

GROSSMONT
COLLEGE



Admissions & Records

Website: [Grossmont Admissions and Records](https://www.grossmont.edu/admissions-records)

Email: 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-email or zoom. you **must provide your student ID# and your full name** in order for us to better assist you.

ZOOM Information: [Griffin Virtual Help Desk](#)



Please direct your specific questions to the appropriate staff members listed below:

General Questions: Grossmont.admissions@gcccd.edu

Graduation: Grossmont.Evaluations@gcccd.edu

International: Grossmont.international@gcccd.edu

Grossmont Veterans office: GrossmontVA@gcccd.edu

Password resets / A&R forms / Incoming Transcripts:
Grossmont.admissions@gcccd.edu

Petitions: Grossmont.petitions@gcccd.edu

Residency: Grossmont.residency@gcccd.edu

Transcripts/ Transcript Attachments / Enrollment Verifications:
Grossmont.transcripts@gcccd.edu

Pass/No Pass: Grossmont.ar.systems@gcccd.edu

Evaluator Advisor (Last name A-D): tenille.venard@gcccd.edu

Evaluator Advisor (Last name E-K): olivia.krausie@gcccd.edu

Evaluator Advisor (Last name L-Q): sandra.ramos@gcccd.edu

Evaluator Advisor (Last name R-Z): karen.wong@gcccd.edu

G R O S S M O N T
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Q: How do I turn in documents to staff if I cannot go to campus?

A: You may scan or take a picture of your document(s), and e-mail your document(s) to Grossmont.admissions@gcccd.edu Or refer to above information.

*There are many free scanning applications available online for scanning purposes. You may locate one that best fits you by searching it online.

Excused Withdrawal:

Q: How do I receive an Excused Withdrawal (EW) for Spring 2020 / Summer 2020 / Fall 2020?

A: If you would like to withdraw from your class(es) due to the impact of COVID-19, you may submit an excused withdrawal petition.

*Please follow the Excused Withdrawal (EW) process via this link: [GCCCD COVID-19 Excused Withdrawal Form](#)

All approved 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](#) or email them via Grossmont.fa.outreach@gcccd.edu

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 due to an excused withdrawal?

A: For questions on continued financial aid eligibility, please contact the [Financial Aid Office](#).

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High School Students:

Q: Where can I submit my [High School/College Credit Enrollment Authorization](#) form?

A: You can submit your completed form via email to Grossmont.admissions@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.admissions@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 cannot be processed. Our office continues to receive and process all electronic or mailed official transcripts we receive.

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 directly by your institution(s). 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.transcripts@gcccd.edu
Subject: Transcript Request

For more information, please visit:

<https://www.grossmont.edu/admissions/transcripts/index.php>

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

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.

You may email Grossmont.transcripts@gcccd.edu for more information.

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Q: How do I turn in my official transcripts

A: Please have your institutions send us your official transcript directly via
Grossmont.admissions@gcccd.edu

OR

You may have your institutions mail us your official transcript directly to
Grossmont College
Admissions and Records
8800 Grossmont College Dr
El Cajon, CA 92020

Q: What if I have an unopened sealed copy of my official transcript?

A: We may accept any unopened sealed official transcript. Please mail it over to the address
stated above.