



Swoop's Student Success Guide

Success Center

Free tutoring! Success Centers are available at all eight campuses. Tutoring is offered frequently in English, and Math. However, tutoring in other subjects is available upon request. The college also provides an online learning center where students may access tutorials and many other resources.

For locations and hours, visit www.chattahoocheetech.edu and click on Services > Academic Success Centers

Career Services

From the time you enter Chattahoochee Technical College, and even after you graduate, you are invited to use our many free services. **If you are a Technical Specialist student, or are unsure about your selected program of study, it would greatly benefit you to speak to someone in Career Services.** Studies have shown that students who enroll in a program that aligns with their interests and career aspirations are much more likely to achieve their academic goals. Career Services offers access to career planning, resume writing and interview practice software in addition to the following resources on the CTC website:

- Job Postings: Part-time positions, full-time jobs and internships are posted daily
- Job Market and Employer Information
- Job Fairs: Several Chattahoochee Tech-sponsored job fairs are held during the year

For more information, visit www.chattahoocheetech.edu and click on Services > Career Services

INFO 2 KNOW

Student Code of Conduct and Rights and Responsibilities: Students of Chattahoochee Technical College are guaranteed all of the rights, privileges and freedoms granted to a citizen of the United States. In addition, they are entitled to an environment that is conducive to learning and individual growth. To this end, students enrolled at Chattahoochee Technical College assume a citizen's responsibility to abide by federal, state, and local laws. Violations of statutory laws or of Chattahoochee Technical College student conduct regulations or other Technical College System of Georgia policies, rules and regulations may lead to disciplinary actions by Chattahoochee Technical College. These regulations do not deny any previously guaranteed rights and privileges, but ensure a pleasant educational environment for all Chattahoochee Technical College students.

Library

The library offers a variety of services including countless Internet resources, journals, magazines, books, and many materials for conducting research or reading for pleasure. There are also many online resources that can be accessed from home.

The library offers assistance with class papers, projects and assignments. Library computers are available for school or leisure purposes. There are also printers, photocopiers, quiet study areas, and tables for individual or group study in many of the libraries.

For more information, visit www.chattahoocheetech.edu and click on Services > Library

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CTC OneCARD

The CTC OneCard is your official Chattahoochee Technical College Refund Disbursement Card. You must activate the CTC OneCard to receive refund disbursements from CTC. There are three choices to receive your refunds:

- Electronically by direct deposit into your Higher One Account
- Transferred to another lending institution
- Paper check

When a student's aid exceeds the total cost of their tuition, fees, and any books that were purchased with the book store credit, he or she will receive a financial aid refund.

Refunds are issued approximately four weeks from the first day of class.

Special Populations

Special Populations services are available to meet the needs of qualifying students. Services include but are not limited to workshops and training on educational, employability and life skills; institutional and community resources and referrals; resource fairs and other events. A Textbook Lending Program is available to qualifying students.

For more information, visit www.chattahoocheetech.edu and click on Services > Special Populations Services



SWOOPSCOOP

Student ID cards are available through the security office once the semester begins. ID cards are required to do several things on campus, including checking out library books, accessing computer labs and attending student activities.

Disability Services

Students with disabilities must often overcome a variety of obstacles to achieve their educational and career goals. Chattahoochee Technical College believes that all students should have equal access to higher education. Disability Services provide accommodations and services that are individualized and appropriate for students with documented disabilities.

Students who have physical or emotional disabilities or learning challenges may benefit from reasonable accommodations and/or assistive in the classroom. To request accommodations, equipment, or other services students must provide current professional documentation describing the disability and appropriate accommodations.

For more information, visit www.chattahoocheetech.edu and click on Services > Disability Services

Campus Life

Campus Life provides opportunities for personal growth and a great way to meet other students with common interests. Campus Life sponsors many entertaining and educational events such as SwoopFest, lectures, events, concerts and clubs and organizations.

For more information, visit www.chattahoocheetech.edu and click on Services > Campus Life

www.chattahoocheetech.edu

New Student Checklist

To Do List

- Apply for financial aid www.fafsa.ed.gov
- Complete **New Student Orientation** on the CTC website
- Once you have registered for classes:
 - Arrange for payment of classes
 - Begin checking CTC student email account
 - Buy supplies and textbooks:
 - www.chattahoocheetechbookstore.com
- Check your class schedule periodically before the start of the term using your **BannerWeb** account, as classes may change rooms, meeting times or instructors.
- Plan a weekly schedule including class times, homework times, work schedule and personal time. Establish an effective homework and study location.
- Activate your **CTC OneCard**. Each student registered for courses at Chattahoochee Technical College will receive a CTC Higher One Card in the mail. All refunds are disbursed through the CTC OneCard process and are not available for pickup. You must go to the Higher One website, www.ctconecard.com, and register/activate your card, and then choose how you would like to receive your refunds.



SWOOP SAYS:

Be on the lookout for your CTC OneCard! It will be sent to the address we have on file and will arrive in a green HigherOne envelope. Do not throw the envelope away– CTC cannot issue your refund if you have not activated your CTC OneCard.

To do once classes begin...

- Log into **ANGEL** on the first day of the semester. ANGEL is a web-based course management and collaboration portal that enables educators to manage course materials and to communicate with students. ANGEL can function both as a complement to traditional courses and as a site for distance learning.
- Get a **Student Photo ID** and **parking pass** by visiting a campus security office once the semester begins.
- View/print class schedule.** Check your **BannerWeb** account to view your class schedule each day during the first week of school.
- Visit the **Success Center** and learn about the tutoring services available for current students. Each campus has its own Success Center.
- Establish contact with your faculty advisor.** Once you begin taking classes, a faculty member in your program of study will serve as your advisor and assist you in creating an academic plan for future terms.
- Confirm your **Eagle Alert** account on the CTC website. This is a safety and crisis communication service that notifies students by SMS, email or phone in case of an emergency.

You may also want to...

- If you are still unsure about your career goals, make an appointment with **Career Services** for help identifying a career path that aligns with your personal needs, skills, abilities, interests and values.
- Arrange for any necessary disability accommodations prior to the start of classes with **Disability Services**.

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Registration Tips

- It is the responsibility of the students to monitor the college calendar for registration dates and other important information.
- Make sure to have backup classes in mind when selecting classes in case some are filled or are offered at a time that does not fit into your schedule.
- Double check for any holds on your account prior to registration. If you have holds, contact the appropriate office for help.
- Be mindful that CTC offers courses in three formats:
 - **Web-Enhanced:** Courses that meet on campus in a traditional classroom setting but still require students to access online course content
 - **Online:** Online students are expected to master the material with minimal instructor assistance
 - **Hybrid:** Similar to online classes but also meet on campus part of the time for face-to-face support
- **We strongly encourage you to meet with your advisor before registering.**



SWOOP SAYS:

CTC faculty and staff expect all students to be aware of information sent to student email accounts. If a message is sent to your CTC inbox, the college assumes that you have read it and understand it.

Please make sure you are informed by using your student email account on a daily basis.



As part of CTC's reaffirmation of accreditation process, the college has created the Educational Master Advising Plan (eMAP). Through the plan, CTC will formalize academic advising to support student success, graduation, and attainment of educational and career goals. Students will be empowered to take charge of their educational careers by sharing responsibility with their academic advisors for developing educational plans that are compatible with career aspirations. The first eMAP pilot group began Spring Semester 2014. The complete implementation will occur over five years and will impact all CTC students. Click on the eMAP logo on www.chattahoocheetech.edu for more information.

Meet with Your Advisor! Visit www.chattahoocheetech.edu and click on Services > Academic Advisement. Scroll down to find the correct **Advisor List**.

INFO2KNOW

Complaint Procedure: Chattahoochee Technical College practices a methodology that encourages that each complaint be handled as close to the source as possible. It is recommended that most complaints/disputes/issues be resolved informally through open and frank discussion between the individuals involved. If informal discussion is unable to resolve an issue: Emergency situations or concerns should be directed immediately to the college's Department of Public Safety by calling the main dispatch number (770) 529-2311. Issues perceived to be of a discriminatory nature or involving sexual harassment are of critical concern to the college and should be directed immediately to the college's Title IX Coordinator: Cheri Mattox-Carroll (770) 975-4152, (770) 528-5805 or cheri.mattox-carroll@ChattahoocheeTech.edu. Resolution of academic related concerns or those arising in the classroom should begin with the instructor, followed by the appropriate Division Chair and then Associate Dean and Dean, if necessary. Grade appeals should be submitted according to the Grade Appeal policy and procedure in the Academic section of the catalog. All other complaints (e.g. against the college, faculty, or staff; violation of the Student Code of Conduct) should be directed to Alexander Rainey, Dean of Students for Campus Operations, by completing a Student Complaint Form and emailing to: Alexander.Rainey@ChattahoocheeTech.edu. For additional information on Conduct, Rules and Regulations and Students Rights and Responsibilities, please refer to the General Policies and Procedures section of the College Catalog.

www.chattahoocheetech.edu

So How Can I...

Access DegreeWorks in BannerWeb:

1. Go to the main CTC website: <http://www.chattahoocheetech.edu>
2. Click **me@CTC** at the top right hand corner of the screen
3. Click **BannerWeb** on the menu along the right hand side of the page
4. Type your **Student ID number** or your Social Security number in the User ID field without using dashes. (Example: User ID = 123456789)
5. Type your **personal identification number (PIN)** in the PIN field. Your default banner web PIN is your birth date. (Example: Birth Date = April 21, 1959 PIN = 042159)
6. Click the **Login** button.
7. Click on **Student Services & Financial Aid**.
8. Click on **Student Records**.
9. Click on the **DegreeWorks** link.
10. You will be directed to the **DegreeWorks** main page.
11. Click on the **Process New** button to refresh your information.
12. For more detailed information on how to navigate DegreeWorks:
 - Go to the main CTC website: <http://www.chattahoocheetech.edu>
 - Click on the **Enrollment** heading at the top center of the home page.
 - Click on **Registrar's Office** on the menu on the right hand side of the page.
 - Click on **DegreeWorks** on the menu on the right hand side of the page.

Why use DegreeWorks?

DegreeWorks is a computerized degree audit program and academic advising tool designed to assist you and advisors in reviewing your program progress by easily identifying courses you have completed and what courses you still need in order to fulfill your program requirements.

You can also use DegreeWorks to:

- Determine which courses students have taken or transferred, and which count as electives.
- Determine what requirements you must fulfill in order to complete your program of study.
- View individual course grades, cumulative grade-point average (GPA) and major GPA.
- View transfer credits, waivers and exemptions applied toward your program of study.
- See how coursework could be applied toward another major using the What If option.
- Estimate how many semesters it will take to graduate.
- Learn the prerequisites and co-requisites for courses by clicking on course numbers.
- Confirm academic standing.

So How Can I...

Register for Classes

1. Visit the CTC website www.chattahoocheetech.edu
2. On the home page, click on **me@CTC** at the top right hand side of the screen.
3. Click **BannerWeb** on the menu along the right hand side of the me@ctc page.
4. Type your **Student ID number** or your Social Security number in the User ID field without using dashes.
5. Type your **personal identification number (PIN)** in the PIN field. Your default banner web PIN is your birth date.
(Example: Birth Date = April 21, 1959 PIN = 042159)
6. Click the **Login** button.
7. Click on **Continue** if you're asked to take a survey.
8. Click **Student Services and Financial Aid** at top of page.
9. Click **Registration**.
10. Click **Add/Drop Classes**.
11. Select the correct term and click **Submit Term**.
12. Choose one of the following options:

Option 1: You do not know your CRNs*

- Click **Class Search**. Click on the subject and choose one of the following options:
 - Click **Course Search**. Next choose the course number and click **View Sections**.
- (OR)
- Click **Advanced Search**. Choose the subject, course number and campus and click **Class Search**
- Click the checkbox on the left side of the screen to indicate the course you need
- Click **Register**

Option 2: You know your CRNs*

- Scroll to the bottom of the page and enter **CRN numbers** in the input boxes
- Click **Submit Changes**

*CRN stands for Course Registration Number. Each class at CTC has a unique CRN. To find the CRN for your class:

- On the home page, click on **Programs & Courses**
- Click on **Class Schedule** located on the menu along the right side of the page
- Select the **Term, Campus, and Subject** and click on **Look Up Classes**
- When you find the class and time you want, write down the CRN of that class.

13. Scroll down and make sure all the classes you attempted to register for are showing and their status is **Registered Web** on the right side of the screen.
14. Print a copy of your schedule and your fee assessment.
15. Report to the business office to pay **ANY** balance that is due by the posted dates.

If you registered for an online course:

- Online courses require students to attend an on-campus event, usually an exam.
- All math online courses use Pearson My Math Lab to manage course content.
- All other online courses use ANGEL to manage course content. If your schedule is dropped due to non-payment or you add an online class during the **Drop/Add period** there may be a delay in your access to ANGEL.

So How Can I...

Pay for Classes Online in BannerWeb

1. Go to the main CTC website: <http://www.chattahoocheetech.edu>
2. Click **me@CTC** at the top right hand corner of the screen
3. Click **BannerWeb** on the menu along the right hand side of the page
4. Type your **Student ID number** or your Social Security number in the User ID field without using dashes. (Example: User ID = 123456789)
5. Type your **personal identification number (PIN)** in the PIN field. Your default banner web PIN is your birth date. (Example: Birth Date = April 21, 1959 PIN = 042159)
6. Click the **Login** button.
7. Click on **Student Services & Financial Aid**.
8. Click on **Student Records**.
9. Click on **Account Summary** or **Account Summary by Term**.
10. Click **Pay Online** at the bottom of the screen.
11. Select the correct term for payment. Click **Select Term**.
12. Enter the balance that you are paying and click **Pay by Credit** or **Pay by Check**.
13. Enter the required information and be sure to enter your email address. Click **Continue Credit Card Payment** or **Continue Check Payment**.
14. Verify that the information entered is correct, and click **Complete Credit Card Payment** or **Complete Check Payment**.
15. The next screen will confirm this transaction. **PRINT THIS PAGE**. You will also receive an email receipt at the address that you provided with your payment information.
16. Be sure to exit the BannerWeb system (using the exit link) and close the web browser before leaving the computer to prevent the next user from having access to your records.

The Chattahoochee Tech Foundation

The Chattahoochee Tech Foundation is a separate, non-profit organization that exists for the sole purpose of helping the College and its students succeed through financial support. The Foundation offers a variety of scholarships and emergency grants to current students. Scholarship applications are accepted during spring semester and awarded fall semester. Emergency grants are available each semester. Application deadlines, along with requirements, may be found on the Foundation's website: www.ChattahoocheeTech.edu/Foundation. Feel free to contact the staff or visit the Foundation: 980 South Cobb Drive, Building A, Marietta, GA 30060, 770.528.4461, or email: Foundation@ChattahoocheeTech.edu.

www.chattahoocheetech.edu

FINANCIAL AID CHECKLIST

1. Apply using the FAFSA (www.fafsa.ed.gov)
2. Provide additional documentation (students will receive notification via mail and CTC email if additional documents are required to complete their application)
3. View award letter (students may view their financial aid award in BannerWeb)
4. Meet all payment deadlines (always listed on the college calendar)
5. Maintain your financial aid (students must renew their FAFSA each year as well as maintain Satisfactory Academic Progress)

PLEASE BE ADVISED

Chattahoochee Technical College does not offer payment plans and payment and financial aid deadlines are established for each registration period and adhered to strictly. Payment and/or financial aid must be in place to cover a student's full account balance. Financial obligations that are not met by the established payment and financial aid deadlines will result in the student's classes being dropped.

So How Can I...

Print My Schedule

1. Go to the main CTC website: <http://www.chattahoocheetech.edu>
2. Click **me@ctc** at the top right hand corner of the screen
3. Click **BannerWeb** on the menu along the right hand side of the me@ctc page
4. Type your **Student ID number** or your Social Security number in the User ID field without using dashes. (Example: User ID = 123456789)
5. Type your **personal identification number** (PIN) in the PIN field. Your default banner web PIN is your birth date. (Example: Birth Date = April 21, 1959 PIN = 042159)
6. Click the **Login** button.
7. Click on **Student Services & Financial Aid**.
8. Click **Registration**.
9. Click on **Student Detail Schedule**.
10. Select the correct term. Click **Submit**.
11. Click on the **print icon** on your toolbar.

Withdraw From Courses

1. Go to the main CTC website: <http://www.chattahoocheetech.edu>
2. Click **me@ctc** at the top right hand corner of the screen
3. Click **BannerWeb** on the menu along the right hand side of the me@ctc page
4. Type your **Student ID number** or your Social Security number in the User ID field without using dashes. (Example: User ID = 123456789)
5. Type your **personal identification number** (PIN) in the PIN field. Your default banner web PIN is your birth date. (Example: Birth Date = April 21, 1959 PIN = 042159)
6. Click the **Login** button.
7. Click on **Student Services & Financial Aid**.
8. Click **Registration**.
9. Click **Add/Drop Classes**.
10. Select the correct term. Click **Submit**.
11. Scroll to bottom of page and find the course you wish to WITHDRAW from.
12. Click the drop down box to the right of the course and choose **Self Service Withdrawal**.
13. Click **Submit Changes**.
14. Once this has been submitted, it **CANNOT BE REVERSED**.

Withdrawing from a class may affect your eligibility to remain in other courses on your schedule. Excessive withdrawals may also affect your financial aid eligibility due to the 67% completion rate standard for Satisfactory Academic Progress.

So How Can I...

Access CTC Student Email

1. From the CTC homepage, www.chattahoocheetech.edu, click on **me@ctc** at the top right hand corner of the screen.
2. Click **Email & SkyDrive** on the menu along the right hand side of the me@ctc page.
3. If you don't know your CTC email address, click **Find Your Student Email Address**. If you know your CTC email, skip to Step 8.
4. Type your **Student ID number** or your Social Security number in the User ID field without using dashes.
5. Type your **personal identification number (PIN)** in the PIN field. Your default banner web PIN is your birth date. (Example: Birth Date = April 21, 1959 PIN = 042159)
6. Click on the **Personal Information** tab at the top of the screen. On the next screen, click on **View Your Email Address(es)**.
7. Once you have your CTC email address, return to the Student Email and SkyDrive page:
www.chattahoocheetech.edu > me@ctc > Email & SkyDrive
8. Click <http://outlook.com/students.chattahoocheetech.edu>.
9. In the User ID field, type your entire CTC email address (example: *username@students.ChattahoocheeTech.edu*)
10. Enter the default password of CTC and your birthdate (example: CTC042159) in the Password box.
This is the same username/password combination you will use to log in to any on-campus computer.

CTC Student Email Example

Student's Name: Swoop Eagle

Email: seagle@students.chattahoocheetech.edu

Please check your student email and the CTC website regularly. These are considered official means of communication between CTC and its students.

Log Into ANGEL

ANGEL is used to access online, hybrid and web-enhance course content

From the CTC homepage, www.chattahoocheetech.edu, click on **me@ctc** at the top right hand corner of the screen. Click **Angel Learning** on the menu along the right hand side of the me@ctc page. Your default username and password will both be 27_900XXXXXX (900XXXXXX = your Student ID number).

ANGEL Login Example

Username: 27_900xxxxxx

Password: 27_900xxxxxx

Note: Your password will be reset to this default at the start of each term.

****You will not be able to sign in until the first day of the semester.****

To view a 16- minute 'Introduction to ANGEL for Students' video, please visit the following link: http://www.youtube.com/watch?feature=player_detailpage&v=bLgWw5977sY

www.chattahoocheetech.edu