

## Advising Frequently Asked Questions

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### **Q: Why do I need to meet with an advisor?**

**A:** It is important to your success as a student to meet with your advisor at least once every semester. Advisors are here to help guide you through the college experience and help you reach your educational goals. Advisors provide resources, advice, and guidance throughout your time here at CTC.

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### **Q: When and how do I register for classes for the next semester?**

**A:** It is always best to register for classes early. Around the middle of the semester you should meet with your advisor and discuss which classes you should take the following semester. Keeping an eye on the [College Calendar](#) will let you know when registration for the next semester will begin. Registration time is determined by the number of credits you have completed. You will register, on your own, for classes through your BannerWeb account. If you have questions regarding the process of registering for classes you should consult [Swoop's Success Guide](#).

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### **Q: How do I know which classes I need?**

**A:** There are several ways in which you can determine what courses are needed for your program of study. First, you may check the online [College Catalog](#); simply select *Programs of Study* from the menu and select your program. You may also choose to view your program through the website by selecting *Academic Programs – Credit* under the *Programs & Courses* tab. The third option is to view your program through DegreeWorks. This option will allow to view a snap-shot of where you currently stand in your program of study. For more information about DegreeWorks click [here](#).

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**Q: What is the College Catalog?**

**A:** The college catalog is something you as a student are responsible for familiarizing yourself with. It provides information on academics, financial aid, tuition and fees, programs of study, courses, college policies, and much more. The college catalog can be found on our website under the *Programs & Courses* tab and selecting the most recent catalog year.

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**Q: Why aren't my program courses offered at the campus closest to my house?**

**A:** CTC offers a wide variety of programs across our eight campus locations. In order to provide the best educational resources and experience some programs are only offered at specific campuses. Sometimes this may require you to travel to a further campus. It is possible to mix and match which campus locations you take classes as long as it works for your schedule. If you are unsure if your program of interest is located at the campus closest to you, check your program page for more information.

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**Q: I think I want to change my program of study, how do I do that?**

**A:** If you are thinking of changing your program you may want to check out the *What if* feature in DegreeWorks. This feature allows you to plug in your current program, the program you are interested in changing to, and will display your progress if you did decide to change programs. Once you decide to go through with changing your program you will need to fill out the Program Change Request form. This form can be found at the Student Affairs office on each campus or you can print the form [here](#) and then turn it in to the Student Affairs office.

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**Q: How do I find out who my advisor is?**

**A:** Each program of study has a faculty advisor. You can determine who your advisor is by locating your program of study on the *Faculty Advisor List* located [here](#). If you are in a Health Science program simply select *Health Sciences Program Advisement* found on the same page.

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**Q: I was told in my New Student Advisement session that I need Learning Support classes; how does that work?**

**A:** The need to take Learning Support classes is based on COMPASS placement test scores and/or transcripts from another college. Learning Support is offered in Reading, Writing, and Math and must be completed before you can move on to certain diploma or degree level courses. Learning Support classes are module based and will provide the foundational skills needed to be successful in future classes.

The courses use computer-aided instruction and are delivered in a modular format which requires you to complete only the modules in the areas in which a weakness is demonstrated. The time to complete the entire course ranges from one (1) to three (3) semesters and depends on your prior knowledge of the subject matter, your time on task, and your effort. Instructor support and tutor support is provided during scheduled class time to you individually, as needed. Once all required modules are completed you will take an Exit exam. Only after passing the Exit exam will you be considered Program Ready and able to take previously restricted courses.

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**Q: I am unhappy with my COMPASS score, can I retake it?**

**A:** As a new student you are able to take the COMPASS test a total of two (2) times: the initial test and a retest if you choose for a \$15 fee. Current students who wish to retake the COMPASS to exempt themselves from Learning Support have the opportunity to retake the test if they meet certain criteria. To learn more about the COMPASS Retest Program click [here](#).

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**Q: Which classes should I take if my goal is to transfer to another college?**

**A:** First and foremost: which credits will transfer is ALWAYS determined by the receiving institution. Many students are interested in transferring to other institutions. In those cases we often recommend students complete the Technical Specialist Certificate program due to the fact that many of those courses will transfer. Chattahoochee Tech also has Articulation Agreements with several specific schools as well as a list of classes which is guaranteed to transfer to any University System of Georgia (USG) institution. To view the Articulation Agreements click [here](#).

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**Q: Can I take classes that are outside my program of study?**

**A:** As a matter of policy, students are not permitted to take courses outside of their program of study.

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**Q: I tried to register but the classes I want are full, what do I do?**

**A:** The key to getting the schedule you want is to register early. That doesn't always happen and unfortunately there is not much to do when the classes you want are full. The best option is to monitor those classes through your BannerWeb account. Classes are dropped for many different reasons; if you monitor the class you want you may be able to register if a spot becomes available. It's also important to have backup classes in case your first choice is full.

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**Q: I need/want to withdraw from a class, how do I do that?**

**A:** If the situation arises where you need or want to withdraw from a class you may do so through your BannerWeb account (for step by step instructions see [Swoop's Success Guide](#)). Courses dropped within the Drop/Add period, the first three days of the semester, will result in a refund and the course will not show up on your transcript; it's as if it never happened. Courses dropped after the Drop/Add period will not result in a refund and a W will appear on your transcript. Always be mindful that withdrawing from a class must be done before the withdrawal period ends in order to receive a W on your transcript. It is also important if you receive financial aid to check with the Financial Aid office before withdrawing to make sure it will not negatively impact your eligibility.

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**Q: What is the No Show Policy and how does it affect me?**

**A:** All students are expected to attend the first class meeting of each course they are registered for. Instructors will give a "no show assignment" which you are expected to complete. If you do not attend the first class and/or do not complete the no show assignment you risk being dropped from the course. Instructors want to know that the students enrolled in their class intend to actually take that class.

You should also log in to your ANGEL Learning account on the first day of classes. ANGEL is the online learning system used for online and hybrid courses. The majority of course materials and announcements will be on ANGEL. The ANGEL Learning log in can be found under the *me@CTC* tab on the college website. However, math courses use a tool called Pearson MyMathLab which can also be found under the *me@CTC* tab.

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**Q: I have questions about financial aid.**

**A:** The best way to get answers to your financial aid questions is to ask the financial aid office; they are the experts! The CTC website is a great resource for new and current students. Check out some of the Financial Aid FAQ's [here](#).

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**Q: I've heard the term Satisfactory Academic Progress (or SAP); what does it mean to me?**

**A:** There are three factors which can affect your academic standing and financial aid eligibility:

1. Students must maintain a minimum of a 2.0 GPA.
2. Students must maintain a 67% completion rate.
3. Students must complete their program of study within a maximum time frame, no more than 150% of credit hours.

If the above criteria are not met you will go into SAP Warning. If the necessary improvements are not made you may go on probation or even suspension. More information on Good Standing can be viewed in the [College Catalog](#) under *Academics* and SAP can be viewed under *Financial Assistance*.

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**Q: I am a former student, but have not attended in over a year. What do I need to do in order to register?**

**A:** Your next steps may depend on exactly how long it has been since you attended Chattahoochee Tech. Returning students may be subject to a \$10 readmission fee and be required to submit certain admission documents. For more information about returning students visit the *Returning Student Enrollment* page found [here](#).

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