

# Student Affairs

## Coronavirus (COVID 19) FAQ

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May 5, 2020

### ADMISSIONS

#### **Are the admissions offices open? At what campuses and for what hours?**

At this time, the admissions offices at the Appalachian, Marietta, North Metro, and Paulding campuses are closed. However, our team can assist you remotely through email or phone. The reopening of our offices is subject to change. Please check the college website for updated information.

#### **How can I complete placement testing?**

Due to the uncertain availability of ACCUPLACER, Chattahoochee Tech will not require placement testing for Summer and Fall semester applicants. Applicants for these terms will not be required to test in order to gain admittance to CTC. (Admissions requirements for Spring Semester 2021 and beyond are to be determined.)

If you have already tested for Summer or Fall semester or have any other testing-related questions, please contact your [Admissions Counselor](#). If you are a dual enrollment applicant and have questions regarding testing, please email [Dual.Enroll@ChattahoocheeTech.edu](mailto:Dual.Enroll@ChattahoocheeTech.edu).

#### **Are campus tours still offered?**

Campus tours are canceled until further notice. Check our [Campus Tours webpage](#) for updated information.

#### **Will admissions deadlines be changed?**

No decisions regarding regular admissions deadlines have been made at this time. If regular admissions deadlines are extended, you can view them on our [Admissions Deadlines webpage](#). The Summer Semester Dual Enrollment deadline has already passed; the Fall Semester Dual Enrollment deadline has been extended to April 17.

#### **What is the processing time for my application and documents?**

Please allow up to 7-10 business days for processing of submitted items. Feel free to visit this link to check your status: [www.ChattahoocheeTech.edu/Check-Your-Admissions-Status](http://www.ChattahoocheeTech.edu/Check-Your-Admissions-Status)

#### **Will my New Student Orientation session be canceled?**

New students will complete a New Student Orientation via Blackboard or WebEx. Information will be provided in the student acceptance letters and on the [New Student Orientation website](#). For questions, please email [Orientation@ChattahoocheeTech.edu](mailto:Orientation@ChattahoocheeTech.edu)

#### **Should I still apply for Summer or Fall Semester?**

Yes. At this time, CTC is intending to offer a full schedule of courses for Summer and Fall Semesters.

**I have not yet applied to CTC but I have some questions about programs of study or the application process. Who can I talk to?**

You can contact an admissions counselor by emailing [Enroll@ChattahoocheeTech.edu](mailto:Enroll@ChattahoocheeTech.edu). Please include as many details as possible in your message so we can answer your specific questions.

**I have applied to CTC and I have some questions about my application or admissions documents. Who can I talk to?**

You can contact your admissions counselor by emailing [Enroll@ChattahoocheeTch.edu](mailto:Enroll@ChattahoocheeTch.edu). Please include as many details as possible in your message so we can answer your specific questions.

## **RECORDS**

**When is the last day I can withdraw from my spring semester courses?**

Per the academic calendar, April 8th is the last day to use the BannerWeb self-service withdrawal. Due to the very quick transition to an online learning environment this semester, CTC has also added an COVID-19 hardship withdrawal option. Between April 9th and May 3rd, students can submit a COVID-19 hardship withdrawal request from one ore more courses. The form can be found on the [Records webpage](#) left hand menu.

**Will summer registration stay open?**

Yes, summer registration is open and will continue to follow the academic calendar for registration and payment deadlines. Contact an advisor at [www.ChattahoocheeTech.edu/AcademicAdvisement](http://www.ChattahoocheeTech.edu/AcademicAdvisement)

**Will fall registration open as stated on calendar?**

At this time, fall registration will open as stated on the academic calendar. Contact an advisor at [www.ChattahoocheeTech.edu/AcademicAdvisement](http://www.ChattahoocheeTech.edu/AcademicAdvisement)

**Can I request an official transcript?**

To request an official transcript, please visit [www.ChattahoocheeTech.edu/Official-Transcript-Request](http://www.ChattahoocheeTech.edu/Official-Transcript-Request) and submit the online request form through TranscriptsPlus.

**Are we having a spring commencement ceremony?**

In accordance with Centers for Disease Control (CDC) and Georgia Department of Public Health recommendations, Chattahoochee Tech has canceled the May 2020 Commencement Ceremony along with all program specific graduation/pinning ceremonies. Please note, students will still be able to graduate, consistent with academic standards, but the actual ceremony will be cancelled. If students have registered and paid to participate in the May 2020 Commencement ceremony, upon the college reopening they will receive a full refund. With the ever-changing conditions surrounding the outbreak of COVID-19 and the uncertainly of continued social distancing recommendations, college leadership felt it was in the best interest of students, guests, faculty and staff to officially cancel at this time.

## FINANCIAL AID

### **How will my financial aid be impacted?**

Please contact the Chattahoochee Technical College Office of Financial Aid if you have questions about your financial aid. Email us at [financialaid@chattahoocheetech.edu](mailto:financialaid@chattahoocheetech.edu) or call 770-528-4545 between the hours of 8:00 a.m. and 5:00 p.m. We anticipate guidance from the U.S. Department of Education providing guidance for minimal disruption to financial aid in the spring semester.

## DUAL ENROLLMENT

### **Is the college going to consider a change for the Fall April 1 Dual Enrollment application and document deadline?**

Yes, the college has extended the Fall Semester DE application and document deadline to Friday, April 17, 2020. Visit the Dual Enrollment website at [www.ChattahoocheeTech.edu/DEAdmissions](http://www.ChattahoocheeTech.edu/DEAdmissions)

### **Have there been any exceptions or changes to placement testing since the college is closed for ACCUPLACER, and SAT/ACT tests have been cancelled until June?**

In light of the uncertain availability of ACCUPLACER and the decision made by College Board (SAT) and ACT to suspend the availability of Spring testing, prospective dual enrollment students newly applying for the Fall Semester 2020 can be admitted without qualifying placement test scores. Dual Enrollment applicants must meet all other DE admission steps and requirements posted on the college website by the Fall DE deadline of April 17, 2020.

### **Will the college continue to have DE new student orientation (NSO)?**

Yes, the college will now have DE New Student Orientation (NSO) online/virtually instead of in a group setting on campus. Visit the Dual Enrollment New Student Orientation website at [www.ChattahoocheeTech.edu/DE-NSO](http://www.ChattahoocheeTech.edu/DE-NSO)

### **Will the college still have the on-campus Life After Dual Enrollment (LADE) sessions for current DE students?**

Yes, the college will now have the LADE events online/virtually instead of on campus. To sign up for a LADE session, visit the DE webpage for current DE students at [www.ChattahoocheeTech.edu/DEcurrentStudents](http://www.ChattahoocheeTech.edu/DEcurrentStudents)

### **What if I am a current DE student and need help registering for my summer and fall classes, if the college is closed, how do I contact my advisor?**

You can always contact a DE advisor through email at [Dual.Enroll@ChattahoocheeTech.edu](mailto:Dual.Enroll@ChattahoocheeTech.edu) or you can request an email appointment or a call back through the DE contact us page for current DE students at [www.ChattahoocheeTech.edu/DeContactUs](http://www.ChattahoocheeTech.edu/DeContactUs)

## STUDENT SUCCESS

### **New Student Orientation:**

New students will complete a New Student Orientation via Blackboard or WebEx. Information will be provided in the student acceptance letters and on the [New Student Orientation website](#). For questions, please email [Orientation@ChattahoocheeTech.edu](mailto:Orientation@ChattahoocheeTech.edu)

### **Student Resources and the Golden Eagle Food Pantry:**

Staff is available to assist students. Please email [Special.pops@ChattahoocheeTech.edu](mailto:Special.pops@ChattahoocheeTech.edu) for more information.

### **Disability Support Services:**

Staff is available to assist students. Please email [Disability@ChattahoocheeTech.edu](mailto:Disability@ChattahoocheeTech.edu) for more information.

### **Counseling Services:**

Staff is available to assist students. Please email [Counseling@ChattahoocheeTech.edu](mailto:Counseling@ChattahoocheeTech.edu) for more information.

### **Veteran Services:**

Staff is available to assist students. Please email [Veteranservices@ChattahoocheeTech.edu](mailto:Veteranservices@ChattahoocheeTech.edu) for more information.

### **Office of Career Development:**

Staff is available to assist students. Please email [Career.Services@ChattahoocheeTech.edu](mailto:Career.Services@ChattahoocheeTech.edu) for more information.

### **Are student events being held on campus?**

All student events and meetings are canceled for the remainder of the semester. This includes student travel.

### **Student Centers:**

Student Centers will be available when the college is open. For any questions, please email [GetInvolved@ChattahoocheeTech.edu](mailto:GetInvolved@ChattahoocheeTech.edu)

### **Recreation Center:**

The Recreation Center at Marietta will remain closed through the end of the semester. For any questions, please email [Rec.Wellness@ChattahoocheeTech.edu](mailto:Rec.Wellness@ChattahoocheeTech.edu)

