

# Virtual/Phone or Zoom Appointment with your EQUITY COUNSELOR

Hello students!

As you all know, our physical Student Equity office is no longer open and, therefore, we are **assisting students virtually and conducting phone or zoom appointments.**

**Please take a few minutes to read through this information so that you know how to schedule and prepare for your phone or zoom appointment and know what to expect:**

## **OPTION 1: LIVE ZOOM OFFICE HOURS**

Click [HERE](#) to access our LIVE Zoom office hours, where you can speak with a student assistant from our office in REAL time, so they can schedule you an appointment.

LIVE office hours are available on the following days and times:

**MONDAY:** 11 a.m. - 3 p.m. AND 4-6 p.m.

**TUESDAY:** 8 a.m. - 4:30 p.m.

**WEDNESDAY:** 10 a.m. - 4 p.m.

**THURSDAY:** 10 a.m. - 6 p.m.

**FRIDAY:** 9 a.m. - 12 p.m.

## **OPTION 2: CALL OUR OFFICE**

1. Call the Student Equity office at (818) 240 - 1000 extension: 3520
2. Leave a voicemail message asking for a phone appointment
3. Make sure to leave your name, GCC ID #, and phone number in the voicemail
4. Someone from our office will call you back to schedule your phone appointment.

**You (the student) are responsible for connecting (via phone or zoom) with the counselor with whom you have the appointment at the scheduled appointment day and time;** same as you would show up and check-in to our office when it was your scheduled appointment day/time. However, instead of coming into the office and checking in, you will be calling or zooming your counselor.

# How to Prepare for Your Appointment

**BEFORE** your phone or Zoom appointment with your Student Equity counselor, please prepare the following:



1. Find a quiet, private place free of distractions and interruptions. If you are driving or doing any other activity during the call or Zoom, we will ask you to reschedule the appointment.
2. For a **phone appointment**, you must have access to a working phone number. *We highly recommend you have access to a computer, laptop, or tablet with internet access during the appointment, if possible.* You must have paper and pen, or another mode with which to take notes of what you and your counselor discuss.
3. For a **Zoom appointment**, you must have access to the Zoom application on a computer, laptop, or tablet, with microphone and internet access. *We highly recommend you have access to use the webcam, in case you want to use the video feature during the appointment.*
4. If your counselor does not answer when you call their phone number, please leave a voicemail with your name, GCC ID #, and phone number. This might be because they are finishing up their previous student appointment and they will call you back shortly.
5. Update your MyGCC contact information, if needed. You can do this by logging into MyGCC, and from your Student Center page, you will see the "Personal Information" section at the bottom of the page. Here, you can update your personal information. **It is very important that your contact phone number be updated here!**
6. If you call or join the Zoom meeting more than 10 minutes after your appointment start time, you will have to reschedule the appointment.
7. You can always schedule a follow-up appointment. You might not finish everything you need to discuss in your 30 minute appointment, and that is okay! You are more than welcome to schedule a follow-up appointment by calling the Student Equity office at (818) 240 - 1000, extension: 3520.

**We are all in this together and we are here to support you all!  
Make sure to check your GCC student email daily for updates from us and from  
the campus!**