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General Questions

1. What are your office hours?

The Los Angeles Pierce College Graduation Office will remain closed to in-person services until further notice.

We will be open for virtual services through Cranium Cafe during the following hours:

Monday - Thursday: 10:00 AM – 12:00 PM & 1:00 PM – 3:00 PM

Friday - Sunday: Closed

To access Cranium Café, go to <https://lapierce.craniumcafe.com/login>

2. How do I access Graduation Office virtual services through Cranium Cafe?

1) Go to <https://lapierce.craniumcafe.com/login>

2) “Agree” to the Informed Consent Statement. You must agree to the informed consent to use Cranium Cafe.

3) **If you know your Student ID number:**

When prompted to choose a login button, select Login with Canvas. You will be redirected to the LACCD Student portal. Login using your LACCD Student ID number and password. If it is your first time logging in to the LACCD student portal, follow the directions on [How to Login to Mycollege.laccd.edu and Office365](#). You must know your Student ID number to be able to login.

If you do not know your student ID number:

When prompted to choose a login button, select Guest Registration – Login with Cranium Cafe.

1. Create a ConexED account by clicking Register Here.

2. Once you have registered, you will be sent an email to the email address you provide at the time of registration. You will need to click the link in the email within 24 hours to confirm your email address.

3. Once you have confirmed your email address, you may login with your ConexED account and access virtual services through Cranium Cafe.

4) Once you have logged in, you will be directed to the Student Support Directory. Scroll down to find Graduation and begin chatting by clicking the *Knock on Door* or the *Chat Now* button. Please note, you will only be able to chat with a live person during our chat hours.

Live Chat hours:

Monday - Thursday: 10:00 AM – 12:00 PM & 1:00 PM – 3:00 PM

Friday - Sunday: Closed

You can email us for all graduation related inquiries, by sending an email to

piercegraduation@piercecollege.edu

3. When will the Graduation Office be open for in-person services?

At this time, we do not have a set date for when we will return to the office. Please check this webpage regularly as we receive more information over time.

We will be open for virtual services through Cranium Cafe during the following hours:

Monday - Thursday: 10:00 AM – 12:00 PM & 1:00 PM – 3:00 PM

Friday - Sunday: Closed

To access Cranium Cafe, go to <https://lapierce.craniumcafe.com/login>

4. Will there be a commencement?

Please check www.piercecollege.edu/commencement regularly for the most up-to-date information.

5. How do I contact my evaluator?

Chat with your evaluator during their virtual office hours:

Brenda Beitkarim: Monday – Thursday 10:00 AM – 11:00 AM

Karmen Safar: Monday – Thursday 11:00 AM – 12:00 PM

Kristine Ayvazyan: Monday – Thursday 1:00 PM – 2:00 PM

Teresa Frost: Monday – Thursday 2:00 PM – 3:00 PM

For general inquiries, please send an email to piercegraduation@piercecollege.edu.

6. I need my physical diploma. How can I get it?

The Los Angeles Pierce College Graduation Office will remain closed to in-person services until further notice.

Spring 2020 Graduates:

Diplomas will be available for mailing November 2, 2020. You may reply to the email your evaluator will send you when your degree is posted.

Fall 2019 Graduates:

Diplomas will be available for mailing June 1, 2020. You may reply to the email your evaluator will send you when your degree is posted.

Fall 2014 - Summer 2019 Graduates:

Submit a [Diploma Mailing Request](#) to have your diploma mailed to you. You can either email your request to piercegraduation@piercecollege.edu or submit your request via mail to:

Pierce College Graduation Office
6201 Winnetka Avenue, PMB #319
Woodland Hills, CA 91371

Your request will be fulfilled once we return to the office.

7. I need a duplicate of my diploma or certificate. How can I get it?

At this time, we can only accept duplicate diploma and certificate requests through the mail. To request a duplicate diploma or certificate, please fill out a [Request for Duplicate Diploma/Certificate](#).

The cost of ordering a duplicate diploma/certificate is \$10. Payment must be submitted with this request. Payment may be made by personal check or money order and made payable to: Los Angeles Pierce College.

Your duplicate diploma/certificate will be mailed to the address provided on the request.

Due to the limited access to resources, we project processing times to be longer than usual. Our normal processing time for requests was 10 business days.

Graduation Questions

1. How can I apply for graduation?

Please contact the [Counseling Department](#) to schedule an appointment to apply for graduation. Your counselor will perform a preliminary transcript evaluation and complete your Graduation Petition. All petitions must be signed by a counselor. For more information on applying for graduation, view the [Associate Degree and Certificate Processing Information](#).

2. What is the deadline to apply for graduation?

The filing period for Graduation Petitions are:

Fall 2019:	August 1, 2019 – November 15, 2019
Spring 2020:	October 1, 2019 – April 15, 2020
Fall 2020:	August 1, 2020 – November 16, 2020

3. Where do I submit my graduation-related paperwork?

Send any graduation-related paperwork (paper Graduation Petitions, Diploma Mailing Requests, etc.) to piercegraduation@piercecollege.edu. You may also mail your paperwork to:

Pierce College
Graduation Office
6201 Winnetka Avenue, PMB #319
Woodland Hills, CA 91371

4. How can I obtain an Associate Degree for Transfer (ADT) verification?

Spring 2020 Candidates:

- 1) Make sure you have a Spring 2020 Graduation Petition on file
- 2) Send an email to piercegraduation@piercecollege.edu, requesting an Associate Degree for Transfer (ADT) verification. Include the following information in your email:
 - Student Name.
 - Student ID Number.
 - Transfer degree for which you are requesting verification.
 - Approximate date your Graduation Petition was submitted.

Fall 2019 & Prior Graduates:

Please log onto your student portal by going to www.mycollege.laccd.edu and check your unofficial transcript to verify if your degree has been awarded. In addition, an email should have been sent to your [LACCD student email](#) confirming the awarding of your degree.

If your degree appears on your unofficial transcript, you may request to have an official transcript sent to your university through the National Student Clearinghouse. You can find more information on how to order transcripts, by going to [Admissions & Records Transcripts & Grades](#).

If your degree does not appear on your unofficial transcript, please check your [LACCD student email](#) to view the status of your petition.

5. What is the status of my Graduation Petition?

Although the Los Angeles Pierce College Graduation Office is closed to in-person services, evaluators are virtually processing graduation petitions to ensure degrees are conferred. Due to the limited access to resources, we project processing times to be longer than usual. Once your petition has been evaluated and processed, you will receive an email. Please check your [LACCD student email](#) regularly.

Our normal processing times were as follows:

	Fall 2019	Summer/Spring 2020
Degree Posted on Transcript:	April 2020	September 2020
Diploma Availability:	June 1, 2020	November 2, 2020

6. I haven't received any emails about my Graduation Petition. Do you have it?

If you submitted your hard-copy Graduation Petition in-person to the Graduation Office, then we have your petition. We do not email students until after we have completed the evaluation.

If your Graduation Petition was submitted by a counselor electronically, then we have your petition. You should have received an email to your [LACCD student email](#) confirming receipt of your petition.

Please check your [LACCD student email](#) regularly as we will be emailing students upon completion of the evaluation.

7. I need to have my degree expedited for employment purposes. Is this possible?

We can only expedite petitions if we have written proof of a deadline or a letter from an employer, college, or university. Please send your written request to piercegraduation@piercecollege.edu. Be sure to include proper documentation. There is no guarantee that we will be able to expedite the petition given the current campus closure; however, we will do our best to meet the deadlines.

Transcripts

1. Have you received my transcript?

Please check your [LACCD student email](#) regularly. We will email you when we have received and processed your transcript. For your information, official transcripts are only needed for graduation purposes. We will not prevent you from enrolling into classes if your transcripts are not on file. If you need to clear a prerequisite, please contact the [Counseling Department](#) and provide them a copy of your unofficial transcript.

2. Where do I send my transcripts?

The Graduation Office will accept incoming transcripts by:

Mail:

Pierce College
Graduation Office
6201 Winnetka Avenue, PMB #319
Woodland Hills, CA 91371

Email:

transcripts@piercollege.edu

eTranscriptCA:

Contact the sending institution for more information.