

1. What type of changes are taking place in the STEP program?

- The STEP program will be making a transition for all learners to attend online courses offered through Coastline College Extended Learning Division (ELD). Learners who are required to attend in-person science classes with a lab component (not currently offered through Coastline College ELD) will be able to take these classes at a community college of their choice. In this situation, the learner will make an upfront payment for the course and then request reimbursement from the STEP program after the school's drop date.

2. Why is the STEP program being changed?

- The goal of STEP 2021 is to provide more class offerings, avoid dropped classes, no more wait list, and classes will be accessible for learners to accelerate their career. The timing of the COVID-19 crisis accelerated our need to revamp the STEP program, due to an imperative need for strong online learning options.

3. When will the changes to STEP go into effect?

- The update will go into effect on September 15, 2020 for the Winter/Spring 2021 STEP Application.

4. Will my general education or prerequisite course(s) still be paid for before the start of school?

- Yes. General education and prerequisite courses taken through Coastline College Extended Learning Division will be fully sponsored by the Education Fund.

5. Is the change going to require that I pay for the course and get reimbursed later?

- Only in-person science courses with labs that are not offered through Coastline College Extended Learning Division will require a learner to make upfront payments. Tuition reimbursement may be requested through your employer's if applicable or through the Education Fund (please note: all eligibility requirements must be met).

6. Are online courses at Coastline College Extended Learning Division (ELD) transferable to the community college system?

- Yes. Courses are transferable to the community college system which is exciting because this can lead to stackable credentials that can ultimately lead to industry recognized certification and degrees. Science courses with labs should be cleared through the respective governing board.

7. Will I need to retake any courses?

- Courses will not need to be retaken unless required by your respective governing board. Coastline College ELD classes are transferable within the community college system and stratify all GE requirements to transfer into a 4-year institution. All course descriptions will be provided.

8. Does the Education Fund offer preparation for online learning?

- Yes. If you have not taken any online courses, the Education Fund offers a menu of preparation options to become digitally fluent. Please speak to a Career Counselor for more details or visit the website at <https://theedfund.org/programs/preparation/>.

9. Who should I contact for program questions?

- For questions regarding program requirements, eligibility, and application status please contact:

Julie Wong
Program Assistant
(510) 250-6847 phone
jwong@theedfund.org

10. Who should I contact for assistance with my new education plan?

- For questions regarding your individual education plan or Education Fund options please contact your assigned Career Counselor or:

Website - <https://theedfund.org/career-counseling/>
Phone - 888.872.4606.