

# News Release



Laredo College

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FOR IMMEDIATE RELEASE

## Laredo College support services aid virtual learning shift

Laredo College's transition to a virtual learning environment includes a wide range of free learning resources and support services to reinforce student success.

Starting on March 30, interactions with LC staff began taking place entirely online. Although this was a significant change from traditional face-to-face service, this adjustment has been working smoothly as our staff is diligently addressing our students' and community's needs.

Student Success Center Director Andrea Lopez said her team is working around-the-clock to service the more than 10,000 students from both campuses. She indicated that the best method of communicating with the center during this time is through email and online forms.

"Despite the many challenges we are facing as a community, the Laredo College advising, counseling and special services team is committed to our students and working hard to deliver services," Lopez said. "Due to the high volume of inquiries, we ask our students to be patient and wait for our response. We will ensure that we get to everyone who needs our assistance."

Our Palominos have also been pleased with how easy, hassle-free and convenient the nature of online communication has been.

"The advising came back fast and in a clear, understandable manner." LC student Diana Lopez said. "Emailing with your advisor is much more convenient to avoid waits."

During this crucial time, we will continue providing top-quality service to our current students, prospective students, alumni and the community-at-large. For easy access and important contact information of Laredo College free services and resources, refer to the list below.

### Free learning resources

- Librarians from the Harold R. Yeary and Senator Judith Zaffirini Libraries are available by phone, email and chat to assist our students and the public with research needs. You can connect with a librarian via email at [reference\\_desk@laredo.edu](mailto:reference_desk@laredo.edu) or in a chat session in the online library's catalog by visiting <https://library.laredo.edu/>.
- Online tutoring (UpSwing) is available for students seeking assistance with course content. To access tutoring services, LC students need to login to their PASPort account. Students can also access online tutors from within their respective Canvas courses. For additional information, they can be contacted via email at [LEC@laredo.edu](mailto:LEC@laredo.edu).

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## Free support services

- The Office of the Registrar & Admissions can assist in getting started as a new student at LC, removing non-academic holds, ordering a transcript, registering for classes and obtaining academic records. Contact the office via email at [admissions@laredo.edu](mailto:admissions@laredo.edu).
- The Bursar's Office assists students by accepting payments of tuition/fees or other related charges. Other services include the setup of payment arrangements and installment plans. The office can be reached at [bursaroffice@laredo.edu](mailto:bursaroffice@laredo.edu).
- Laredo College's Dual Enrollment Department assists students still in high school to enroll in college courses (dual enrollment/dual credit). Assistance is also provided to parents, school representatives and faculty on dual enrollment/dual credit matters. For more information, they can be contacted at [dualenrollment@laredo.edu](mailto:dualenrollment@laredo.edu).
- Our passionate recruitment team is here to help prospective students with information about Laredo College's academic and technical programs of study. Prospective students are also assisted in navigating the admission and registration processes. Contact our recruiters via email at [recruiters@laredo.edu](mailto:recruiters@laredo.edu).
- For information or questions about financial aid, how to fill out a Free Application for Federal Student Aid (FAFSA), checking on the status of an application (pending documents, verifications, etc.), applying for scholarships, summer aid and providing guidance for a successful application, contact the department at [finaid@laredo.edu](mailto:finaid@laredo.edu).
- Our veteran services staff will assist military veterans returning to school to achieve the college and career goals they have set for themselves. The veteran affairs coordinator helps military veterans and dependents of military veterans navigate the college enrollment process and guides them through their educational benefits. Contact the coordinator at [maria.garcia@laredo.edu](mailto:maria.garcia@laredo.edu).
- Our assessment services support students in testing for college readiness and checking up on Texas Success Initiative (TSI) test scores. Students may receive assistance with other tests such as professional certification exams, College Level Examination Program (CLEP) and Advance Placement (AP) tests. For appointments and additional information, send an email to [assessment@laredo.edu](mailto:assessment@laredo.edu).
- Students looking for help desk support to access their student portal (PASPort) and gain access to their courses on Canvas, can contact the team at [pasporthelpdesk@laredo.edu](mailto:pasporthelpdesk@laredo.edu).
- To access courses on Canvas or address technical issues, visit the canvas support webpage at <https://ehelpdesk.laredo.edu/home>.
- Our Student Success Center assists students by providing academic advising, career planning services, program-of-study selection and preparing university transfer plans for students. For advising related questions and information, contact via email at [studentsuccessctr@laredo.edu](mailto:studentsuccessctr@laredo.edu) or visit [www.laredo.edu/e-advising](http://www.laredo.edu/e-advising) and [www.laredo.edu/cms/advisorchat](http://www.laredo.edu/cms/advisorchat).
- Our counselors provide free individual counseling, career exploration assistance and referrals to mental, emotional and behavioral health resources. Reach one of our counselors via email at [rrdz@laredo.edu](mailto:rrdz@laredo.edu), [lisagonzalez@laredo.edu](mailto:lisagonzalez@laredo.edu) or [sylviat@laredo.edu](mailto:sylviat@laredo.edu).
- Special Services assists students with disabilities by providing academic accommodations, auxiliary aids and other specialized services. Contact Adriana Craddock at [adriana.craddock@laredo.edu](mailto:adriana.craddock@laredo.edu) for assistance.
- Our Associate Dean of Students serves as our students' advocate on issues or concerns related to student conduct, non-academic complaints, discrimination, harassment or sexual violence complaints and conflict resolutions. Contact Dean Raquel Peña at [rapena@laredo.edu](mailto:rapena@laredo.edu).