



Student How to Guide:

Helping you navigate the most commonly asked student questions

Admissions | Advising | Financial Aid | Registration Student Affairs | Technical Support | Graduation



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Admissions

How can I check my Admissions status?

- 1. Go to www.gptc.edu.
- 2. Select Current Students > Select Student Dashboard > Select Banner Web Login.
- **3. From here,** sign in as a new student.
- 4. Choose Admissions.
- 5. Click Check My Status.
- 6. Enter your web application username and PIN# or your Student ID and PIN#.
- 7. Click on the desired **Admission Term** in the **Processed Applications** section.

Commonly Requested Items

For Admission to the College

- ✓ HB87 We will need a copy of your Georgia Driver's License or State Issued ID. You can email a copy to admissions@gptc.edu.
- Accuplacer Test Complete the Placement Testing at our Assessment Center
- ✓ HSTR High School Transcript is needed
- ✓ PST Post Secondary/College Transcript is needed
- APET App Petition for GA Residency (will need to provide proof of GA Residency)



How can I check missing documents?

- 1. Go to www.gptc.edu
- 2. Select Current Students > Select Student Dashboard > Select Banner Web Login.
- **3. From here,** sign in as a new student.
- 4. Enter your web application username and PIN# or your Student ID and PIN#.
- 5. Click on the desired **Admission Term** in the **Processed Applications** section.





Financial Aid

How can I apply for Financial Aid?

- 1. Create a FSA ID.
- 2. Visit https://fafsa.gov/.
- 3. Follow Instructions.
- 4. GPTC School Code: 016582

SCHOOL CODE: 016582



How can I create a Federal Pin?

- 1. Visit https://studentaid.ed.gov/sa/fafsa/filling-out/fsaid
- 2. Click Create Your FSA ID Now.
- 3. Save your FSA ID in a safe place and write it down and secure in case you need it later.

My Notes:



How can I see what I have been awarded for the year?

- 1. Go to www.gptc.edu.
- 2. **Select** Current Students > **Select** Student Dashboard > **Select** Banner Web Login.
- 3. This link will redirect you to SSO logon page and you will enter your email credentials and be logged into BannerWEB.
- 4. Select Student and Financial Aid
- 5. Select Financial Aid
- 6. Select My Award Information
- 7. Select Award for Aid Year

Fall	\$
Spring	\$
Summer	\$
Fall	\$
Spring Summer	\$
Summer	\$
Fall	\$



How can I view what documents I need to submit in Banner Web?

- 1. Go to www.gptc.edu.
- 2. Select Current Students
- 3. Select Student Dashboard
- 4. Select Banner Web Login.
- 5. This link will redirect you to SSO logon page and you will enter your email credentials to be logged into Banner Web.
- 6. Select Student and Financial Aid
- 7. Select Financial Aid
- 8. Select My Eligibility
- 9. Select Overall eligibility.
- 10. Select the current term
- 11. Select student requirements
- 12. Select holds
- 13. Select Academic Progress (Financial Aid Status).



How can I retrieve tax forms?

- 1. Go to www.irs.gov
- 2. Under Tools, select Get a tax transcript.
- 3. You may choose to get them online or by mail.
- 4. Under First Time Users, select **Get Started**. Indicate if you choose to retrieve online or by mail.
- 5. You may also request your tax transcript by phone, 1-844-545-5640.

We are currently accepting any version of the 1040. Please make sure the document is signed.

My Note	5 1



How do I accept my awards?

- 1. Go to www.gptc.edu.
- Select Current Students > Select Student Dashboard > Select Banner Web Login.
- 3. This link will redirect you to SSO logon page and you will enter your email credentials and be logged into BannerWEB.
- 4. Click on Student and Financial Aid.
- 5. Click on Financial Aid.
- 6. Click on My Award Information.
- 7. Click on Award for Aid Year.
- 8. Click on the terms and conditions tab and accept the terms.
- 9. Finally, click on the tab **Accept Award Offer**, and you will see the aid you have been awarded.

My	Notes	



How can I submit a SAP appeal?

- 1. Go to www.gptc.edu
- 2. Select Current Students
- 3. Select Financial Aid
- 4. Select How to Apply for & Keep Your Financial Aid
- 5. Select Financial Aid Forms You May Need
- 6. The SAP Appeal forms are online. You can scroll down to find the correct forms. Complete either the (click the links below):
 - Satisfactory Academic Progress Appeal Form or
 - SAP MAX Appeal Form

My Notes:



How can I view my SAP APPEAL decision in BannerWeb?

- 1. Go to www.gptc.edu.
- 2. Select Current Students > Select Student Dashboard > Select Banner Web Login.
- 3. This link will redirect you to SSO logon page and you will enter your email credentials and be logged into BannerWEB.
- 4. Select Financial Aid.
- 5. Select My Overall Status of Financial Aid.
- 6. Select the Aid Year.
- 7. Click on the word **Messages** and view the detailed message of your appeal decision.

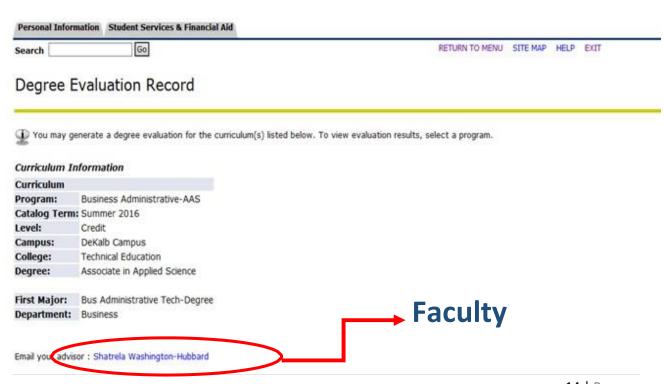
My Notes:



How can I see who my assigned advisor is in Banner?

- 1) Go to www.gptc.edu.
- 2) Select Current Students > Select Student Dashboard > Select Banner Web Login.
- 3) This link will redirect you to SSO logon page and you will enter your email credentials and be logged into BannerWEB.
- 4) Click Student Financial Aid.
- 5) Click Student Records.
- 6) Click Degree Evaluation.

My assigned advisor:_____

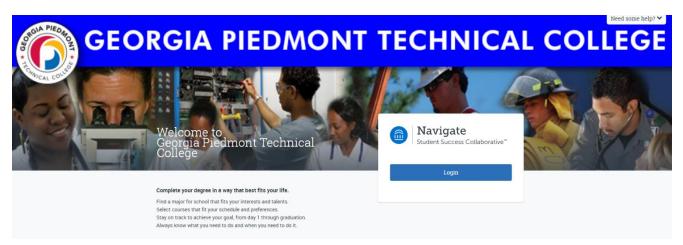




How can I schedule an appointment with my advisor in Navigate?

- 1. Log into Navigate Campus (www.gptc.navigate.eab.com) with your GPTC username and password. This is the same username and password that you use to access your GPTC Student email.
- 2. Click "Schedule Appointment."
- 3. Select the reason for your appointment.
- 4. Select a date and time convenient for you.

Navigate Homepage:





How can I change my major?

- 1. Go to www.gptc.edu.
- 2. Select Future Students > Select Admissions > Select Required Admissions Documents.
- 3. Scroll down the page until you see the Program Change Request Form
- 4. Print Form and Submit the completed form to the Admissions department.

Processing Fee:

\$10.00 per Program Change Request

Pay by Fax:

After the form is completed, print and fax it to the Cashier Office at (404) 298-5235. Make sure all questions in the Debit/Credit Card Authorization section are filled out completely.

Pay in Person:

After the form is completed, print and hand deliver to the Cashier Office with either cash, check, money order or credit/debit card.



Technology

How can I reset my Banner Pin?

- 1. Go to www.gptc.edu.
- 2. Select Current Students > Select Student Dashboard > Select Banner Web Login.
- 3. This link will redirect you to SSO logon page and you will enter your email credentials and be logged into BannerWEB.
- 4. Click on **Forgot PIN** and follow instructions.

Technical Support Hotline (404) 297-9522 Extension 5399

Email: studentsupport@gptc.edu



How can I reset my password for my student email?

If you have already setup security questions

Visit http://aspro.gptc.edu:8888/showLogin.cc

- 1. Click on Reset Password (right side of the page).
- 2. Type your user name.
- 3. Click Continue.
- 4. Answer both of your security questions.
- 5. Type the characters of the picture in the Characters box.
- 6. Click Continue.
- 7. Enter your new password twice.
- 8. Click Continue.
- 9. Type the characters of the picture in the Characters box.
- 10. Click Reset password.
- 11. Click Sign Out at the top.

If you have not setup security questions

Call our Technical Support Hotline at (404)297-9522 ext. 5299



How do I log into my student email?

To verify your email address

- 1. Go to www.gptc.edu.
- 2. Select Current Students > Select Student Dashboard > Select Banner Web Login.
- 3. This link will redirect you to SSO logon page and you will enter your email credentials and be logged into BannerWEB.
- 4. Click on the Personal Information Tab.
- 5. Click View Email Address(es).
- The address listed there with the word "Preferred" by it is your current for GPTC.

To Log into your student email

- 1. To access your account through the web, open Internet Explorer and type http://outlook.com/student.gptc.edu in the address window then press Enter to access your Office 365 account.
- 2. Enter your full email address.
- 3. Enter your password. The initial password will be the same as your initial BannerWeb PIN, not what you may have changed your BannerWeb PIN to be. (This will be the PIN you received for BannerWeb in your letter.) If you are a new student, you should have received a letter containing this information. If you are a current student, you will need to use the PIN that you were originally assigned as a new student.
- 4. You will be prompted to change your password when you first sign in and to set up your security question so you can reset your password should you forget it.



How do I set up my student email?

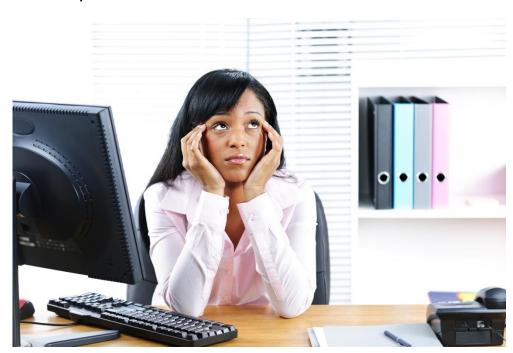
GPTC STUDENT EMAIL SET UP ON GPTC STUDENT EMAIL SET UP ON APPLE ANDROID 1. Open Email App 2. Click on Others 3. Click Next 4. Select Microsoft Exchange **Products Affected:** iPad, iPhone, iPod touch Follow these steps to setup your Exchange ActiveSync account your iOS device: What type of account? Tap Settings > Mail, Contacts, Calendars > Add Account > Microsoft Exchange. POPS ACCOUNT MARP ACCOUNT Enter the information in the fields below, then hit Next: MICROSOFT EXCHANGE ACTIVES IN 5. Type the full email address and password Select an existing account or add a new one in a few simple stane. Your iOS device will now try to locate your Exchange Select existing account -Server. If necessary, you will need to enter your frontend Exchange Server's complete address in the Server MANUAL SETUP 6. Click Next Choose which content you would like to synchronize: Mail, Contacts, and Calendars. Tap Save when finished. autock officed65 com Libe secure connection (SSL) se client certificate Note: To modify your exchange settings, Tap Settings > Mail, Contacts, Calendars, select your Exchange *Please make sure you use your full email address account, and tap Account Info. for Email address and username* 7. Click Next 8. Click OK for remote security features 9. Choose sync settings, then click Next 10. Activate phone administrator rules 11. Give the account a nickname



Student Affairs

How can I report a grievance or concern?

- 1. Go to www.gptc.edu/concern.
- 2. Fill out the concern form and press submit.
- 3. The form is then routed to the appropriate Administrator who will then follow-up on the concern.





Registration

How do I register for classes?

- 1. See your Academic or Program Advisor for advisement and to complete a Course Selection Form.
- 2. Go to www.gptc.edu.
- 3. Select Current Students > Select Student Dashboard > Select Banner Web Login.
- 4. This link will redirect you to SSO logon page and you will enter your email credentials and be logged into BannerWEB.
- 5. Click on STUDENT AND FINANCIAL AID.
- 6. Click on REGISTRATION.
- 7. Click on ADD/DROP CLASSES.

How do I view my class schedule?

- 1. Go to www.gptc.edu.
- 2. Select Current Students > Select Student Dashboard > Select Banner Web Login.
- 3. Click on **STUDENT AND FINANCIAL AID**.
- 4. Click on **REGISTRATION**.
- 5. Click on **STUDENT DETAIL SCHEDULE.**

This screen includes all registered courses with day, time, location, instructor, etc. You should print and keep for your information/reference.

How can I see which holds are my account so that I can register for classes?

- ✓ Go to www.gptc.edu.
- ✓ Select Current Students > Select Student Dashboard > Select Banner Web Login
- ✓ This link will redirect you to SSO logon page and you will enter your email credentials
 and be logged into BannerWEB.
- ✓ Select Student and Financial Aid, Financial Aid, and then My eligibility.
- ✓ Select the current term, student requirements, and then **Holds.**

Abbreviation	Description	Where to go to resolve hold
AC	Academic Hold	Dean's Office
AD	Administrative Hold	Dean's Office
AM	Admissions Hold	Admissions Office
BU	Business Office Hold	Cashier Office
FA	Financial Aid Hold	Financial Aid Office
FS	Student Financial Services	Cashier Office
GR	Graduate	Admissions Office
LB	Library Fine Hold	Library
ОВ	Open Balance	Cashier Office
PA	Parking Fine Hold	Cashier Office
RE	Registrar's Hold	Registrar's Office



How can I withdraw from a course?

1. Review the Withdrawal Policy.

STUDENT INITIATED WITHDRAWALS

A student-initiated withdrawal through the Registrar's Office by the mid-point of a course will receive a grade of "W." A student who withdraws after the mid-point and before the final week of classes will receive a "W" if passing or a "WF" if failing. A student cannot withdraw from a course during the final week of the term.

- 2. **Complete** the Withdrawal Form (link provided below).
- 3. **Submit** form to One Stop Advising Center (Sign in at Office of Admissions) for Approval.
- 4. **Submit** the form to the Office of the Registrar.

Link to PDF:

http://gptc.wpengine.com/wp-content/uploads/2017/11/WithdrawalForm.pdf



How can I request a transcript?

- 1. Go to www.gptc.edu.
- 2. **Select** Current Students
- 3. Select Registrar's Office
- 4. **Select** Transcript Request
- 5. Select Request Official Transcript
- 6. Click Begin Order.
- 7. Please enter the information the order form to request your transcript and click next at the bottom of the page.

The cost to order the transcript is \$7.50.

GPTC has partnered with Credential Solutions to provide official transcript copies. For your convenience, the transcript request process is 100% online.





How do I know if I met the graduation requirements?

Students are encouraged to meet with their Program Advisor to determine if the program requirement has been met for upcoming semester.

- 1. Go to www.gptc.edu.
- 2. Log into Banner Web.
- 3. Click Student Financial Aid.
- 4. Click Student Records.
- 5. Click Degree Evaluation.

Graduation Planning: Expected Graduation Date:

- ✓ Spoke to my Program Advisor to see what courses are needed to graduate
- ✓ Completed the Graduation Application form online (go to www.gptc.edu, click on current students, then Registrar's Office, then Graduation)
- ✓ Paid \$40.00 Graduation Fee at Cashier's Window
- ✓ Ordered my cap and gown online



Registration Errors: What should I do if I receive a Registration Error?

Academic status prohibits registration: This message means that you are suspended because of prior academic performance and must now explore the academic appeal process. Academic Appeal is NOT THE SAME as the SAP appeal process with financial aid. What do you do: See the Academic Dean of your program of study. You may be eligible for an academic appeal.

Student Status Prohibits Registration/You require re-admission prior to registration: This message means you need to either complete a term update or new admissions application at no charge. What do you do: See the Admissions office at either campus.

Prerequisite/Test Score Error Message: This message indicates that another course is required prior to taking an advanced course. Read the catalog course description to see the prerequisite courses that must be taken. What do you do: See your faculty advisor for courses in your major. See an academic advisor for general education courses.

Field of Study Restriction: You are trying to register for a course NOT required for your program of study. Financial aid does not cover courses not required by your program of study. What do you do: See the Registrar's office for a field of study override form.

Closed Section: This message means that the section has reached its capacity i.e. the course is full. What do you do: Look for another section that has seats available or keep checking the section during registration to see if seats open. Remember to check other campuses, including online, for many class offerings. You may also speak to the Dean over your major to see if there are any other ways to help you.

Time Conflict Message: You have tried to register for two classes that meet at the same time. Select an alternate course that does not occur at the same time as a course for which you are already registered. What do you do: Select other courses that fit together without conflict.

Co-requisite Message: This message indicates that there is a course that must be taken either prior to an advanced course or at the same time. Your registration must include both courses if you have not taken either one previously. What do you do: See your catalog to see what classes should be taken together.

Maximum Hours Exceeded: This message means that you are attempting to register for more than a full load. Special permission is needed to take more than 18 semester hours in one semester. What do you do: Register for fewer credit hours. See an Academic Dean for your program of study for more questions.

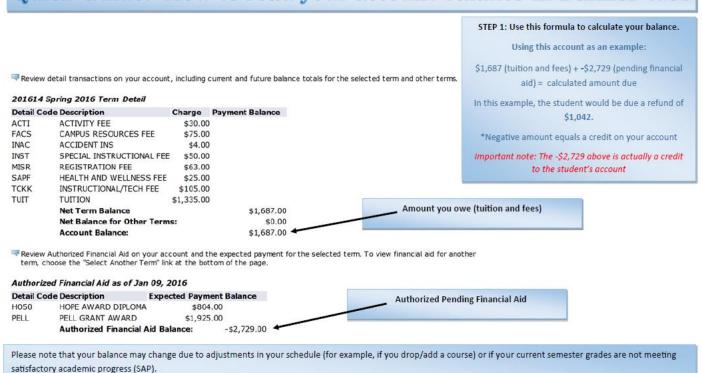


Student Accounts

How can I check my balance in Banner Web?

- 1. Go to www.gptc.edu
- 2. Select Current Students
- 3. Select Student Dashboard
- 4. Select Banner Web Login This link will redirect you to SSO logon page and you will enter your email credentials and be logged into BannerWEB.
- 5. **Select** Student and Financial Aid
- 6. **Select** Student Records
- 7. **Select** Account Detail by Term

Quick Guide: How to read your account balance in Banner Web





How do I pay my bill?

TO MAKE A SINGLE PAYMENT

Instructions for paying through Banner Web:

- 1.Log into Banner Web.
- 2. Click on Student & Financial Aid.
- 3. Click on Student Records.
- 4. Click on Account Summary by Term.
- 5. Scroll to the bottom of the page and chose "Pay Online".
- 6.**Select** the term.
- 7.Key in payment amount.
- 8. Choose Pay by Credit.
- 9. **Enter** Payment Information.
- 10. Choose Continue Credit Card Payment.





How can I enroll in a payment plan?

- 1. Go to www.gptc.edu.
- 2. Select Current Students > Select Student Dashboard > Select Banner Web Login.
- 3. This link will redirect you to SSO logon page and you will enter your email credentials and be logged into BannerWEB.
- 4. Choose Payment Plan Options.
- 5. This link will direct you to Nelnet.
- 6. Follow the remaining instructions.



My	Notes:	



How do I receive my student refund?

- You will receive an email, in your GPTC email account, from Bank mobile with further instructions on how to setup your refund information.
- You are expected to activate the BankMobile "refund selection" to choose how you wish to receive refund disbursements from GPTC.
- There are multiple options provided to you for choosing how to receive your refunds. You can choose to have your funds transferred to an existing bank account or receive a paper check or you may choose to receive your funds electronically by direct deposit into your BankMobile account, in which you will receive a BankMobile card for purchases.
- Students with a credit on their account after all tuition, fees and books have been paid will receive a refund of their credit balance.





Academic

How can I submit a grade appeal?

- 1. Go to www.gptc.edu
- 2. Click on Current Students
- 3. Click on Registrar's Office
- 4. Click on Student Appeal and Request Forms
- 5. Choose Final Grade Appeal Form.

My Notes:



How do I log into Blackboard?

- 1. Visit www.gptc.edu.
- 2. Select Current Students
- 3. Select Student Dashboard
- 4. Select Blackboard Login
- 5. In the middle of the page click "Student & Faculty Login"
- **6. Log in** using your single sign on credentials

Username: everything before the @gptc. in your student email

Password: Six digit date of birth by default (mm/dd/yy)

(Same log in that you use for Banner Web and for your Student Email)





How can I access the academic calendar?



- 1. Visit www.gptc.edu/events
- 2. The academic calendar links can be found on the left hand side of the page.

Important Dates to Note:

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How do I know which campus my class is on?

NOTE: The campus where the class meets is indicated in the CMP column.

1	DeKalb Campus
4	Newton Campus
SD	South DeKalb Campus

Please also look at the Location column for Building and Room Number information. WEB means the class is an online course.

Locations:

DeKalb Campus		
495 North Indian Creek		
Drive Clarkston, Georgia		
20021		

Paul M. Starnes Center 1085 Montreal Road Clarkston, Georgia 30021

30021	
Newton Campus 16200 Alcovy Road Covington, Georgia 30014	Regional Transportation Training Center 6720 Marbut Road Lithonia, Georgia 30058
Newton Campus Building D & Conference Center 8100 Bob Williams Parkway Covington, Georgia 30014	Rockdale Center 1400 Parker Road Conyers, GA 30094

South DeKalb Campus 2460 Wesley Chapel Road Decatur, GA 30035



How do I view my grades or unofficial transcript in Banner Web?

- 1. Go to www.gptc.edu
- 2. Select Current Students
- 3. Select Student Dashboard
- 4. Select Banner Web Login
- 5. Click on Student Services & Financial Aid
- 6. Click on Student Records
- 7. Click on Academic Transcript
- 8. Select All Levels and Student-Advisement Copy from the drop-down menus
- 9. Click Submit



Career Services

How do I apply for Federal Work Study?

Students that are interested in Federal Work Study apply for the position in our GPTC Human Resources Job Center. As a part of the process, Federal Work Study students will still complete the Background check, and will have to complete a hiring session with the Office of Human Resources.

- ✓ Go to www.gptc.edu
- ✓ Click on Join our Team
- ✓ Click on Apply Now
- ✓ Create an account
- ✓ Browse Positions, and select Student Employment
- ✓ Apply for Student Work Study
- ✓ Once you have completed your application, email Candice Buckley at <u>buckleyc@gptc.edu</u> so that you can be apprised of the next steps.

FWS eligibility:

- Must be registered for 6 or more credit hours for the term
- Must have completed a financial aid application (FAFSA) and completed all requirements
- Have at least a 2.0 GPA
- Must be in good academic standing and making Satisfactory Academic Progress

GLOSSARY OF TERMS

Canceled Class:

A class may cancel for various reasons. The most common reason is that not enough students registered to allow the class to run. When a class cancels, you will receive an email from the academic department.

Catalog: The GPTC Catalog lists all the courses that can be taught at GPTC and a description of each course.

Commencement:

The graduation ceremony or Commencement is held in May.

Course Requirements:

Many classes require pre-requisites, co-requisites, approval, admission to the program, etc. The catalog description outlines the requirements for each course.

Co-requisites:

Some classes require a co-requisite along with the class, such as a laboratory that must accompany a lecture class. As you register you may get a co-requisite error message which just means that you must register for both of the crn's at the same time.

CRN:

Stands for course reference number. It is a five-digit code that is unique to every course section. CRNs are reassigned each semester.

FAFSA:

This is the form to apply for federal aid.

Override:

When you get an 'error message' in the process of registering for a class, look below the red stop sign error to see the message. If you feel you should be allowed to register for the class, contact the academic department of the specific class for help.

Prerequisites:

Many courses have specific course prerequisites, which must be taken prior to a student being permitted to enroll in them. Prerequisites for each course are identified in the GPTC Catalog.

Syllabus:

Your instructor will provide a syllabus for the class which is an outline or statement of the main points of the course, deadlines, assignments, etc.