca Virtual Tutoring Center is completely FREE, and you can request an appointment by clicking on the blue “Tutoring” link in your course canvas container, by emailing [Cuyamaca.Tutoring@gcccd.edu](mailto:Cuyamaca.Tutoring@gcccd.edu), or by leaving a message for a fast call back at (619) 660-4525. (You can also visit our website at [www.cuyamaca.edu/tutoring](http://www.cuyamaca.edu/tutoring)). Our hours of operation are Monday 9-6, Tuesday 9-8, Wednesday 9-8, Thursday 9-6, Friday 10-3.

Let us help you succeed.

If you need access to electronic library research materials, they are available all day, 7 days a week through the Cuyamaca One Search database or through individual library databases.

If you have a question or need research support, an online chat service is available to students all day, 7 days a week.

Database login: your username is your firstname.lastname and your password is your 6-digit birthdate (ddmmyy).

Cuyamaca.Circulation@gcccd.edu | 619-660-4416

[www.cuyamaca.edu/academics/library/](http://www.cuyamaca.edu/academics/library/)

## Registering & Paying for Classes: Admissions, Counseling & Financial Aid

If you need assistance with class registration, transcripts, or student records, contact Admissions & Records. If you would like to request an Excused Withdrawal for a Spring 2020 class, then fill out the [COVID-19 withdrawal form](#).

Talk to a counselor before you withdraw.

You can access E-Admissions at [web4.gcccd.edu/Cuyamaca/eAdvising/AR/Login.aspx](http://web4.gcccd.edu/Cuyamaca/eAdvising/AR/Login.aspx)

Cuyamaca.Admissions@gcccd.edu  
[cuyamaca.edu/admissions](http://cuyamaca.edu/admissions)

If you need assistance choosing classes, creating a Comprehensive Education Plan (CEP), or if you have general education questions, contact Academic Counseling. If you need to make a new appointment or want to submit a question, please do so via Talk with a Counselor and choose the best option for you.

Cuyamaca.eCounseling@gcccd.edu

[www.cuyamaca.edu/student-support/counseling-center/talk-with-a-counselor.php](http://www.cuyamaca.edu/student-support/counseling-center/talk-with-a-counselor.php)

If you need assistance with scholarships, please visit the Scholarship web page or call and leave a voicemail message at 619-660-4537 or send an email to Cuyamaca.Scholarships@gcccd.edu

[www.cuyamaca.edu/financial-aid/scholarships/](http://www.cuyamaca.edu/financial-aid/scholarships/)

If you need assistance with financial aid, including downloading and submitting documents, please visit the [Financial Aid web page](#).

For questions and to talk to a staff member, please visit our online Zoom [Financial Aid Help Desk](#). If you have general financial aid questions, our chatbot and Financial Aid TV services are available on our [Financial Aid web pages](#) at all hours. You can also call us at (619) 660-4201. If we are not able to answer your call, please leave a voicemail message with your name, ID number, and phone number.

## Support Programs: EOPS/CARE/NextUP/ UP/RISE, CalWORKs, DSPS, Pathway Academy, & Veterans Services

If you are a TANF/Welfare to Work cash aid recipient, contact CalWORKs for services. Call and leave a voicemail message at 619-660-4340 or send an email to [Cuyamaca.CalWORKs@gcccd.edu](mailto:Cuyamaca.CalWORKs@gcccd.edu)

[www.cuyamaca.edu/student-support/additional-support-and-assistance-programs/calworks/](http://www.cuyamaca.edu/student-support/additional-support-and-assistance-programs/calworks/)

If you need academic adjustments (accommodations), academic counseling, disability management, support services and if you are interested in Personal Development Success classes, contact the DSPS Main Office at [cuyamaca.dsp@gcccd.edu](mailto:cuyamaca.dsp@gcccd.edu).

If you need alternate media, technical assistance (Zoom, Assistive Technology, Registration Assistance) contact [cuyamaca.dsp.htc@gcccd.edu](mailto:cuyamaca.dsp.htc@gcccd.edu).

If you need to sign up for Test Proctoring, contact: [cuyamaca.dspstesting@gcccd.edu](mailto:cuyamaca.dspstesting@gcccd.edu)  
Cuyamaca.DSPS@gcccd.edu | 619-660-4239 (DSPS Main Office) | Cuyamaca.dsp.htc@gcccd.edu  
619-660-4299 (DSPS High Tech Center) | 619-660-4577 (Test Proctoring)

[www.cuyamaca.edu/student-support/additional-support-and-assistance-programs/dsp-s/](http://www.cuyamaca.edu/student-support/additional-support-and-assistance-programs/dsp-s/)

If you are economically and/or educationally disadvantaged; a single parent; former or current foster youth; youth raised in guardianship; homeless youth; and/or participate in AB540, the California Dream Act, or DACA, contact EOPS/CARE/NextUP/UP/RISE for services.

Cuyamaca.EOPSCounter@gcccd.edu | 619-660-4204

[www.cuyamaca.edu/student-support/additional-support-and-assistance-programs/eops/](http://www.cuyamaca.edu/student-support/additional-support-and-assistance-programs/eops/)

If you want resources and support for a clear and quicker path to your educational goals, contact Pathway Academy. If you are a current PA student, book an appointment with SARS Anywhere and use Zoom to meet with counselors and staff. PA staff will communicate with students to discuss educational plans, counseling, and schedule changes.

Cuyamaca.Pathway@gcccd.edu

<https://www.cuyamaca.edu/student-support/additional-support-and-assistance-programs/pathway-academy/index.php>

If you need assistance with Veterans certification, services or resources, contact the Veterans Center via email, appointment or e-advising.

Cuyamaca.Veterans@gcccd.edu

[www.cuyamaca.edu/student-support/additional-support-and-assistance-programs/veterans-center/](http://www.cuyamaca.edu/student-support/additional-support-and-assistance-programs/veterans-center/)

## Future Goals: Transfer, Careers, & Outreach

If you need assistance with career and job counseling, career workshops, job search boards for students and employers, and career research information, contact the Career Center. Cuyamaca.Career@gcccd.edu

[www.cuyamaca.edu/student-support/career-center/](http://www.cuyamaca.edu/student-support/career-center/)

If you need to transfer to a four-year university, contact the Transfer Center for information and support services.

[cuyamaca.transfer@gcccd.edu](mailto:cuyamaca.transfer@gcccd.edu)

[www.cuyamaca.edu/student-support/transfer-center/](http://www.cuyamaca.edu/student-support/transfer-center/)

If you are a new student or want to attend Cuyamaca, contact High School and Community Relations/Outreach.

Cuyamaca.Outreach@gcccd.edu

[www.cuyamaca.edu/admissions/outreach/](http://www.cuyamaca.edu/admissions/outreach/)

## Student Life: Student Affairs & ASGCC

If you would like student engagement and involvement opportunities, assistance with student organizations, and assistance with student grievances and conduct issues, contact Student Affairs at [lauren.vaknin@gcccd.edu](mailto:lauren.vaknin@gcccd.edu)

[lauren.vaknin@gcccd.edu](mailto:lauren.vaknin@gcccd.edu)

[www.cuyamaca.edu/student-support/student-affairs/](http://www.cuyamaca.edu/student-support/student-affairs/)

If you have questions about student representation or need assistance with student organizations, contact the Associated Student Government (ASGCC).

[asgcc@gcccd.edu](mailto:asgcc@gcccd.edu)

[www.cuyamaca.edu/get-involved/associated-student-government-asgcc/](http://www.cuyamaca.edu/get-involved/associated-student-government-asgcc/)



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