ChattahoocheeTech

STUDENT GUIDEBOOK

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Contents

WELCOME TO CHATTAHOOCHEE TECHNICAL COLLEGE

"A journey of a thousand miles must begin with a single step."

--Lao Tzu

We invite all students to get involved and become a part of the Chatt Tech community. Your college experience is not limited to the classroom. You are encouraged to participate in other activities that will make your educational journey both inspiring and fulfilling. The College has designed this student guidebook to assist you in your overall student knowledge and development.

Make the Most of Your Chatt Tech Experience: The beginning of the school year is an ideal time to set your priorities for a successful educational journey and college completion. Explore new ways to learn outside of the classroom, ask questions, get involved, and become a self-advocate. Hopefully, you will use this time not only to make friends but to connect with faculty and staff as well. You are encouraged to stay connected to the College through student email, Facebook, social media, and campus activities.

Cultivate an Environment of Diversity: As a student, you have the opportunity to expand your understanding of various cultures and diverse backgrounds and walks of life. Interact with people from all upbringings. Participate in the International Club to learn of other cultures and other countries. Get involved in a student organization such as the Student Government Association, which will challenge you to develop interpersonal, diplomacy, and leadership skills. Consider participating in Service Learning activities to make you a well-rounded individual.

Strive for Honesty: Demonstrate respect toward yourself, peers, faculty, and staff. Be honest and responsible in your academic work. Strive to learn on a deeper level and incorporate your skills within all aspects of your education. In this way, you will ensure the quality of your education and the respect of Chattahoochee Technical College.

About The College

Accreditation

Chattahoochee Technical College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award associate degrees. Inquiries related to the College's accreditation by the Commission may be directed to SACSCOC, 1866 Southern Lane, Decatur, Georgia 30033-4097, or telephone 404-679-4500. Questions related to admissions and the policies, programs, and practices of Chattahoochee Technical College should be directed to the College.

Disclaimer

Material in the Chatt Tech Student Guidebook is intended to be accurate at the time of printing. However, unintentional errors may exist and policies, procedures, regulations, and fees, as well as event dates, times, and locations, may have changed since publication. The official publications for approved policies and regulations are the *CTC Catalog* and the *Schedule of Credit Courses*. For the most accurate and up to date information log in to ChattahoocheeTech.edu.

Equal Opportunity Institution

As set forth in its student catalog, Chattahoochee Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, veteran status, or citizenship status (except in those special circumstances permitted or mandated by law). The following persons have been designated to handle inquiries regarding the non-discrimination policies: Chattahoochee Technical College Title IX Coordinator, Shanequa D. Warrington, 980 South Cobb Drive, Building C 1102B, Marietta, GA 30060, 770-975-4023 or sdwarrington@chattahoocheetech.edu; Chattahoochee Technical College Section 504 Coordinator, Caitlin Barton, 5198 Ross Road, Building A1320, Acworth, GA 30102, 770-975-4099 or Caitlin.Barton@ChattahoocheeTech.edu,; and the Chattahoochee Technical College Section 508/ADA Coordinator Stephanie Meyer, 980 South Cobb Drive, Building A 2114, Marietta, GA 30060, 770-528-3761, or Stephanie.Meyer@Chattahoocheetech.edu.

Need to Know College Terminology

These are some common collegiate terms:

Blended (Banner code "BL"): Blended courses are distance learning courses with the majority of the course content, activities and interactions occurring online (>50% but <100% online) but may require students to come on campus for specific labs, assignments, activities, or events.

Catalog: College catalogs provide all types of information parents and students need to know about a school. It lists, for example, the college's history and philosophy, policies and procedures, its accreditation status, courses of study, degrees and certificates offered, physical facilities, admission and enrollment procedures, financial aid, student life activities, etc.

Certificate: (TCC) Technical Certificate of Credit: 9 to 39 credit hours and one to three-semester enrollment to completion. Some programs have "embedded certificates" that may be earned while completing a diploma or degree.

Corequisite: Courses that must be taken at the same time during the semester.

Credit hour: The unit of measuring educational credit, usually based on the number of classroom hours per week throughout a semester.

Degree (AAS): Associate of Applied Science: 60 to 73 credit hours, full time, two years to completion.

Diploma: 40 to 59 credit hours, full time, a year and one half to completion.

Drop/Add Period: The first days of a semester where courses can be dropped or added to a student's schedule. (See the Academic Calendar for the Drop/Add dates each semester.)

Elective Courses: Alternative or optional classes a student takes within a program of study.

FAFSA: Free Application for Federal Student Aid.

Fees: Fees are additional charges not included in the tuition. Fees may be charged to cover the cost of materials and equipment needed in certain courses, and they may be assessed for student events, programs, and publications.

FERPA: Family Educational Rights and Privacy Act.

Financial Aid: Aid is made available from grants, scholarships, and part-time employment from federal, state, institutional, and private sources. Awards from these programs may be combined in an "award package" to meet the costs of attendance. The types and amounts of aid awarded

are determined by financial need, available funds, student classification, academic performance, and, sometimes, the timeliness of application. Hope is "financial aid."

Full-time status: 12 or more credit hours.

GPA: Grade Point Average. Students have a term GPA and a cumulative GPA.

Hardship Withdrawal: A student can petition the Records Department for a withdrawal (W) after the mid-term deadline with documents detailing the student's inability to finish the semester.

Major: A student's chosen program of study.

Matriculation: To be enrolled at a college.

No Show: A student who is registered for a class but fails to complete a specific assignment the first week of class.

Occupational Course: A class that is directly related to the field of study.

On Campus (Banner code "CA"): Courses that are taught primarily in the classroom or lab with 50 percent or less of instruction online. On campus courses may include lecture, labs, internships, clinicals and other in-person instructional modalities. On campus courses are not considered distance learning courses.

Online Asynchronous (Banner code "OA"): Courses taught fully online asynchronously with course content, activities and interactions occurring entirely online. This delivery method does <u>not</u> require students to be online at specific dates/times, and students may participate in class activities and complete course assignments asynchronously. Online asynchronous courses may require proctored events.

Online Synchronous (Banner code "OS"): Courses taught fully online synchronously with course content, activities and interactions occurring entirely online. This delivery method requires students to be online at specific dates/times during the term. Online synchronous courses may require proctored events.

Prerequisite: A class or requirement that must be met before advancing to a specific class.

Records: The office of records of the college is responsible for the maintenance of all academic records and may include such duties as maintenance of class enrollments, providing statistical information on student enrollment, and student eligibility for honor rolls, administering probation and retention policies, and verification of the completion of degree requirements for graduation.

Registration: The process of officially enrolling in a class or classes.

SAP: Satisfactory Academic Progress.

Student Accounts Office (bursar's office, cashiers' office): The Student Accounts Office is responsible for the collection of monies due the college.

Syllabus: An outline of the course and course requirements to include class policy and procedure.

TeleLearn Class: A class that meets at a specified time and day in a physical classroom on campus, in a live virtual classroom from any computer, or a combination of the two.

Transcript: An official record of all academic work attempted by a student.

Transfer of Credits: Some students attend more than one institution during their college career. When they move or transfer from one college to another, they may also transfer accumulated credit hours from the former institution to the new one. The new institution determines which courses will apply toward graduation requirements.

Tuition: Tuition is the amount paid for each credit hour of enrollment. Tuition does not include the cost of books, fees, etc. Tuition charges vary from college to college and are dependent on such factors as whether or not the college has classified a student as "in-state" or "out-of-state."

WIOA: Workforce Innovation and Opportunity Act.

Withdrawal: Students may withdraw from courses during a semester, but there are established procedures for doing so. The college catalog specifies the procedures.

New Student Checklist

BEFORE THE SEMESTER BEGINS

WHAT DO I NEED TO DO BEFORE I ATTEND CLASS?
- Apply for financial aid by visiting the [FAFSA Website](#)[i]
- Register for classes
- Print out class schedule
- Pay tuition and fees
- Choose your BankMobile refund preference
- CHECK YOUR Chatt Tech EMAIL at least once a week, if not EVERY DAY!
- Visit the bookstore at your campus or online
- Make tutoring schedule. Visit the Success Center and speak with one of the center leads.
- Get a student ID and parking pass at any campus police office; if an officer is not there, please call dispatch at 770.529.2311, and an officer will meet you.
Eagle Alert: Upon registration, you are automatically enrolled in **Eagle Alert**, our emergency alert system. This system will alert you in case of an emergency situation and in the event of a campus closing due to bad weather conditions. To sign up for **Eagle Alert** visit the Eagle Alert portal[ii].

WHAT DO I NEED TO DO TO GET ORGANIZED FOR MY CLASSES?
- Know class times and locations—pay attention to the campus where your class is held
- Assignments and due dates
- Test and exam schedules
- Instructors' office hours
- Study sessions-Schedule Tutor/Student-led on-campus study sessions via Microsoft Bookings.
- Study sessions
- Course registration dates/deadline
- Course withdrawal periods

AFTER CLASSES START

WHAT DO I NEED TO KNOW TO BE A SUCCESSFUL STUDENT?
- Attend every class and arrive early
- Introduce yourself to your instructors
- Come to class prepared
- Participate in class

- Don't procrastinate!
- Set aside time to study
- Tackle difficult subjects first
- Turn off your phone when you are in class and during study sessions
- Join a study group
- Take advantage of free tutoring in a Success Center
- Manage time wisely
- Utilize the Success Centers for tutoring and other assistance

WHAT SHOULD I BE DOING THE FIRST WEEK OF CLASS?
- Log in to your online classes via **Blackboard**
- Visit the Academic Success Center
- Print/Save your schedule and syllabus
- CHECK YOUR CHATT TECH EMAIL EVERYDAY!

WHAT SHOULD I BE DOING HALFWAY THROUGH THE FIRST SEMESTER?
- Make an appointment with your advisor in order to ask questions and discuss concerns you have regarding your academic success. Ask your advisor what classes are needed for the upcoming semester.
- Access **DegreeWorks,** which is located in your **BannerWeb** account, to see what future classes you need.
- Reflect on how you are doing in your current classes. Are you on task with your assignments? Now re-evaluate! Do you need to schedule extra study time for the upcoming semester? What might you do differently in order to be successful for the next semester?

SECOND SEMESTER
- Make an academic plan for the upcoming semesters and show it to your advisor to see if you are on track with the next two semesters of classes.
- Have specific questions ready for your advisor and discuss where you might be going with the program you have chosen.
- Make a tutoring/study plan for the upcoming semester to review with your local Success Center staff.

THIRD and FOURTH SEMESTERS
- Have a plan made for completion of the semesters.
- Discuss when a graduation petition needs to be filled out and submitted.
- Know the internship policies for program of study.

- Start working toward a plan for job search and how to go about it.
- If you are planning on transferring to a four-year institution, your advisor can help guide you or give pointers on how you can accomplish this.
- Continue to seek tutoring and form study groups for subjects within your program of study.

What Students Need to Know

- Understand the course requirements for your program before you meet with your advisor. Consult the catalog for course prerequisites. Be part of the advisement team.

- Familiarize yourself with BannerWeb. Look around BannerWeb. You're not going to hurt anything by reviewing information. You can learn a great deal just from looking through the options BannerWeb has to offer. Learn how to register, confirm your course schedule, and check your grades, academic status, and financial aid eligibility.

- Read your Chatt Tech student email consistently. Read all mailed college correspondence.

- Learn how to use Blackboard before the term begins. Read all Blackboard announcements and respond to faculty emails.

- Free tutoring is available within the Success Center. Go find out how the staff and tutors can help you succeed at Chattahoochee Tech.

- Understand dates of registration periods, term beginning and ending dates, and deadlines for completing registration, submitting paperwork, and payment of tuition and fees.

- Keep your address and phone numbers current with the records office so staff can notify you of important information.

- Learn how to calculate your grade point average (GPA).

- Learn about financial aid awards, eligibility, and how to maintain Satisfactory Academic Progress (SAP).

- Develop a sense of self-awareness and self-confidence to be used in planning and pursuing an academic, career, and personal goals.

- Before you decide to withdraw from a class, talk to your instructor, financial aid staff, and other support staff to ensure you are making a good decision. Withdrawals always affect you—not always academically and not always financially. Be informed.

- Finish learning support classes at the correct module intervals to earn a grade. Completion of learning support affects program admission.

How-To's

How to Access Chatt Tech Student Email, BannerWeb, and Blackboard

To access your student email, BannerWeb, or Blackboard accounts, follow these steps:

1. Go to the [Okta dashboard](#).
2. Enter your Okta username, which is your entire Chatt Tech student email. (Example: [jsmith1@students.chattahoocheetech.edu](#))
3. Enter your password, which was sent to your personal email account from CTC Technology. If you reset your password, use your most recent password. (Remember, passwords are case-sensitive and must include the special character at the end.)
4. Once you have logged in to Okta, select the button of the application you would like to use. When you are done working, close all BannerWeb, Blackboard, email, and Okta pages.

Troubleshooting

If you cannot locate the initial username/password email from CTC Technology, follow these steps to find your student email address and password:

- Find your student email using the [Student ID, Email, and Username Lookup tool](#)[iii].
- Reset your password using our [Password Reset tool](#)[iv].
  - Your new password will be sent to the personal email account (Gmail, Yahoo, etc.) that is connected to your academic record.
  - Do not attempt to login with your new password immediately; please wait at least 30 minutes.

Now that you know your student email address and have your password, please try the steps above starting with #1.

If you have not set up your Okta account…

To log in to and authenticate your Okta account, follow these steps:

It is recommended that you use a computer, as you will need your mobile phone for verification purposes.

- Go to the [Okta dashboard](#).
- Enter your Okta username, which is your entire Chatt Tech student email. (Example: [jsmith1@students.chattahoocheetech.edu](#))
- Enter your Okta password, which was sent to your personal email account from CTC Technology. If you reset your password, use your most recent password. (Remember, passwords are case-sensitive and must include the special character at the end.)

- Once you have logged in to Okta, follow the prompts for registering account verification information and complete the recovery question.
- Once you have registered a valid phone number, you can opt to receive a text with an SMS code or a phone call to complete your verification.

 Other Verification Options

If you prefer, you can also use the Okta Verify app for account verification. This gives you the option to use a rotating 6-digit code provided by the app for multifactor authentication or push notifications. ([iOS Okta Verify app](#)[v]; [Android Okta Verify app](#)[vi])

How to Log in to a Campus Computer
Students can log in to computers on campus using the first part of their email username (all information up to the @) and password!

How to Access Student Wi-Fi
Students can access the Wi-Fi on campus using the first part of their username (all information up to the @) and password!

How to Sign in for Free Online Tutoring on Microsoft Teams
- Go to the [Okta dashboard](#) and click the Blackboard button.
- Click the **Students Resources** tab on Blackboard's log-in page.
- Click on **Online Tutoring** located under the **CTC Important Links** section.
- Select download Microsoft Teams App to desktop.
- Click on **CTC Tutoring** to meet with a tutor.
- Click on the **General Channel**. It's located on the left side of the screen under the CTC Tutoring logo.
- In the chat section at the bottom, type a clear message.
- Include your name and the subject in which you need help, for example, "This is David. I need help solving an equation using fractions."
- Wait for a tutor to respond and pull you into the appropriate tutoring room!

How to Access DegreeWorks in Banner Web
- Go to the [Okta dashboard](#) and click the BannerWeb button.
- Click on **Student Services & Financial Aid.**
- Click on **Student Records.**
- Click on the **DegreeWorks** link.
- You will be directed to the **DegreeWorks** main page.
- Click on the **Process New** button to refresh your information.

How to Register for Classes

- Go to the Okta dashboard and click the BannerWeb button.
- Click on **Continue** if you're asked to take a survey.
- Click **Student Service and Financial Aid** at the top of the page.
- Click **Registration.**
- On this page, you can enter the CRNs manually if you know them or use the **Class Search** button.
- By using the **Class Search** option, you can search by course name and number.
- Put a check mark in the box next to the class that you choose and click **'Register'** to add to your schedule.
- Once classes are added, click **'Course Schedule Detail'** at the bottom of the page to have detailed schedule print-out that will include location, times and instructor.
- Classes can also be removed by locating the course on the **Add/Drop page** and changing the drop-down box status.

How to Print a Schedule

- Go to the Okta dashboard and click the BannerWeb button.
- Click on **Student Services & Financial Aid**.
- Click **Registration**.
- Click on **View Student Schedule**.
- Select the correct term. Click **Submit**.
- Click on the **print icon** on your toolbar.

How to Pay for Classes through Banner Web

- Go to the Okta dashboard and click the BannerWeb button.
- Click on **Student Services & Financial Aid.**
- Select the correct term for payment. Click **Select Term.**
- Enter the balance that you are paying and click **Pay by Credit** or **Pay by Check**.
- Enter the required information and be sure to enter your email address. Click **Continue Credit Card Payment** or **Continue Check Payment**.
- Verify that the information entered is correct, and click **Complete Credit Card Payment** or **Complete Check Payment**.
- 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.

- Be sure to exit the BannerWeb system (using the exit link) and close the web browser before leaving the computer to ensure your information remains secure.

Read This Before You Withdraw!

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 Maximum Time Frame and 67% completion rate standards for Satisfactory Academic Progress. Please talk to your advisor, your instructor, and financial aid before withdrawing from classes.

How to Withdraw From a Class

- Go to the Okta dashboard and click the BannerWeb button.
- Click on **Student Services & Financial Aid**.
- Click **Registration**.
- Click **Withdraw from Classes.**
- Select the correct term. Click **Submit**.
- Scroll to the bottom of the page and find the course from which you wish to WITHDRAW.
- Click the drop down box to the right of the course and choose **Self Service Withdrawal**.
- Click **Submit Changes**.
- Once this has been submitted, it **CANNOT BE REVERSED**.

Remain in Good Academic Standing

Definition of Academic Standing:

Combination of your semester grade point average (GPA) and cumulative grade point average (GPA).

Semester GPA: ALL grades earned during one semester. Cumulative GPA: ALL grades earned during your academic career.

Academic Standings for CTC

- o **Good Standing:** Cumulative **grade point average** (GPA) of 2.0 or higher.

- o **Warning:** The first time a student's **semester** and **cumulative** grade point average (GPA) drop below a 2.0.

- o **Probation:** A student previously on **warning** whose semester GPA continues to be less than 2.0 will move to **probation**.

- o **Suspension:** A student previously on **probation** whose semester and cumulative GPA is now below 2.0 will be **suspended** or asked to sit out a semester.

The college has an academic alert system known as TEAMS. If a faculty or staff member is concerned about a student, he or she can submit an alert. An alert will be answered by a member of the college, and the student for whom the alert was made will be contacted by email or phone.

Students may be under an alert for the following:

Academic Concern: The student may be struggling with comprehension, has not consistently completed assignments, has fallen behind in class, or is at risk of failing the class.

Attendance Issues: The student is not progressing through modules in learning support, the student has stopped attending class or has intermittent attendance, or frequently arrives late and/or leaves early.

Personal Hardship: The student is encountering needs or deficiencies associated with housing, childcare, or other assistance, or the student is perceived to be experiencing personal issues that can relay a need for counseling, stress management, or coping skills.

Academic Success Centers

- Academic Success Centers are located across all campuses except Austell.

- The Academic Success Centers are equipped with computers for research and homework assistance, general student usage, printing, and Respoudus testing.

- The Academic Success Centers are equipped with various academic resources:

    o Anatomy/ Physiology 3-D Models
    o Microscopes with slides
    o Classroom support workshops
    o Live Student Helpdesk Assistance (In-person at North Metro)
    o Study areas for groups or guided self-study
    o Interactive learning platforms i.e. EBSCO LearningExpress platform
    o FREE in-person and online tutoring[vii] are available to all current CTC Students.

- Tutoring is provided primarily in Accounting, English, Math, and Sciences (Anatomy and Physiology, Physics, Chemistry and more). Tutoring is offered in other subjects depending upon tutor availability.

- Online tutoring is offered through Microsoft Teams[viii]. For directions, please visit our website.

- After hours and non-supported course tutoring is supported by NetTutor, the online tutoring service. Contact any Success Center[ix] for further information.

- Additional assistance available: basic Chatt Tech email use, Blackboard navigation, Okta, class registration, and more.

- If students need assistance, email Success.Center@ChattahoocheeTech.edu or visit us at Success Center Answers[x].

Marietta and North Metro Computer Labs

Although all Academic Success Centers have computers for use within the centers, Marietta and North Metro Campuses have separate computer labs. These labs provide students additional

- Computers to aid students with completing homework, checking Chatt Tech emails, and answering questions about BlackBoard or Banner.

- Staff who are available to help students navigate Microsoft Office, including Word, Excel, PowerPoint, Publisher, and Access DB.

- Printing, which is limited to black and white only.

- iMacs with X-Code editing software for the CIST Swift Programming courses. (Marietta lab)

Tutoring Expectations:

- Come prepared with all necessary materials (i.e. class notes, assignment guidelines, rubrics, homework, textbooks, writing drafts, flash drive, calculator, etc.).

- Tutors **WILL NOT** help with quizzes or tests!

- Be patient and respectful of other students, tutors, and Center Leads.

- Please help us maintain a distraction-free environment by silencing your cell phones and other media and ensuring your drink is bottled.

- For online tutoring, be prepared to share your screen with the tutors so they can assist you.

Lab Expectations:

- Be prepared to sign in at the designated computer

- Be courteous to the lab monitors

- Food and drinks are not allowed near the computers

- Browsing is permitted as long as another student does not need the computer for homework and/or Chatt Tech related activities.

- Please see an Academic Success Lead to host your study group sessions.

Having Technology Issues?

- Visit our **Help Desk Assistant** at the North Metro Success Center (A133) during on-campus hours[xi] for live, in-person help.

- Visit the Technology Answers Page[xii] for a list of FAQs related to student technology concerns.

- Submit a Student Help Desk Request Form[xiii]. Please provide your full name, student ID (900#), contact information, and description of your technology issue.

For the most recent, up-to-date information on the Success Centers and Computer Labs, please refer to the college website or contact one of the following Success Centers:

Campus	Success Centers	Computer Lab
Appalachian	Success Center 706-253-4519 Room 215	Library 706-253-4572 Room 227
Canton	Success Center 770-720-3596 Room A106	Library 770-345-1390 Room A200B
Marietta	Success Center 770-528-4588 Room D2203	Computer Lab 770-528-4476 Room F1141
Mt. View	Success Center 770-509-6346 Room 233	Within the Success Center Room 233
North Metro	Success Center 770-975-4243 Room A133	Within the Success Center Room A131
Paulding	Success Center 770-443-7948 Building C	Within the Success Center Building C
Woodstock	Success Center 770-720-6683 Room A100	Within the Success Center A100

CTC Libraries

Each library offers a variety of in-person and virtual services, including

- Countless internet resources for conducting research or reading for pleasure
- Assistance with class papers, projects, and assignments
- Computers for school or leisure purposes (school use has priority)
- Printers and photocopiers
- Tables for group study, or carrels for individual study
- Quiet study areas or group study rooms

General Library Policies

- No food

- Drinks in spill-proof containers are allowed

- No guests under 18 allowed

- Place phones on vibrate or turn off

- Step outside the library to use your phone

Library Locations and Contact Information

Please consult your home campus library for days and hours of operation before making a trip to campus.

Campus	Phone Numbers	Room Numbers
Appalachian Library	706-253-4572	Room 227
Canton Library	770-345-1390	Room A200
Marietta Library	770-528-4536	Room D2211
Mt. View Library	770-509-6320	Room 221
North Metro Library	770-975-4122	Room 209
Paulding Library	770-443-3630	Room B145
Woodstock Library	770-720-6687	Room A101

For the most recent, up-to-date information on the Libraries, please refer to the **Library** link under the **Services** section on the college website.

Have a question? Ask us! Library.Answers@ChattahoocheeTech.edu **or** visit Library Answers[xiv]

Campus Bookstores

At Chattahoochee Technical College Bookstores, you will find new and used textbooks, textbook rentals, software, gifts, logo apparel, supplies, and much more. Visit the Bookstore site[xv] to find out which textbooks you will need for your classes. Bookstores are located at Marietta and North Metro (some have limited hours) and stock textbooks and course materials for classes offered at that location. Course textbooks and materials for online courses will generally be available at the Marietta and North Metro bookstore locations. Students may also purchase from the online bookstore.

The bookstore operations of the college are contracted with Follett Corporation. Chattahoochee Technical College does not own, staff, or manage the operations of this contracted vendor. Chatt Tech established benchmarks as part of the competitive bidding process, and Follett was the selected vendor based on sets of scored criteria. As a contractor, the bookstore controls refunds, buy backs, and other bookstore-specific policies.

Welcome to Chatt Tech. We want to be a key player in your successes. Come by and say hello, check out our stores. Best of luck in your classes!

Department of Public Safety/Campus Police

For emergencies or to report suspicious behavior, please call:

Police Dispatch at 770-529-2311.

If you have any questions, please feel free to reach us at 770-529-2441.

The Chattahoochee Technical College Police Department is a Georgia POST recognized police agency and maintains a force of Georgia POST Certified Police Officers.

Campus Police Officers will always conduct all law enforcement tasks with a proactive, service-oriented and safety-first approach. Some additional services provided are listed as follows.

Services Provided

- Escorts to and from vehicles
- Vehicle unlock equipment
- Investigative service
- Medical emergencies
- Emergency jump starts
- Parking permits
- Student identification cards
- Lost and Found
- Vehicle and foot patrols
- Women's safety courses

The Public Safety Department will not unlock vehicles to retrieve keys but will provide the tools and equipment for your use. Emergency situations in regards to unlocking your vehicle will be handled on a case-by-case basis. Check with the Campus Police Department to find out what additional services may be offered on your individual campus. All Chatt Tech Police Officers have the powers of arrest and the authority to enforce all federal, state, and local laws in a fair and impartial manner. Their jurisdiction includes the entire campus and extends to any Chatt Tech property controlled by the Technical College System of Georgia.

Preventing theft on campus

- Keep cash, checks, credit cards, and books with you at all times; do not leave them in an open or unattended area.
- Write your name and student ID, in pen, inside your books or belongings if you can.
- Preventing theft is everyone's responsibility.

Tips for Safety

- Be alert to your surroundings and the people around you.
- Walk confidently and with a steady pace. A person who intends to harm often looks for someone who appears vulnerable.
- Keep your car in good working order and the gas tank at least half full.
- Park in well-lit areas. Call campus police for an escort if you are unsure about walking to your car alone.
- Have your car keys in your hand and check the back seat areas before entering your car. Notice anything unusual as you approach the car. If you see anything suspicious, return to the building and call campus police. Never remote your car open when approaching your car.
- Lock your car upon entry.
- If you think you are being followed, drive to a public place or to an open police or fire station.
- Program the Campus Police Dispatch number into your cell phone.

Safety while Walking
- Do not hitchhike or accept rides from someone you do not know.

- If a driver stops to ask for directions, avoid getting near the car. Never let someone force you into a car – run, yell, attract attention.

- If you are harassed by the occupants of a car, turn and walk in the other direction. Find a location nearby populated by other people.

- Avoid walking alone at night and avoid doorways, bushes, and alleys.

Student ID & parking passes

Visit the Department of Public Safety on your campus

- Get a student ID and parking pass at any campus police office; if an officer is not there, please call dispatch at 770.529.2311 and an officer will meet you.

- Students may be asked to show their student ID cards to obtain college services and in some instances receive student discounts at local venues (e.g. movies, restaurants, etc.).

- Parking passes are a way for Chatt Tech security to maintain the current status and safety of your car. If there is an accident or a break-in to your vehicle, the identification number on your parking pass will aid campus police in quickly obtaining your contact info so that you can be informed as soon as possible.

CTC Departments
Academic Advisement

Academic advisors in the Office of Advisement are assigned by program of study. Students have a team of academic advisors assigned to their specific program. Students can locate who their advisor is by knowing their program of study!

Students can find the contact information for their academic advisor as follows:
- o **From the Chatt Tech homepage, under the Services tab, click Academic Advisement, scroll down and click Meet Our Advisors.**

Office of Advisement Locations:
- Canton Campus, Office A100
- Marietta Campus, Success Center, D Building, and in Building I
- Mt. View Campus, Office 222
- North Metro Campus, Success Center, A Building
- Paulding Campus, Success Center, C Building

Office of Career Development

The Office of Career Development provides optimal and comprehensive career development services to students and alumni, assisting them in reaching their highest level of intellectual and personal development to attain their career goals.
Services include but are not limited to the following:

- **Career and Major Explorations**
- **Career Fairs and Recruitment Events**
- **Employment and Internship job postings**
- **Resume/Cover letter assistance**
- **Interviewing Skills/Mock Interviews**

Resources:

Online Job board[xvi]

Labor Market[xvii]

Career Information[xviii]

For additional information, please visit: Career-Development[xix]

Counseling

Mental health counseling can help students understand and explore difficult challenges in their lives. Through personal counseling, students can learn to reach their potential through meaningful introspection, better informed choices, and resolution of problems that cause emotional turmoil. Students can share problems with a caring, non-judgmental counselor in a safe, confidential space. Brief counseling strategies are often utilized to help students resolve issues over a short period of time. We offer in-person sessions on the Marietta, North Metro, and Paulding campus locations. To meet the needs of all students, we also offer distance counseling sessions, also known as telemental health, using phone or secure video. **Contact us at** Counseling@Chattahoocheetech.edu
Main number 770-975-4152.

Services include:

- Counseling: Personal, Educational, Career
- Educational Planning for Success
- Workshops, webinars, and in-person psychoeducational events
- Self-Help and Support Groups
- Student Advocacy

Visit Counseling Services[xx] on the website for more resources and information.

Disability Support 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 provides accommodations and services that are individualized and appropriate for students with documented disabilities.

A student must self-disclose and provide documentation of a disability that supports requested accommodations. This is in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 and the Americans with Disabilities Amendments Act of 2008. Accommodation requests may be made at any point of the term.

Services include:
- Testing Accommodations
- Reader, Note Taker, Scribe, Recorder
- Assistive FM Listening Device
- Captioning Services (remote and in class)
- Interpreter Services for the deaf and hearing impaired
- Assistive Technology and Software
- Assistance in obtaining books in alternative formats
- Referrals to college and community support services
- Quiet disability labs at North Metro and Marietta

Marietta, Paulding, Mt. View, Appalachian, North Metro, Woodstock, Canton 770-975-4099

Visit the Disability Services[xxi] website for more resources and information.

International Services

International Services supports the College's international, non-immigrant and immigrant, exchange students and foreign-born students through a wide variety of service functions. Serves all campus locations. For more information, visit International Services[xxii]
International Enrollment
- College admissions
- Intensive English Program admissions
- International student orientation

International Student Visa Assistance

- Student visa information
- SEVIS/Visa documents
- International student work permission applications
- Travel signature
- Extension of Form I-20
- SEVIS record updates and transfers

Other Services

- Referrals
- Cultural Adjustment
- Obtaining GA driver's license information
- International Club and College International Festival

International Services

Phone: 770-528-4528

internationalservices@chattahoocheetech.edu

Office Hours: Available by appointment

Office of Student Involvement

"Studies show the more students are engaged or involved in campus life activities, the more likely they are to graduate!"

–Jalynn Roberts, *Research in Higher Education Journal*

The Office of Student Involvement provides opportunities for students to become active members of their college community and meet other students with similar interests. The OSI strives to enhance students' educational experiences outside of the classroom by offering many entertaining and educational events such as the following:

• Multicultural Events	• Social Activities	• Family Friendly Programming
• Leadership Programs	• Diversity Programs	

Registered Student Organizations (RSOs)

Students are encouraged to enrich their educational and leadership skills through involvement in a Registered Student Organization (RSO) at the college. Students involved in an RSO will find greater connectivity with the college, their peers, and their advisors, and are more likely to remain in college through graduation or completion of education and professional goals. For more information on participating in activities or RSOs, go to the Office of Student Involvement[xxiii]

E.A.G.L.E.Link[xxiv] is a platform to help engage students in their academic and social lives while attending Chattahoochee Technical College. E.A.G.L.E. Link will be used by Chattahoochee Tech RSOs and various departments to post upcoming events and important information for students to access quickly, including all on campus student activities as well as important department information. E.A.G.L.E. Link promotes a better and more engaging relationship between faculty and staff and the student by creating a one stop shop platform that students can use for news on events, to check their Eagle Bucks, and find departmental information.

Records

The Records Office at Chattahoochee Technical College provides an important link between our established academic policies, the academic departments within the College, and our students. This office is responsible for processing applications and documents, issuing transcripts and enrollment verifications, evaluating transcripts, and awarding and posting degrees. The Records Office maintains the accurate and secure academic records of all students.

Program changes:

Program changes can be submitted for upcoming semesters before the last day of final registration. Programs are not changed for previous terms or terms that are currently in progress. It is recommended that students speak to their academic advisor and a financial aid representative before changing their program.

- Visit the College home page.

- Click on Enrollment on the top right side of the page.

- Click on Change of Program from the drop-down menu.

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. Students can review their DegreeWorks audit by logging into their BannerWeb account.

Drop/Add

The first days of the semester are the Drop/Add period. At the conclusion of the drop/add period, courses may no longer be added to your schedule. If you drop a course during the drop/add period, you will receive a 100% refund. See the College Calendar for exact dates of Drop/Add each semester.

NOTE: A late fee is incurred by all students creating a new schedule during the drop/add period.

Enrollment Verifications:

Enrollment verifications can only be requested for the current semester. If you need proof of enrollment for a past term, please follow the online instructions for requesting an official transcript.

- Visit the College home page.
- Click on Enrollment on the top right side of the page
- Click on Records Office from the drop-down menu
- Find Enrollment Verifications on the Records menu in the center of the page

FERPA

Student Rights and Privacy: What is FERPA?

- FERPA, also known as the Buckley Amendment, stands for the Family Educational Rights and Privacy Act of 1974.
- The law is designed to protect the privacy interests of students with regard to their educational record.

What Are the Rights of the Student?

- The right to review and inspect their educational records
- The right to request an amendment of their educational records
- The right to have some control over the disclosure of personally identifiable information contained in the educational record

- The right to file a complaint with the U.S. Department of Education

Do the Parents Have Any Rights Under FERPA?

- A release form signed by the student will grant a parent the ability to review the student record but not make changes.

- At CTC, parents of dependent students may be granted the right of access to the records of their dependents, but only upon receipt of a written request from the parent and upon providing documentation that the student is a dependent for tax purposes.

Official Transcript Request:

Chattahoochee Technical College has retained Credentials Inc. (TranscriptsPlus) to accept transcript orders online. You can request your transcripts by visiting the Records Office page on the website. Ordering your transcript online is the only option for students to request a transcript.

- Visit the College home page.
- Click on Enrollment on the top right side of the page
- Click on Official Transcript Request from the drop-down menu

PLEASE NOTE: Chattahoochee Technical College is no longer accepting transcript orders via fax, email, or in person. Transcripts cannot be issued to a student whose record indicates financial obligation to the college.

Petition for Graduation:

Students can petition for graduation two terms before they are expected to complete their program. Students petitioning before the posted document deadline will receive a pre-audit of their coursework.

- Visit the College home page.
- Click on Enrollment on the top right side of the page
- Click on Records Office from the drop-down menu
- Find Petition for Graduation on the Records menu in the center of the page

Commencement Ceremony:

Chattahoochee Tech currently has two commencement ceremonies each year. One is scheduled after the spring semester and one after the fall semester. To participate in the upcoming ceremony, please register on the commencement ceremony page.

- Visit the College home page.
- Click on Enrollment on the top right side of the page
- Click on Records Office from the drop-down menu
- Find Commencement Ceremony on the Records menu in the center of the page

Withdrawal

Through the end of the ninth week of the semester, students may withdraw from any or all courses from their schedule. Students are responsible for withdrawing themselves from any or all of the classes through **BannerWeb**. No withdrawals will be processed after the 'W' period ends. Students who do not withdraw from classes will be assigned grades earned. No refunds are issued for withdrawing from courses.

Wellness Department

The [Wellness Department](#)[xxv] promotes the education and development of students through academic success and physical and emotional well-being. Wellness focuses on the overall well-being of students through appropriate programming and the use of the on-campus gym.

Coordinator of Wellness Contact:

 Mr. David Archer darcher@chattahoocheetech.edu. 770-528-5815

Office of Student Resources

The Office of Student Resources provides student-centered, comprehensive programs, services, and events, which promote equality, enhance the educational experience, foster success, and contribute to the economic self-sufficiency of students who are members of targeted special populations student groups.

Targeted Special Populations Student Groups*

Out of Workforce Individuals: Students who have worked without pay to care for a home and/or family, and for that reason have diminished marketable skills, and have been dependent on the income of another family member but are no longer supported by that income.

Economically Disadvantaged: Students who are Pell Grant recipients or who are receiving federal assistance such as Food Stamps and/or Medicaid.

Limited English Proficiency: Students have difficulty due to English not being their first language.

Non-Traditional Program: Students in non-traditional programs that lead to occupations or fields that have 25 percent or less of their gender employed within the occupation.

Single Parents: Students who have the primary or joint custody of a dependent child. May be divorced, widowed, legally separated, or never married.

Students with Disabilities: Students who have a documented disability with the Disability Services Department.

Homeless: Students are defined as not having a primary residency.

Foster Care: Students who were in, or have aged out of the foster care system.

Active Duty: Students with parents on active duty in the armed forces.
A student must self-disclose with the Office of Student Resources that he/she is a special population student.

Special Populations Services

- **The Textbook Lending Program:** Textbooks are lent to students who face financial challenges. The Textbook Lending Program is designed to assist qualified students in obtaining some of the required textbooks that due to cost may not otherwise be affordable to them. Available textbooks are lent to students for one semester on a "first come, first served" basis each term. Students will have to apply for books each semester through an application process.

- **Institutional and External Resources:** Lists and access to resources provided by Chattahoochee Tech, city and county agencies, state agencies, and businesses to assist with factors that could prevent students from program completion.

- **Workshops and Training:** Beneficial workshops that can cover an array of topics that students can take advantage of, including but not limited to: Life & Study Skills, Communication, Personal Branding, Leadership, Employability, Parenting Skills, Financial Management, and Networking.

- **Resource Fairs & Other Events:** Providing opportunities for students to interact with many internal and external resources at one time.

- **Food Pantry:** Assisting local students who suffer from hunger and food insecurity.

General Resources

Some students will have difficulty committing to a college education due to "life" issues. The Office of Student Resources can assist students with finding resources to combat situations that could prevent them from attending their classes or graduating from their program. These resources can include childcare, transportation, housing, and others.
To learn more, please visit the [Office of Student Resources](#)[xxvi]

The Workforce Innovation and Opportunity Act

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA at Chattahoochee Technical College serves three workforce regions. Your region is determined by the county you reside in or the county of the employer who laid you off. The campus you attend, or where your program of study is located, does not determine which region you can receive services from.

Please reach out to your region's WIOA coordinator to discuss your eligibility. Call or just drop by:

Region 1: Northwest Georgia Regional Commission (serving Bartow, Gilmer, Pickens & Paulding Counties)

- Appalachian Campus 706-253-4617

- North Metro Campus 770-345-1098

- Paulding Campus 706-443-3622

Region 4: Worksource Cobb

- Cobb County 770-528-4300 (external number and location)

Region 7: Atlanta Regional Commission

- Cherokee County 770-771-0450 (external number & location)

Financial Aid

Federal and State Agencies

Federal Student Aid Info	http://www.studentaid.gov	800-433-3243
FAFSA on the Web	http://www.studentaid.gov	800-4FED-AID (school code: 005620)
Georgia Student Finance, HOPE and Other State Grants	https://www.gafutures.org/	800-505-GSFC
Veterans Benefits	http://www.va.gov	888-442-4551

Student Accounts Office

Tuition and Fees

Please refer to ChattahoocheeTech.edu for the most recent and up to date information on tuition and fees. Tuition is standard across all programs at the college. We charge the same rate per credit hours. A student's residency classification affects the rate he or she is charged.

Payment and Financial Aid Deadlines

Payment and financial aid deadlines are established for each registration period and are adhered to strictly. Payment and/or financial aid must be in place to cover a student's 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. Additionally, students who are dropped for non-payment may be subject to a registration hold being placed on the account—delaying re-registration.

The College's official payment deadlines, per semester, are published in the college's official academic calendar and on the Student Accounts Office page.

Refunds

When a students' aid exceeds the total cost of their tuition and fees and any books that were purchased with the book credit in the bookstore, those students receive a financial aid refund. Refunds are processed through BankMobile approximately four to five weeks from the first day of class. You must set up your refund preference on bankmobilevibe.com. You will choose how you would like to receive any refunds in one of three ways: electronic transfer to an existing bank account, direct deposit into a BankMobile Vibe account with a debit card, or paper check.

Nelnet Payment Plans

Nelnet Payment Plans are designed for students who wish to spread their tuition and fees payments over a specified period of time. Students who enroll in the plan will pay a minimal enrollment fee. Nelnet Payment Plans are set up for the full amount of tuition and fees owed. You can access Payment Plans through BannerWeb.

CTC Financial Aid Info for Students

Applying for Financial Aid

Please visit <u>Financial Aid</u>^{xxvii} to get information for applying for financial aid. (Click on Apply for Aid.)

Awarding Process

An email will be sent to students' Chatt Tech email regarding FA award(s) when the application is complete and reviewed. You can also check your award(s) by logging on to your account on BannerWeb and selecting award, award by aid year, and the current year.

Disbursement Process

Any financial aid that has been awarded to you will authorize to disburse prior to the payment deadlines. If you have enough authorized aid to pay your balance, your schedule will be saved. If you do not have enough aid, you must pay the difference before the payment deadline or your schedule will be purged. Approximately 14 days into the semester, your aid will disburse and pay toward any balance you may have showing in BannerWeb.

Bookstore Credit

Students may use up to $1,000 in Federal Pell Grant (after tuition/fees are paid) for purchases of items in the bookstores across all campuses and online. Funds will be in the bookstore by the beginning the first day of classes for students who have registered during the early registration period and whose financial aid file is complete. The final day to use financial aid in the bookstore will be posted in the bookstore and on the website. Charging against your aid is usually allowed for the first two weeks of the semester.

Financial Aid FAQs

Is there a limit on the number of hours for which HOPE will pay?

Yes, you can receive the HOPE Grant for 63 semester paid hours for a technical certificate or diploma program. You can receive the HOPE Scholarship for 127 semester hours of combined HOPE Grant and HOPE Scholarship.

What is the difference between HOPE Grant and HOPE Scholarship?

The HOPE Grant is for eligible students seeking a <u>diploma</u> or <u>certificate</u>. The HOPE Scholarship is for eligible students seeking a <u>degree </u>program.

Why is my certificate program not Pell-eligible?

To be Pell eligible, a program must be at least one year long or require a certain number of clock hours. Because of the length of some CTC certificate programs, many certificates are not eligible for Pell. Generally, certificate programs are NOT Pell-eligible because they do not take more than one year to complete.

Can I use my financial aid in the bookstore for textbook purchases?

Yes, if all your tuition and fees have been paid, and you're eligible for more aid than your total cost, you can you use a portion of your award towards **purchases** in the **bookstore**. Purchases using aid are limited to $1,000. Not all students are eligible for the full $1,000 as eligibility is determined on a case-by-case basis. Financial aid in the bookstore is available by the first day of the semester.

Are there any limits or conditions on my financial aid?

To keep all financial aid awards, students must maintain **Satisfactory Academic Progress**. Satisfactory Academic Progress is a set of federal, state, and institutional guidelines for students receiving financial assistance in which students must do the following:

- Earn a minimum 2.0 GPA each term and a minimum 2.0 GPA overall/cumulative to maintain all aid. HOPE scholarship requires at least a 3.0 GPA.

- Complete 67% or more of your credit hours with an A, B, or C grade. Withdrawals that occur after Drop/Add (first three days of the semester) negatively affect SAP although your GPA may not be affected.

- Complete your program/major within a 150% of the number credit hours required per the catalog. For example, if your major is 60 credits long, financial aid will allow you to attempt 90 credit hours. 60 x 1.5 = 90. If you reach/exceed 90 attempted hours (with or without financial aid), you will lose your Good Standing for financial aid purposes.

- Courses paid by Pell funds can be repeated only once after you have earned a passing grade in that course. For example, if you earned a C in BIOL 1111 and are registering again to attempt to earn an A, financial aid can be used for that second attempt.

How many credits do I need to be considered a full-time student?

For financial aid and enrollment verification purpose, **12 credits or more** constitute full-time. Tuition/fees are assessed up to 15 credit hours per term.

Do I have to be a full-time student in order to get financial aid?

No, Financial Aid at the college does not require full time enrollment. HOPE pays based on the number of credit hours registered. Pell Grant is awarded based on full-time enrollments, but it's prorated/adjusted for students who are not full-time. Some students qualify for so little Pell

Grants that they are required to attend full-time to receive any Pell, but those are specific cases—not a rule for all Pell students.

What happens to my financial aid status if I withdraw from school or drop a class?

Students who withdraw from school while on financial aid may have their awards reduced. Depending upon when you withdraw from school, your awards can be reduced, and you may be required to repay a specified percentage of any aid you have received in the term in which you are withdrawing. Check with the Office of Financial Aid before withdrawing from school to see if withdrawing could affect your awards.

How will dropping a class affect my financial aid?

If the course is dropped within the drop/add period (Drop/Add is 3 days for summer and 5 days for Fall and Spring), it does not affect your financial aid. Courses dropped during Drop/ Add go away as if they never happened—along with tuition/fees for those courses and financial aid for those courses. Courses dropped on or after the fourth day are considered a withdrawal and will affect your SAP (Satisfactory Academic Progress) and possibly your balance due. You are encouraged to contact the Financial Aid Office before you drop or withdrawal for your classes so you can be advised on how the drop/withdrawal will affect your financial aid standing, money you may owe to the college, etc.

I am on financial aid suspension. Is there any way I can get my financial aid back?

Yes, you have the opportunity to appeal. You must fill out the SAP Appeal form and submit it to the financial aid office for review by the posted deadline. SAP appeal forms can be found on the financial aid website located under financial aid forms. Appeals are reviewed twice in Fall and Spring and only once for Summer term, and you will be notified of the decision of the appeal committee **via your Chatt Tech email**.

What is SAP and how is my financial aid affected by it?

In order for students to retain financial aid, they must maintain Satisfactory Academic Progress or SAP (SAP guidelines are on page 37). If students do not maintain SAP, their aid may be suspended. However, if extenuating circumstances have made it difficult to keep financial aid, students have the option to appeal. In the appeal, a student would have the opportunity to explain his or her extenuating circumstances, supply supporting documentation, etc.

A committee reviews all appeals, and the committee's decision is final. Your appeal should be thorough and detailed.

I am thinking about withdrawing from a class. Will this affect my aid?

Yes. You will not be required to pay back HOPE; however, if you completely withdraw from classes, you may be subject to paying back your Pell award. Even if you are not required to pay money back, your withdrawal will still count as an attempt. You must successfully complete at least 67 percent of the classes you attempt in order to remain in good financial aid standing, regardless of your GPA.

Why have I just been put on suspension if I have an outstanding GPA?

Students are expected to complete their program of study within a 150 percent timeframe. For example, if a student's program of study consists of 50 total hours to graduate, the student is expected to finish that program within 75 attempted hours (50 x 150% = 75). This additional time/credit allows for times when the student may have to drop a course or repeat a course.

What is SEOG?

SEOG is the Federal Supplemental Educational Opportunity Grant. A limited amount of SEOG is appropriated from the federal government every year to be awarded to the students with the highest financial need. The only required application is the FAFSA, and the financial aid office awards all students who are eligible until funding is depleted. Our allocation is never enough to award all students who are eligible.

How do I apply for scholarships?

Each scholarship has different criteria. Information about scholarships awarded by the Chattahoochee Tech Foundation is available online. If you are still in high school, it is important to work with your high school counselor for information on scholarships for students entering college.

What is Federal Work-Study (FWS) and how do I apply?

The Federal Work-Study Program provides part-time jobs to eligible financial aid students. FWS gives them the opportunity to earn money like a part-time job as well as gain valuable work experience. Work-study jobs are on campus and can offer more flexibility than a traditional part-time job in that your class schedule is considered when setting up your work hours. Students must complete the Free Application for Federal Student Aid (FAFSA). Available work study positions are listed at the CTC Job Center[xxviii].

FWS Contact:

Kristina Casey, 706-253-4881, Kristina.casey@chattahoocheetech.edu

Other things a student should know…

Scholarships and Grants

Generous support from our donors allows the Chattahoochee Tech Foundation to offer student scholarships and emergency grants to help current students. The Foundation offers the following:

- **Chattahoochee Tech Foundation Scholarships** – includes various scholarships established by donors. Each scholarship has eligibility requirements based on the donor's criteria. Some scholarships have additional criteria (ex: program of study, area of residence, etc.); the online application automatically filters which scholarships a student is eligible to apply. Scholarship application acceptance begins in January and closes in February**.**

- **External Scholarships** – Scholarships offered by external organizations. The Foundation does not administer or select recipients. Applicants who are interested should contact the sponsoring organization for deadlines.

- **Emergency Grants for Tuition and Fees**—Current students with 9 or more earned credit hours and a 2.0 or greater GPA may be assisted through the emergency grant fund one time only. If approved, the Foundation will cover up to 50% of a student's out-of-pocket tuition and fees for each semester. Applications are accepted prior to start of each semester. Visit the Chattahoochee Tech Foundation's website for application deadlines.

- **Emergency Grants for Unexpected Financial Expenses**—Current students with 9 or more earned credit hours and a 2.0 or greater GPA may be assisted through the emergency grant fund one time only. Funds are limited to a maximum of $500 paid directly to a vendor. Applications are accepted year-round.

- **For more information about scholarships and grants, visit** Chattahoochee Tech Foundation[xxix]. Students may apply for scholarships and download emergency grant application by visiting the Foundation's website.

- **For a complete list of scholarships, please visit** Student Scholarships[xxx].

Veteran Services

At Chattahoochee Technical College, we are proud to serve those who have served our country in the United States military and their family members. We appreciate your commitment to your education and career aspirations. Our goal is to support you as you complete those endeavors. We will assist in your transition or return to civilian life after your military service has ended. It is possible you may receive college credit for your military training. We encourage you to request and submit your military training transcript to us for evaluation of transfer credit.

For more veteran service information please refer to Veteran Services[xxxi].

For Veteran Affairs Education Benefits: Eligible students can receive both VA benefits and financial aid. However, state financial aid (HOPE) takes precedence over VA benefits and federal financial aid as HOPE must be used only for tuition. You may contact one of our Veterans Certifying Officials for additional information: Last name A – F, contact Mandy Gable, Mandy.Gable@chattahoocheetech.edu, (706) 253-4538, or Last name G – Z, contact Kay Paul, Kay.Paul@chattahoocheetech.edu, 770-528-3964 .

 As a military member, veteran, or veteran family member, we invite you to visit the Chattahoochee Tech Superior Plumbing VECTR Center and Jim Cunningham Veterans Lounge at the Marietta Campus in Building E. Come by for a cup of coffee or just to meet and talk with other veterans or veteran family members. We have computers available for you to use, military periodicals, and support and service agency information as well for your reference. We would like to meet you in person.

Hours of operation during the semester are as follows:

 Mon– Thurs: 8:00 AM – 5:00 PM; Fri: 8:00 AM – 1:00 PM

Please contact Dena Williams at the VECTR Center via Dena.Williams@chattahoocheetech.edu or 770-528-3492.

Veteranservices@ChattahoocheeTech.edu

Your Veteran Services Coordinator is Michael Payne, U.S. Army, Michael.payne@chattahoocheetech.edu or 770-528-3491.

Registration Cycles

Fall Semester begins in the later part of August. Check the calendar!

- You may register for Fall Semester courses beginning in late April until the final registration day the week prior to classes beginning.
- Consult the calendar to make sure that you complete payment for tuition and fees by the deadline.
- Once classes begin, you may make changes to your schedule, without penalty, the first five days of the semester (first three days for summer term).

In early October, you need to consult DegreeWorks via BannerWeb and make plans to meet with your academic or faculty advisor. Registration for the spring semester will open late October to early November. Your advisor can help you plan upcoming courses. It is helpful if you are familiar with your program so you can be a part of the planning process.

At the end of the ninth week, the opportunity to withdraw from a class or classes will end. You must decide how a 'W' may affect your financial aid eligibility, completion rate, and educational goals.

Finals will occur the first week of December. Be sure to register for spring. Check your final grades mid-December!

TIP: Be aware of the **document deadlines** each semester. Check the calendar. Documents such as readmit and transient requests, change of program, financial aid documents, and petitions to graduate must be received.

TIP: Re-apply for financial aid by applying to FAFSA around tax time. Once you (or your parents) complete their taxes, you can reapply for aid for fall.

Spring Semester begins in early to mid-January. Check the calendar!

- You may register for spring courses from late October-early November to final registration just before classes begin.
- Consult the calendar to make sure that you complete payment for tuition and fees by the deadline.
- Once classes begin, you may make changes to your schedule, without penalty, the first three days of the semester.
- In mid-March schedule an appointment with your academic or faculty advisor to plan for summer courses. Summer semester is a shortened semester and only lasts 10 weeks. Consult DegreeWorks for potential courses you may be eligible to take.

At the end of the ninth week, around the third week of March, the opportunity to withdraw from a class or classes will end. Consult an advisor to determine if withdrawing or sticking with a class is your best option.

Finals will occur the first week of May. Be sure to register for summer semester. Check your grades mid-May.

If you are not enrolling for summer semester:

- In mid-April, schedule an appointment with your academic or faculty advisor to plan for fall courses. Consult DegreeWorks for courses you may be eligible to take. Fall semester is the most popular semester, so register early for best class selection! The schedule of classes for Fall Semester will be posted, and registration opens toward the end of April.

Summer Semester begins in early June and lasts just 10 weeks and ends the first week of August.

Student Grievances

Chattahoochee Technical College practices a methodology that encourages 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, see the following complaint procedures:

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: Shanequa Warrington, sdwarrington@ChattahoocheeTech.edu, 770-975-4023.

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 grievances@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.

Service Learning

Consider participating in a Service Learning project. You can find a project or community partner on the website organized by theme. Find a link that interests you or one that relates to the topics in your class. One-day projects and other special projects are posted on the service learning page under "Upcoming Volunteer Opportunities."

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.

Drug Free Schools and Communities Act

Chattahoochee Technical College is a drug-free campus.

As such the campus community is doing its part to curb usage of drugs and alcohol and to educate our staff and students about the associated dangers. Chattahoochee Technical College will comply with all pertinent local, state, and federal laws and regulations and is eager to join other educational facilities in this national effort to combat drug and alcohol abuse. National and state certifications of intent to comply with these laws in order to continue to receive funds for financial assistance have been submitted. The Federal Drug Free Schools and Communities Act of 1990 contains Section 20, Drug Free Schools and Campuses, which was enacted to ensure that any institution of higher education that received funds under any federal program has adopted and implemented a program to prevent the use of illicit drugs and abuse of alcohol by students. For more information visit Drug Free Schools[xxxii] in our college catalog.

Under the terms of this act, colleges must annually distribute in writing to each student the following: 1) Standards of conduct that clearly prohibit the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on the school's property or as part of any of the school's activities; 2) Descriptions of applicable legal sanctions under state, local, and federal law; 3) Description of health risks; 4) Description of available counseling, treatment, rehabilitation, or re-entry programs; and 5) Clear statement that the school will impose sanctions for violation of standards of conduct and a description of sanctions

Standard of Conduct

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. The administration reserves the right to maintain a safe and orderly educational environment for students and staff. Therefore, when, in the judgment of college officials, a student's conduct disrupts or threatens to disrupt the college community, appropriate disciplinary action will be taken to restore and protect the atmosphere of collegiality and mutual respect on campus. This

procedure is intended to provide an orderly protocol for handling disciplinary cases in accordance with the principles of due process and justice.

Proscribed Conduct

Any student found to have committed the following drug and/or alcohol misconduct is subject to disciplinary sanctions by the college's judicial review committee if the student is found in violation of the following as per the published Student Code of Conduct. In addition, allegations of drug and/or alcohol violations may include investigation and possible prosecution by local, state, or federal laws. The Student Code of Conduct lists the following as violations:

j) Use, possession, or distribution of narcotic or other controlled substances except as expressly permitted by law.

k) Use, possession, or distribution of alcoholic beverages or public intoxication on Technical College premises or at off-campus activities sponsored by the Technical College.

In addition, no student may engage in the unlawful manufacture, possession, use, or distribution of illicit drugs and alcohol on the Technical College's property or as part of any of its sponsored activities. Notification that severe penalties will be imposed upon students for drug and alcohol use and/or abuse violations occurring on campus, off-campus classes, or activities sponsored by the college as those violations adversely affect the Technical College community or the pursuit of its objectives. Technical College jurisdiction and discipline shall be limited to conduct which occurs on Technical College premises, off-campus classes, activities, or functions sponsored by the Technical College, or which adversely affects the Technical College Community and/or the pursuit of its objectives.

Possible Penalties and Sanctions

Such unlawful activity may be considered sufficient grounds for serious punitive action, including immediate suspension and/or expulsion from the College. Disciplinary sanctions for students convicted of a felony offense involving alcohol or the manufacture, distribution, sale, possession, or use of marijuana, controlled substances, or other illegal or dangerous drugs, shall be considered for immediate suspension and denial of further state and/or federal funds from the date of conviction. Specifically, in the case of a drug related offense, the student shall minimally be suspended for the remainder of the semester and forfeit all academic credit for that period. Appropriate action will be taken in all cases in which students, faculty or staff are determined to be in violation of the Drug-Free Schools and Communities Act Amendments of 1984, as implemented by college policy.

Any alleged violation of the acts, as implemented by this policy, by a student of the College will be reported through appropriate faculty or administrative channels to include campus police.

The circumstances surrounding the offense and the facts as determined by appropriate investigation will be fully reviewed prior to a decision on the action taken through the Behavioral Intervention Team and/or Judicial Review Committee. Possible disciplinary sanctions for failure to comply with the provisions of this policy may include one or a combination of the following:

- Warning
- Reprimand
- Probation
- Mandatory participation in and satisfactory completion of a drug/alcohol abuse program, counseling, or rehabilitation program to include completion of AlcoholEdu
- Suspension for up to one year
- Referral for prosecution
- Expulsion
- Other appropriate disciplinary action(s)

The Technical College shall notify the appropriate state/federal funding agency within 10 days after receiving notice of the conviction from the student or otherwise after receiving the actual notice of conviction. Within 30 days of notification of conviction, the Technical College shall with respect to any student so convicted:

Take additional appropriate action against such student up to and including expulsion as it deems necessary following investigation and judicial review.

Provide such student with descriptions of any local or community drug or alcohol treatment facilities, counseling, rehabilitation, or re-entry programs that are available for such purposes and may be mandated by a federal, state, or local health, law enforcement, or other appropriate agency.

Educational Programming

Students in a number of classes each term will be required to complete the learning platform, AlcoholEdu, to learn how to make good decisions regarding alcohol consumption. In addition, mandate students seeking counseling or treatment for drug or alcohol use that impairs the success of daily living will also to participate in this learning platform. This learning platform is also available to any interested student as well. As a campus community effort, CTC will launch a continuous multi-media campaign on all campus locations to inform students about the use, dangers, long- and short-term effects of drug and alcohol use. Educational activities pertaining to drug and alcohol use will be implemented during spring and summer terms.

Potential Health Risks

Concerning potential health risks, students should be aware that according to the National Institute of Drug (NIDA), the National Institute of Health (NIH), and other sources, drug and alcohol use might have a wide range of short- and long-term, direct and indirect effects. Even after one use, short-term effects can cause alterations in appetite, the ability to sleep, slower or faster heart rate, dizziness, changes in blood pressure, behavior, and mood. Extended use over time or even an isolated incident of overindulgence can cause greater health risks to include heart attack, stroke, seizures, disorders of internal organs, and short-term psychosis. In other cases, extreme use of drugs or alcohol can lead to unintentional overdose and possible death. Long-term use of drug and alcohol may include heart and/or lung disease, certain cancers, liver disease, mental disorders, hepatitis, and other health concerns to include an increased chance of dependency or addiction. In addition, use of drugs and alcohol can impair good decision-making skills and consent, which could lead to the contraction of AIDS, HIV, or sexually transmitted diseases due to risk-taking behaviors. The risk for impulsivity, trauma, violence, injury, and risky behaviors may be enhanced due to impaired judgment. In addition, the use of drugs and alcohol may contribute to short- and long-term changes in brain activity that affects mood, impulsivity, memory, stress, and the ability to learn new material and acquire new skills. This may adversely affect a student's educational success and career opportunities. Even when drug and alcohol use is eliminated or reduced, those changes may become permanent. The use of drugs and alcohol may adversely affect babies born to women who use drugs and alcohol while pregnant or breastfeeding.

Treatment Options

There are several options for the treatment of drug and alcohol addiction or abuse to include assessment and evaluation services, intervention services, in-patient and outpatient treatment centers, counseling, CBT and 12-step recovery programs, partial hospitalization options, group therapy, and community support groups. Free individual and group counseling, as well as crisis intervention and limited assessment services, are offered at Chattahoochee Technical College. In addition, a variety of referrals to outside agencies is available. Students may call 770-975-4152 or email Counseling@ChattahoocheeTech.edu to make an appointment.

Contact Emails

Public Safety: 770-529-2311

Academic Advising: academic.advisor@Chattahoocheetech.edu

Bookstore: bookstore@chattahoocheetech.edu

Office of Career Development: career.services@chattahoocheetech.edu

Students Accounts Office: cashier@chattahoocheetech.edu

Counseling: counseling@chattahoocheetech.edu

Disability Support Services: disability.services@chattahoocheetech.edu

Financial Aid: financialaid@chattahoocheeTech.edu

Graduation: graduation@chattahoocheetech.edu

Library: library@chattahoocheetech.edu

Office of Student Involvement: getinvolved@chattahoocheetech.edu

Records Office: records@chattahoocheetech.edu

Recreation & Wellness: rec.wellness@chattahoocheetech.edu

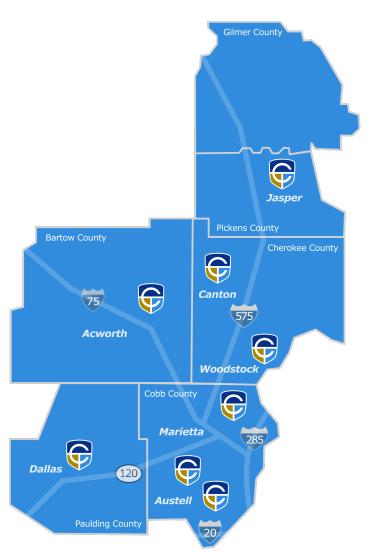**Office of Student Resources:** special.pops@chattahoocheetech.edu

Student Help Desk: helpdesk@students.chattahoocheetech.edu

Success Centers: success.centers@chattahoocheetech.edu

Textbook Lending Program: ctctextbooklending@chattahoocheetech.edu

Veteran Support: veteranservices@chattahoocheetech.edu

Take a Note…

Appalachian Campus
100 Campus Drive
Jasper, GA 30143

Canton Campus
1645 Bluffs Parkway
Canton, GA 30114

Marietta Campus
980 South Cobb Drive
Marietta, GA 30060

Mountain View Campus
2680 Gordy Parkway
Marietta, GA 30066

North Metro Campus
5198 Ross Road
Acworth, GA 30102
Woodstock Campus
8371 Main Street
Woodstock, GA 30188

Paulding Campus
400 Nathan Dean Boulevard
Dallas, GA 30132

Endnotes

[i] https://studentaid.gov/
[ii] https://chattahoochee.bbcportal.com/
[iii] https://studentbils.chattahoocheetech.edu/
[iv] https://adpr.chattahoocheetech.edu/
[v] https://apps.apple.com/us/app/okta-verify/id490179405
[vi] https://play.google.com/store/apps/details?id=com.okta.android.auth&hl=en_US&gl=US
[vii] https://www.chattahoocheetech.edu/online-tutoring-schedule/
[viii] https://www.chattahoocheetech.edu/online-tutoring-instructions/
[ix] https://www.chattahoocheetech.edu/academic-success-center-contact-us/
[x] https://libraryanswers.chattahoocheetech.edu/academic_success
[xi] https://www.chattahoocheetech.edu/helpdesk/
[xii] https://libraryanswers.chattahoocheetech.edu/technology/
[xiii] https://ctcforms.chattahoocheetech.edu/studenthelpdesk/studenthelpform.html
[xiv] https://libraryanswers.chattahoocheetech.edu/
[xv] https://www.bkstr.com/chattahoocheetechstore/home
[xvi] https://joinhandshake.com/
[xvii] https://www.onetonline.org/
[xviii] https://dol.georgia.gov/
[xix] https://www.chattahoocheetech.edu/office-of-career-development/
[xx] http://www.chattahoocheetech.edu/counseling-services-and-student-advocacy/
[xxi] https://www.chattahoocheetech.edu/disability-services/
[xxii] https://www.chattahoocheetech.edu/international-services/
[xxiii] http://www.chattahoocheetech.edu/get-involved/
[xxiv] https://chattahoocheetech.presence.io/
[xxv] https://www.chattahoocheetech.edu/wellness/
[xxvi] https://www.chattahoocheetech.edu/osr/
[xxvii] https://studentaid.gov/
[xxviii] https://www.chattahoocheetech.edu/jobs-at-ctc/
[xxix] https://www.chattahoocheetech.edu/foundation/
[xxx] https://www.chattahoocheetech.edu/student-scholarships/
[xxxi] http://www.chattahoocheetech.edu/veteran-services/
[xxxii] https://chattahoocheetech.smartcatalogiq.com/en/2018-2019/General-Catalog/General-Policies-and-Procedures/Drug-Free-Schools-and-Communities-Act