

Most Frequently Asked Questions

By: Hazina Williams
Student Services Lab

When do classes start?

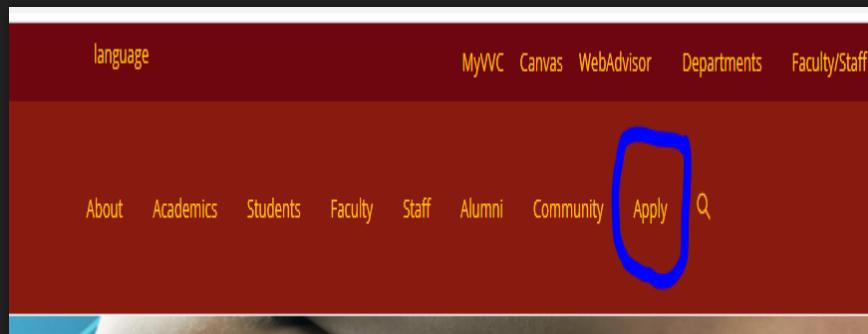
○ Fall classes start on
August 31 and end on
December 19

How do I get started at VVC?

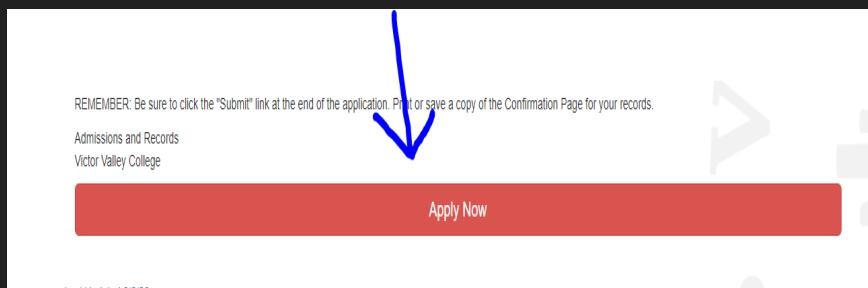
- The first step is to apply to the college. You can do so by going to our main school website (www.vvc.edu) and clicking apply at the top right of the page or by clicking
<https://www.openccapply.net/gateway/apply?cccMisCode=991>
- Once you apply it will take between 2-3 business days for us to process it, you will then receive a “Welcome” email with your student username and student ID
- If you have any problems with this process please contact the Student Services Lab at **760-245-4271 ext. 2453 or 2826**

How do I get started at VVC Cont.

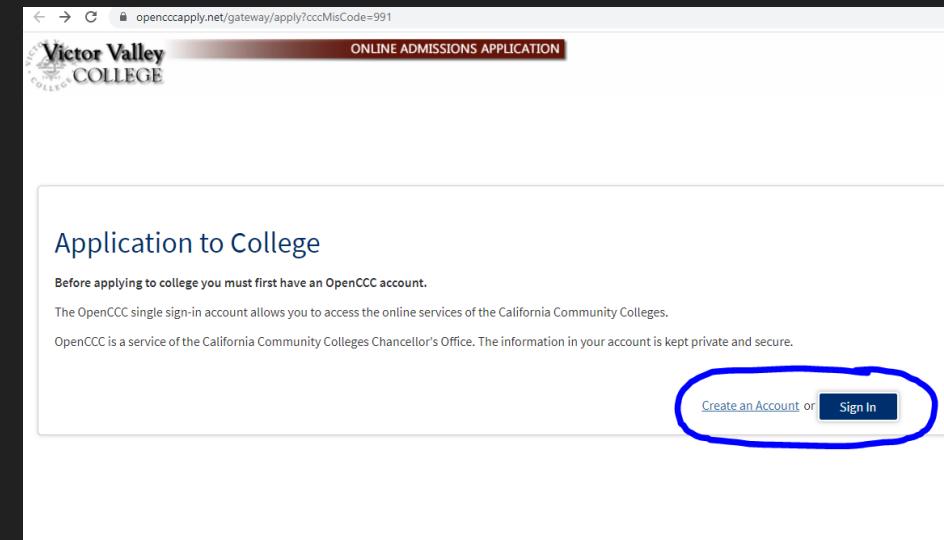
Step 1: Click Apply



Step 2: Scroll down and click Apply Now



Step 3: Click Sign in if you already have an account or create an account if you have never applied to a California community college



Do I need anything to complete the application?

- You will need your social security number (if applicable)
- High school or college dates attended (can estimate if not sure)

I tried to apply and it says that I already have an account. What do I do?

- Every community college in California uses the same application website. If you have applied anywhere in California you already have an account even if you never attended.
- You can retrieve your username/password by using your email or security questions. ***Remember this information will be from when you first applied, not presently***
- If that does not work then you will need to contact OpenCCC at **1-877-247-4836** and they can reset your information. If they are able to verify you over the phone then you can apply the same day if not then it can 1-2 days before you are able to apply.

I have applied, what are my next steps?

Here are the steps to enrollment along with contact numbers should you need assistance with any step

- **Step ONE:** Apply for Admission Online (call 760-245-4271 ext. 2453 or 2826)
- **Step TWO:** Financial Aid (call 760-245-4271 ext. 2277 or 2453)
- **Step THREE:** Set Up WebAdvisor Account (call 760-245-4271 ext. 2740 or 2453 or 2826)
- **Step FOUR:** Student Orientation (call 760-245-4271 ext. 2740 or 2453 or 2826)
- **Step FIVE:** Complete Placement Survey (call 760-245-4271 ext. or 2752 or 2453)
- **Step SIX:** Advisement (*Educational Plan*) (call 760-245-4271 ext 2296 or 2531)
- **Step SEVEN:** Register For Classes (call 760-245-4271 ext. 2740 or 2453 or 2826)
- **Step EIGHT:** Pay Fees & Get Student ID Card (call 760-245-4271 ext. 2370 for fees and 2278 for student ID)

I received the welcome email but I do not know what my password is?

- Your password for Webadvisor, Canvas, Student Email, Navigate and the Library login is your birthday in the following format Mmddyyyy (i.e. Jun011995)
- If you need assistance you can contact the helpdesk at **760-245-4271 ext. 2740**

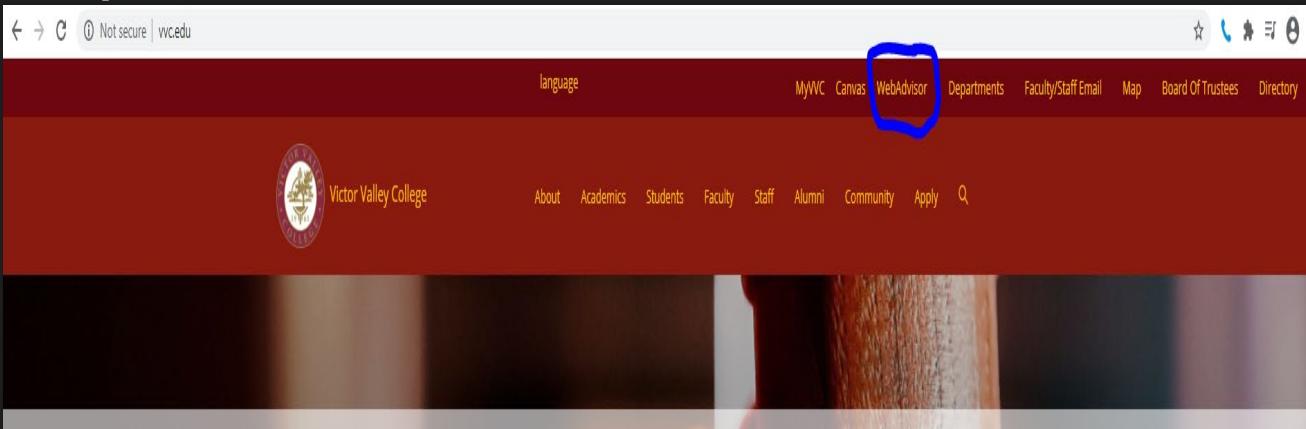
When signing in please remember that your username is all lowercase and only the first letter in your password is capitalized. Also you will need to use either google chrome or Firefox web browsers when accessing the above portals

How do I setup my Webadvisor?

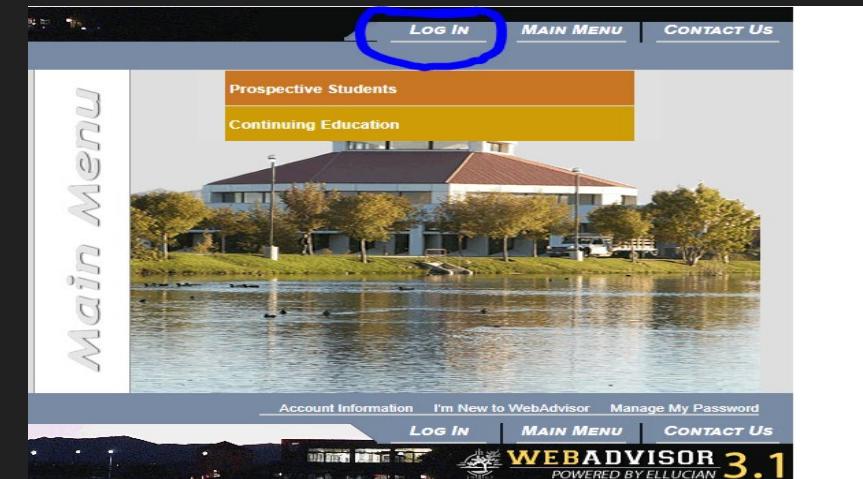
- Go to the main school website at www.vvc.edu and click Webadvisor on the top right hand side.
- Click “login” at the top right hand side. Your username is what was sent to you in the welcome email and the password is your default password of your birthday (i.e. Juno11995)
- Click the blue rectangle that says “students” and you will see your main Webadvisor page.
- This is where you can check your financial aid status and pay your student fees as well as complete your placement survey (formally known as the assessment test) and your online orientation.

How do I setup my Webadvisor cont.

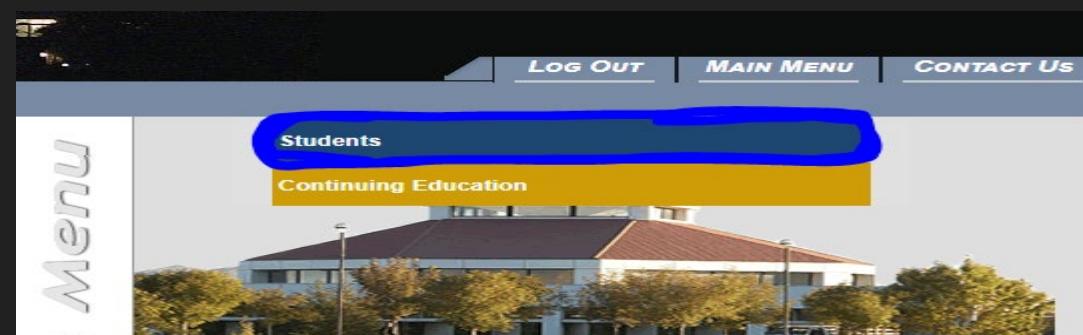
Step 1: Click Webadvisor



Step 2: Click login



Step 3: Click students



How do I access my student email?

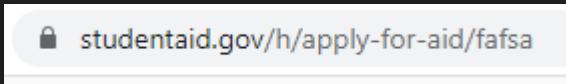
- The student email is through Gmail. You will put your student email that was given to you where it asks for username or email, then click “next”. You will then put your birthday password in the following format Mmddyyyy (i.e. Juno11995)in the password box and click “sign in”
- Your student email is in the following format (Webadvisorusername@student.vvc.edu)
- If you have a personal Gmail account please make that you log out of your personal one
Your student email is the primary form of communication from the school, ALL VVC communication from either staff or faculty will be sent to your student email. Check it often!
- If you need help signing into your student email please contact the helpdesk at
760-245-4271 ext. 2740

How do I apply for financial aid?

- To apply for financial aid you need to go to
https://fafsa.ed.gov/spa/fafsa/#/LOGIN?locale=en_US
- Once you complete your FAFSA it takes between 10-14 business days for our financial aid office to receive it and process your application and apply it to your account.

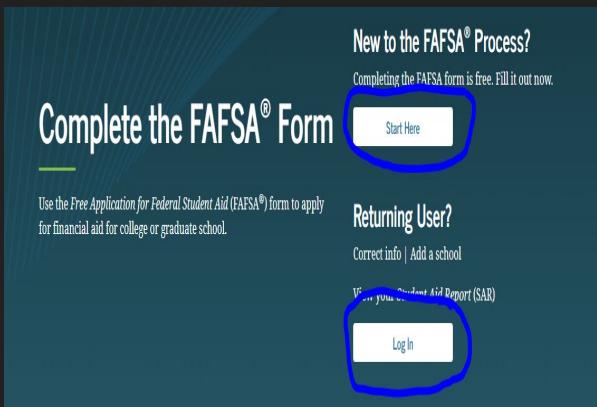
How do I apply for financial aid cont.

**Step 1:
Go to this website**



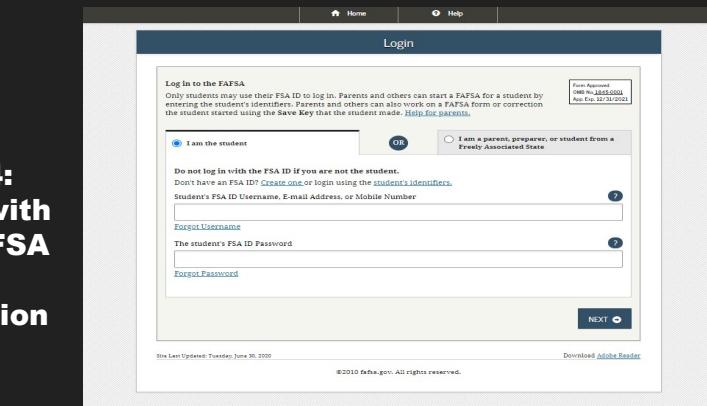
The URL studentaid.gov/h/apply-for-aid/fafsa is displayed in a browser address bar. A lock icon indicates the site is secure.

**Step 2:
Click Start Here or Log In;
both pages lead to the same
page**



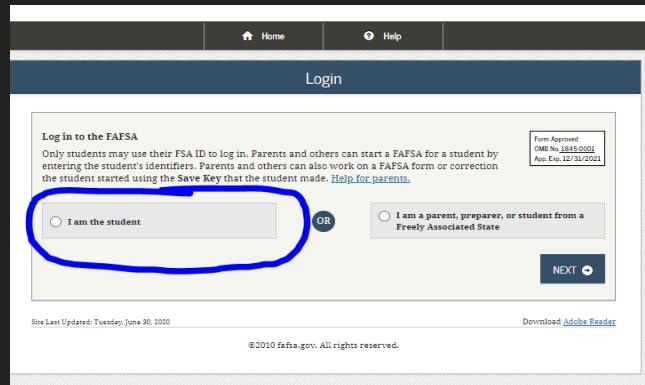
This screenshot shows the "Complete the FAFSA® Form" page. It features a "Start Here" button highlighted with a blue circle, and a "Log In" button highlighted with a blue circle at the bottom.

**Step 4:
Sign in with
your FAFSA
login
information**



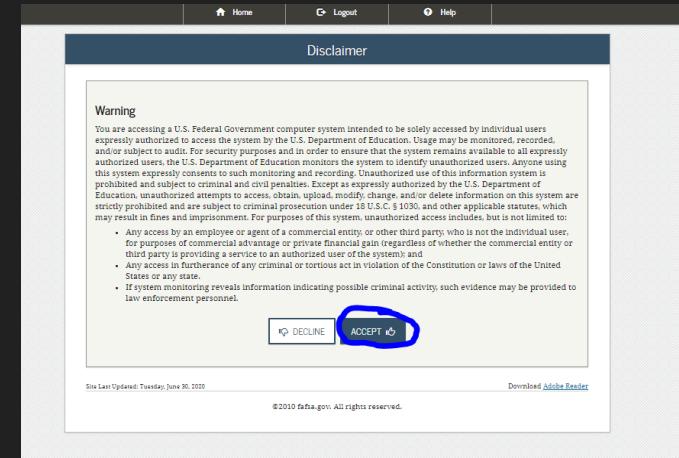
This screenshot shows the FAFSA login page. The "I am the student" radio button is selected and highlighted with a blue circle. The "NEXT" button is visible at the bottom right.

**Step 3: Click
I am the student**



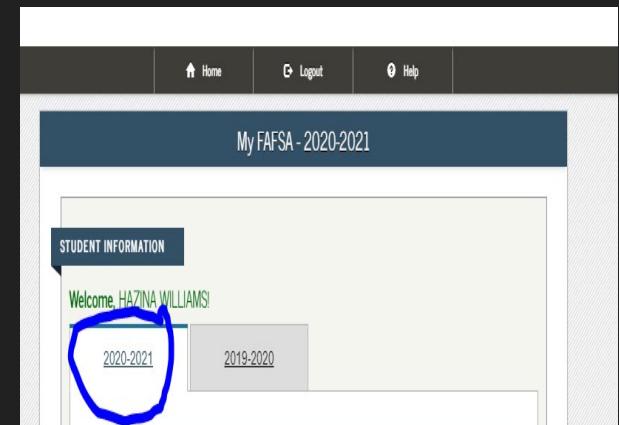
This screenshot shows the FAFSA login page with the "I am the student" radio button highlighted with a blue circle. The "NEXT" button is visible at the bottom right.

**Step 5:
Click accept**



This screenshot shows a "Disclaimer" page with a "Warning" section. The "ACCEPT" button is highlighted with a blue circle. Other buttons like "DECLINE" and "Help" are also visible.

**Step 6: Start
2020-2021
FAFSA**



This screenshot shows the "My FAFSA - 2020-2021" page. The "2020-2021" tab is highlighted with a blue circle. Other tabs like "2019-2020" are also visible.

Common FAFSA questions

- If you are having problems logging into your FAFSA you can use the recover your username/password feature: you will need access to your email or phone or you can answer your challenge questions If that does not work you can contact the FAFSA department at **1-800-433-3243**.
- ***If you use your challenge questions to reset your password you will NOT be able to log in for 30 minutes.***
- If you are under 24 you will need your parents 2018 tax return (if applicable) and their personal information, if over 24/married/have children you will use your 2018 tax return (if applicable)
- Should you have any questions regarding this process you can call **760-245-4271 ext. 2277 or 2453**

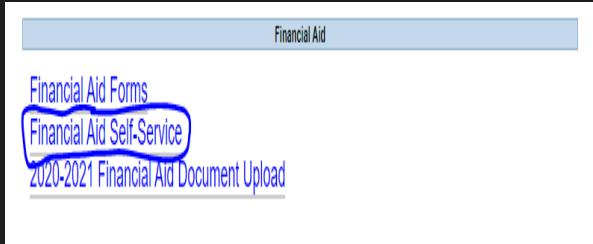
How can I check what financial aid I am receiving?

- You can log into your Webadvisor account and click “financial aid self service” to see if they have processed your FAFSA.
- If everything is green that means the financial aid office has all they need. If there is anything that is yellow that means there are forms needed and you will want to click on the link to access what forms are required.
- Once you turn in all required forms it can take up to 45 business days for them to get processed and your account updated.
- There will be a link that says Award Letter, that is where you can check to see what awards have been issued.
- If you have any questions please contact the financial aid office at

760-245-4271 ext. 2277

How can I check what financial aid I am receiving cont.

Step 1: Click on Financial Aid Self-Service



Step 2: Click the link in yellow to complete required documents (if applicable)

Checklist	
✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
⚠ Action Needed	Complete required documents
✓ Completed	Your application is being reviewed by the Financial Aid Office
✓ Completed	Review and accept your Financial Aid Award Package
✓ Available	Review your Financial Aid Offer Letter

Step 3: If all is green, click Review your Financial Aid Offer Letter to check your awards

Checklist	
✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
⚠ Action Needed	Complete required documents
✓ Completed	Your application is being reviewed by the Financial Aid Office
✓ Completed	Review and accept your Financial Aid Award Package
✓ Available	Review your Financial Aid Offer Letter

What is the Pell Grant and the CCPG?

- Pell grant is **FREE** money that you can use for whatever needs that you might have.
- CCPG is the grant that covers your tuition, so all you will need to pay are your student fees. If you have any questions regarding your fees please contact the Bursars office at **760-245-4271 ext. 2370** or by visiting their website at http://www.vvc.edu/offices/fiscal_services/bursars-office.shtml
- You **WILL NOT** have to apply separately for any grants. Once you complete your FAFSA you will be awarded what you qualify for.
- The amount that you will receive will depend on how many units you are enrolled in/household size/income.

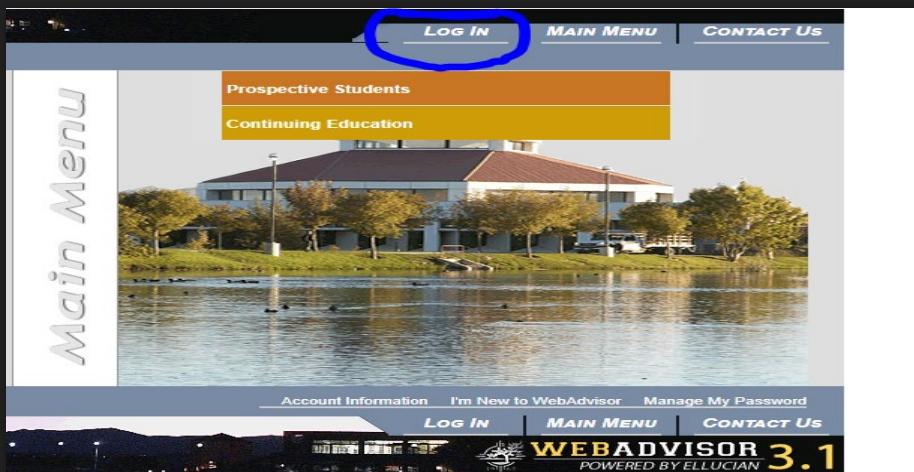
How do I complete my placement survey and online orientation?

- The placement survey (formally known as the assessment test) and the online orientation can both be accessed through Webadvisor.
- The placement survey will take about 15 minutes and the online orientation will take approximately 1.5 hours
- You will need to complete both of these things before you are able to speak with a counselor.
- If you need assistance you can contact

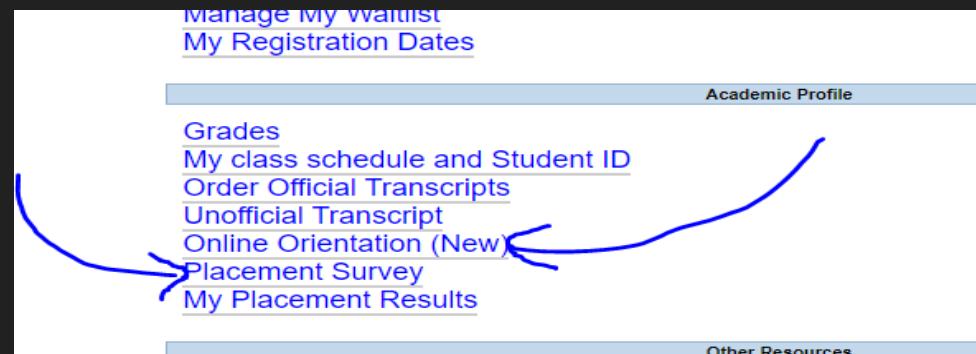
760-245-4271 ext. 2752 or 2453 or 2826

How do I complete my placement survey and online orientation cont.

Step 1: Click login



Step 2: Click students



Step 3: Click on the links to complete them

How do I setup an appointment to see a counselor?

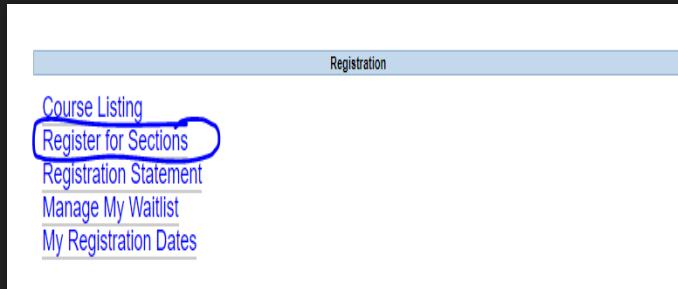
- In order to see a counselor to get an educational plan you will need to complete your online orientation and placement survey.
- Since the campus is closed all appointments are through zoom or over the phone.
- To make an appointment you can call the counseling department at **760-245-4271 ext. 2296 or 2531**

How do I register for classes?

- To register for classes you are going to log into your Webadvisor page. Click “register for sections” then click “click here”.
- You will be redirected to the registration screen once there you will change the semester to the semester you are registering for and change section name to section subject and search for the classes listed in your educational plan.
- Should you need help during this process you can contact **760-245-4271 ext. 2740 or 2453**.

How do I register for classes cont.

**Step 1: Click on
register for sections**



Registration

Course Listing

Register for Sections

Registration Statement

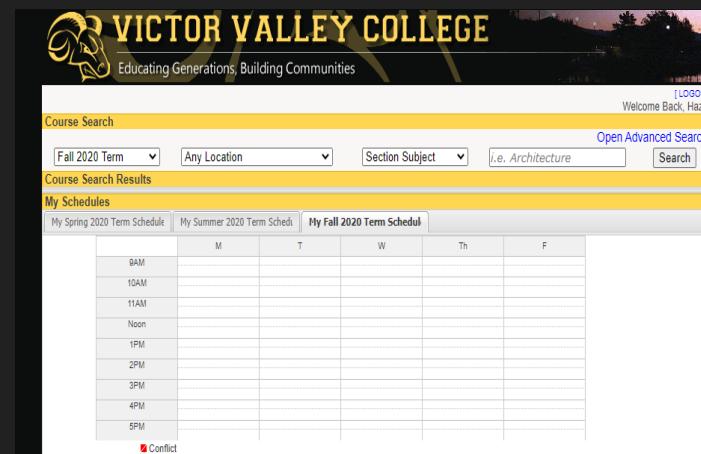
Manage My Waitlist

My Registration Dates

**Step 2: Click on
click here**



**Step 3: Make sure your
screen looks like this**



VICTOR VALLEY COLLEGE

Educating Generations, Building Communities

Logout

Welcome Back, Hazina

Course Search

Fall 2020 Term Any Location Section Subject i.e. Architecture Search

Course Search Results

My Schedules

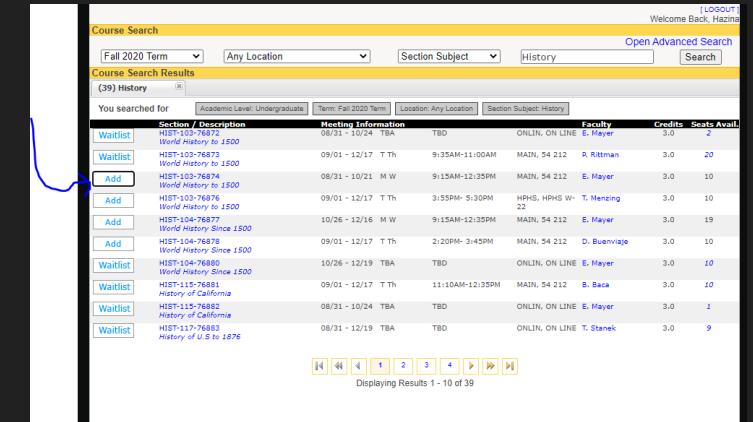
My Spring 2020 Term Schedule My Summer 2020 Term Schedule My Fall 2020 Term Schedule

M	T	W	Th	F
9AM				
10AM				
11AM				
Noon				
1PM				
2PM				
3PM				
4PM				
5PM				
6PM				

Conflict

**Step 5: Make sure the
class is under
unsubmitted changes
then click submit
changes**

**Step 4: Type the subject in the
search bar and click search
then click the Add button**



Welcome Back, Hazina

Open Advanced Search

Course Search

Fall 2020 Term Any Location Section Subject History Search

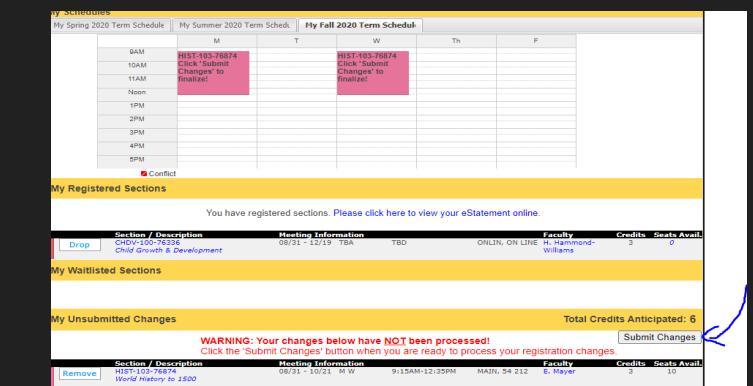
Course Search Results

(39) History

You searched for Academic Level Undergraduate Term Fall 2020 Term Location Any Location Section Subject History

Section / Description	Meeting Information	Faculty	Credits	Seats Available
HIST-103-76873 World History to 1500	08/21 - 10/24 TBA	ONLIN, ON LINE R. Rittman	3.0	20
HIST-103-76873 World History to 1500	09/01 - 12/17 T Th	9:35AM-11:00AM MAIN, 54 212 E. Mayer	3.0	10
HIST-103-76874 World History to 1500	08/21 - 10/21 M W	9:15AM-12:35PM MAIN, 54 212 E. Mayer	3.0	10
HIST-103-76876 World History to 1500	09/01 - 12/17 T Th	3:55PM- 5:30PM HPHS, HPHS W- 22 T. Merzing	3.0	10
HIST-104-76877 World History Since 1500	10/26 - 12/16 M W	9:15AM-12:35PM MAIN, 54 212 E. Mayer	3.0	19
HIST-104-76878 World History Since 1500	09/01 - 12/17 T Th	2:20PM- 3:45PM MAIN, 54 212 D. Buenavista	3.0	10
HIST-104-76879 World History Since 1500	10/26 - 12/19 TBA	ONLIN, ON LINE E. Mayer	3.0	10
HIST-115-76881 History of California	09/01 - 12/17 T Th	11:10AM-12:35PM MAIN, 54 212 B. Baca	3.0	10
HIST-117-76882 History of California	08/31 - 10/24 TBA	ONLIN, ON LINE E. Mayer	3.0	1
HIST-117-76883 History of U.S. to 1876	08/31 - 12/19 TBA	ONLIN, ON LINE T. Stanek	3.0	9

Displaying Results 1 - 10 of 39



My Schedules

My Spring 2020 Term Schedule My Summer 2020 Term Schedule My Fall 2020 Term Schedule

M	T	W	Th	F
9AM				
10AM				
11AM				
Noon				
1PM				
2PM				
3PM				
4PM				
5PM				

Conflict

My Registered Sections

You have registered sections. Please click here to view your eStatement online.

Section / Description	Meeting Information	Faculty	Credits	Seats Available
HIST-103-76874 Child Growth & Development	08/21 - 12/19 TBA	ONLIN, ON LINE J. Hernandez-Williams	3	0

My Waitlisted Sections

My Unsubmitted Changes

Total Credits Anticipated: 6

WARNING: Your changes below have NOT been processed! Click the 'Submit Changes' button when you are ready to process your registration changes.

Section / Description	Meeting Information	Faculty	Credits	Seats Available
HIST-103-76874 World History to 1500	08/31 - 10/21 M W	MAIN, 54 212 E. Mayer	3	10

Submit Changes

What and how do I access Canvas?

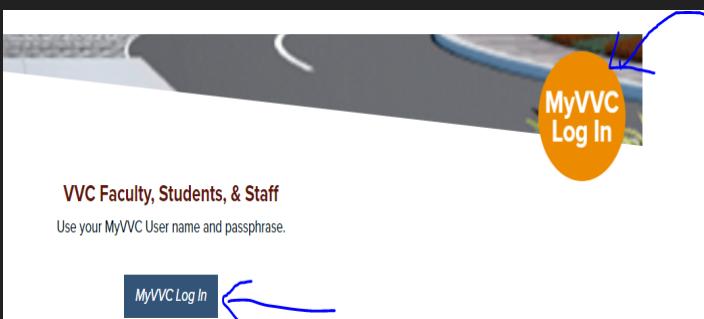
- Canvas is the portal that the campus uses for online cases.
- To access canvas go to www.vvc.edu and click on the Canvas link at the top. The login information is the same as Webadvisor.
- There is also online tutoring services through Canvas and the school should you need any assistance with your classes.
- Should you need assistance with accessing canvas or have questions about online classes please contact
760-245-4271 ext. 2740 or 2453

What and how do I access Canvas cont.

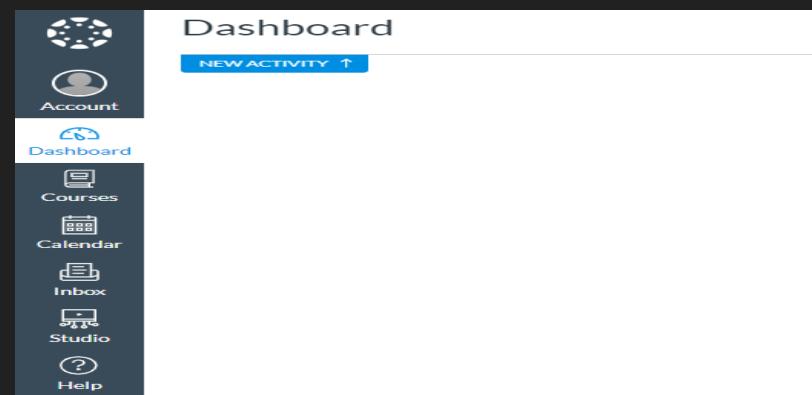
Step 1: Click on Canvas from the main school webpage



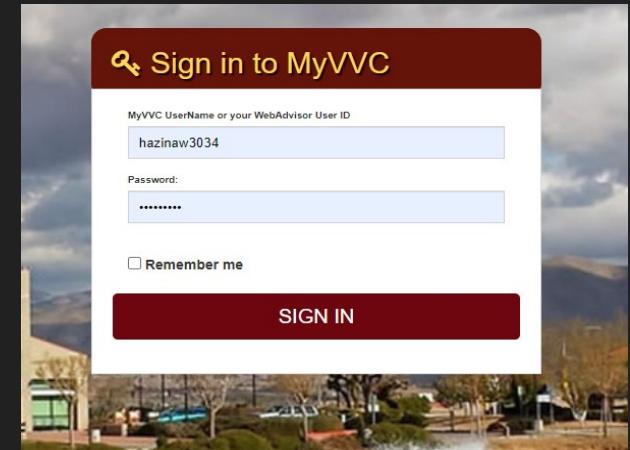
Step 2: Click on either link



Step 4: Click on courses once the semester starts and you should see your classes



Step 3: Log in with your credentials



How do I get my student ID?

- If you need a student ID for the bus or for a special program that you are enrolled in you can call and make an appointment at
760-245-4271 ext. 2278 or 2395
- You will need to have your registration statement with you that shows that you have a zero balance and a form of ID (i.e. drivers license)

If you are enrolled in a payment plan you will need to contact the Bursars office at bursars.office@vvc.edu to get a special registration statement that shows you have a payment plan at

Helpful numbers

Victor Valley College 760-245-4271

- ACCESS ext. 2212
- Admissions ext. 2272
- ASB ext. 2278
- Bookstore ext. 2259
- Bursar ext. 2370
- Counseling ext. 2296 or 2531
- EOPS ext. 2422
- Financial aid ext. 2277
- Help desk ext. 2740
- Placement Survey (Formally known as Assessment) ext. 2752
- Student Services Lab ext. 2453
- Transfer/Career Center ext. 2439

Helpful websites

- <http://www.vvc.edu/>
- [http://www.vvc.edu/offices/fiscal services/bursars-office.shtml](http://www.vvc.edu/offices/fiscal_services/bursars-office.shtml)
- <https://www.opencccapply.net/gateway/apply?cccMisCode=991>
- <http://www.vvc.edu/offices/admissions-records/>
- [http://www.vvc.edu/offices/disabled student program services/](http://www.vvc.edu/offices/disabled_student_program_services/)
- <http://www.vvc.edu/offices/financial-aid/>
- [http://www.vvc.edu/offices/eops and care/](http://www.vvc.edu/offices/eops_and_care/)
- [http://www.vvc.edu/offices/guidance and counseling/](http://www.vvc.edu/offices/guidance_and_counseling/)
- <http://vvcforme.com/pubinfomktg/2020/08/05/fall-2020-updates-remote-resources/>
- <https://library.vvc.edu/welcome>
- <http://www.vvc.edu/offices/career-center/>
- <http://www.vvc.edu/tutoring-services/>