



## FAQs for Current and New ATC Students

Updated 9/28/2017

### 1 – Now that I have been advised, when can I register for classes?

If you are a current student (currently attending ATC classes), once you have been advised and released by your advisor, you will be ready to register on the first day of registration. See the current Academic Calendar or List of Important Dates for date and time of registration.

If you are a new student (starting classes for the first time at ATC), once you have been advised and released for registration by your advisor, you will be ready to register on the first day of new student registration, which typically opens the week after registration for current students. See the current Academic Calendar or List of Important Dates for date and time of registration.

If you are not able to register at your designated date and time, please contact your advisor as soon as possible to get assistance to remedy the issue.

### 2 – How will I know if my financial aid is in place?

If you are a current student (currently attending ATC classes), you can monitor your financial aid in the area of the Portal labelled “Self-Service.” Once in “Self-Service,” you can go into the section labelled “Financial Aid.”

For the spring term, your financial aid will probably stay the same. The only difference might occur if you take more or less credit hours than you have taken in a previous semester. Other changes might be due to the meeting of appeal conditions, changes in SAP (Satisfactory Academic Progress), GPA (grade point average), etc.

If none of these issues apply to you, then your financial aid is fine. If any of these issues apply to you, be sure to discuss your financial aid concerns with your advisor during your advising appointment.

### 3 – What do I need to do if I want to change my program of study?

Your advisor will be glad to discuss a program change with you. During an advising appointment for planning the next semester’s classes is a great time to bring up this concern and discuss. Once the program change form has been completed by the advisor and the student, it is the **STUDENT’S** responsibility to submit the completed program change form to the ESC Front Desk to be processed. If the form is not submitted, the change **WILL NOT** go into effect, which can have an adverse effect on your financial aid going into the next semester.

If you have completed and submitted a completed program change form, but you do not see the change reflected on your **Portal** account, please contact your advisor so that the issue can be remedied as soon as possible.



#### **4 – How do I check my grades at the end of the semester?**

Final grades are always available by the last official day of the semester on the academic calendar (not the last day of classes). In the “Self-Service” section of the Portal, students will be able to access their unofficial transcript to view their final grades.

If you are not able to access this option, please contact the ISM Help Desk at 803/508-7257, or go to Room 219, as soon as possible.

#### **5 – I have decided to get a student loan. What do I need to do?**

Students must apply for student loans in the Portal.

1. Complete the Free Application for Federal Student Aid (FAFSA).
2. Submit all requested documentation to the ATC Enrollment Services Center.
3. Log into your Portal account, then go into the “Self-Service” section. From there, go into the “Financial Aid” section. From the list of options, select “Request a New Loan.”
4. If you are a first time student borrower, you must complete a Master Promissory Note (MPN) at [www.studentloans.gov](http://www.studentloans.gov). The MPN is a legally binding agreement to repay your loan. To sign your MPN, you will need your FSA ID and password. At the Student Loans website, go to “Undergraduate Students,” and after signing in, select “Complete Loan Agreement (MPN)” under the “My Home Page” section. Click on “Subsidized/Unsubsidized” and follow the instructions. If you do not remember your FSA ID and password, visit <https://studentaid.ed.gov/npas/index.htm>.
5. If you are a first time student borrower, you must complete the online student loan entrance counseling at [www.studentloans.gov](http://www.studentloans.gov). Follow the same procedures as in #4 to sign in. After signing in, select “Complete Entrance Counseling” under the “My Home Page” section and follow the instructions.
6. After final approval, you will receive disbursement information from the Department of Education.
7. You must sign your award letter once the loan award appears in your Portal in order for it to become available for fee payment and for the purchase of books and supplies from the ATC Bookstore.



## **6 – I tried to go online to change my address, phone number, email address, etc., but don't see a place where I can do that. What do I need to do?**

Personal information changes cannot be completed through the **Portal**. Changes must be submitted in writing, on the "Personal Information Change Form," in the ESC. For name and/or address changes, students will be required to show state issued photo I.D. with the new information on it.

## **7 – When can I get my books?**

Dates for starting Bookstore charges and purchases will always be announced on the **Portal, as well as the Important Dates handout**. Information about texts needed for courses is usually available on the Bookstore's web page, which can be accessed through the ATC website.

If you are a new student, the Bookstore is Room 940, in Building 900, The Student Center.

## **8 – I need to get in contact with my instructor, my advisor, etc. What is the best way to do that?**

Instructors provide their students with their contact information via the syllabus for the course. If you are taking a course that uses Blackboard, you will be able to access the syllabus there. If your instructor provided the syllabus in paper form, use that. One of the easiest ways to contact instructors, advisors, and other staff members on the ATC campus is via ATC email. If you have not set up or accessed your ATC email recently, please do so immediately. **ALL** campus-related communication **MUST** occur via ATC email.

If you have any issues or concerns about your ATC email, please contact the ISM Help Desk at 803/508-7257, or go to Room 219, as soon as possible.

## **9 – I have applied to the nursing program. When will I know if I have been accepted into the program? What do I need to do about the background check, drug screening, CPR training, etc.?**

Letters concerning applications for the nursing programs will be mailed six to eight weeks after the application deadline. All students who submit an application for nursing programs will receive a letter.

When you receive your letter concerning the nursing programs, please follow all instructions included. Information for accepted students will be specifically outlined, including orientation dates and times.

During the orientation process, students will be advised and complete a program change form with the nursing faculty.



### **10 – I am a new student. Will there be an orientation for new students?**

Yes, we conduct New Student and Family Orientation (NSFO) each semester. Information about the NSFO will be posted on the **website**, the **Portal**, and the **electronic marquee**.

### **11 – I am currently in RWR 032, but I don't want to continue in this class. What are my options?**

If you do not wish to complete the transitional course you have tested into, please speak with your advisor about your options as soon as possible. Re-testing is the first and foremost option available for students who do not wish to take transitional courses. If a student is interested in re-testing, the student will be required to pay \$25 to retake the Accuplacer test. The \$25 retest fee includes one part, two parts, or all three parts. Once the re-test is completed, the student will need to review the newer scores with the advisor. From there, the student's courses can be adjusted to reflect the improved test scores.

### **12 – I have decided to withdraw from a course. What are the consequences of this action?**

Students who elect to withdraw from a course or courses must first discuss the issue with the instructor. Add/Drop forms are needed in order to properly withdraw from a course. The instructor of the course **MUST** provide a last date of attendance/login for the student. Withdrawals cannot be properly processed without this crucial piece of information.

Financial Aid is also dependent on the last date of attendance/login. Please be mindful that if you are using financial aid, withdrawing from any course can have an adverse effect on your financial aid. If you are required to meet specific conditions of a financial aid appeal, be mindful that a withdrawal from any course during the semester can immediately negate those terms, resulting in termination from financial aid. Withdrawals can have an adverse effect on a student's SAP (Satisfactory Academic Progress), which can also cause serious financial aid issues. Withdrawals can result in the loss of refunds, as well as cause the student to be required to repay the college for financial aid already applied.

Best practice for withdrawing – speak with your advisor about the issue as soon as possible. Make sure you know exactly what consequences, if any, to expect once the withdrawal is processed.

A "W" will not affect your GPA. However, you will be required to retake the course if you remain in the same program of study. A "W" is guaranteed up to midterm of the semester. After midterm, and before exams, an instructor can award a "W" or a "WF" (withdraw failing). A "WF" will affect your GPA because it is calculated and regarded the same as an "F." Ask your instructor what his/her policy is for withdrawing from the course.



**13 – I tried to register, but I cannot. I get an alert that I need to see the Business office, the ESC, etc. What does this mean? When will I be able to register for classes?**

Any time you receive an alert in Student Planning, you are being informed of a hold that has been placed on your account. Follow up immediately with whatever office has been designated to have placed the hold on your account. Until the issues with that particular office(s) are met and resolved, you will not be able to register for classes.

Once the hold has been removed from your account, you will be able to register. If you have taken care of the issues and told that the hold has been removed, but you are still not able to register, please contact your Advisor as soon as possible. Your Advisor will work with you to resolve the issue as quickly as possible.

**14 – Where do I go to get a parking decal?**

Parking decals are in the Enrollment Services Center. Sign in on a kiosk and wait to be called up to the Front Desk.