

# Student Services

## Guidance and Counseling

Central Texas College maintains a staff of academic advisors at various locations throughout the world. Visit your local CTC representative for program and course selections, or the designated Education Center or Navy College Office representative. If you do not have a designated representative at your location, contact your campus Student Services Office. If you are at a location without a CTC representative, contact the Student Services Office located on the Central Campus in Killeen, Texas. For students enrolled in distance learning programs, there are several CTC distance learning advisors who can assist you. Refer to the Personnel section of this Catalog for points of contact.

## Transcripts

Convenient forms for ordering transcripts are available from the Transcript Office and the CTC web site at [www.ctcd.edu](http://www.ctcd.edu). Transcripts may be provided upon your written request. Email requests are accepted if the request is to issue a transcript solely to another institution of higher education. Fees are: \$3.00 per copy, which must be sent with your written request; a \$5.00 fee per copy for walk-in, less than 24 hour service; and a \$5.00 fee per copy for facsimile (FAX) transcripts within the United States to include Alaska and Hawaii. Requests to fax transcripts overseas are limited to a military education center or CTC site office. A complimentary free official transcript is provided upon graduation. Facsimile (FAX) requests will be accepted if credit card information is included with the request. It is the decision of the receiving institution to accept the transcript as official or not. When making payment by credit card, include: exact name as it appears on the credit card, complete credit card number, expiration date, billing address of the card, your mailing address, and a phone number and email address if available where you can be reached. Requests for refund of overpayment of transcripts fees are made only upon written application submitted to the CTC Business Office by the student. Transcript requests are honored as soon as possible in the order of receipt. During peak periods such as graduation, end of the semester, registration, and college closings, additional time will be needed to process requests.

The transcript of college work bearing the Central Texas College seal and official signature is an official copy of your permanent academic record with CTC. You should request transcripts directly from other colleges attended, when applicable.

Requests for transcripts must be addressed to the CTC Transcript Office at the Central Campus address listed in the front of this Catalog. Transcript requests should include full name; social security number or student-assigned identification number; date of birth; and location/year you initially attended CTC and the last location/date of attendance. Include a complete address to which the transcript is to be sent.

You may be denied your transcript if you have an outstanding obligation to Central Texas College. The obligation may be due to a library fine, parking ticket, returned check, non-repayment of financial aid, failure to comply with admissions requirements, or any other indebtedness to CTC.

## Testing Services

Central Texas College provides an extensive testing program, which supports traditional classroom instruction and distance learning courses.

### Placement Tests for English and Mathematics

Students must take placement tests to determine their eligibility to enroll in English and mathematics courses or otherwise meet prerequisites through traditional coursework. Students who are active duty/prior military and/or degree holders should contact their local CTC representative as special conditions apply to mathematics placement. Acceptable placement tests are the ASSET, the ACT Accuplacer, the COMPASS, the SAT, the ACT, and the Texas Higher Education Assessment (THEA). Online screening exams in English and mathematics are available for students who are unable to take one of the designated placement tests. Test scores are valid for five years.

CTC provides several online tutorials on the CTC Distance Learning website to assist students in preparing for the English and placement tests.

## Proctored Testing for Distant Learners

CTC requires proctored testing for all distance learning courses. It is the student's responsibility to locate a suitable test proctor, make arrangements, and immediately provide the CTC Testing Office with the proctor information or changes to the original proctor. You must submit proctor information using the Test Proctor Submission Form available on the CTC distance learning website.

To locate a proctor, military students should check with their Education Center, Navy College Office; or the installation's testing center, library, or learning center. Other students may locate a proctor at a local college, library, high school, or other suitable facility. You may also contact the CTC Testing Office to request testing site options and to request information about persons who qualify as proctors.

Most tests are available online. Upon submission and approval of the Test Proctor Submission Form, the CTC Distance Learning Online Testing Office personnel will coordinate and provide access information to proctors at the beginning of the course. If you submitted a form but your proctor has not received this information within 5 to 7 business days, the proctor should contact the CTC Testing Office at [online.testing@ctcd.edu](mailto:online.testing@ctcd.edu).

## Testing, eArmyU Students

The CTC Testing Office will provide your Education Center's testing office representative with test availability and access information at the beginning of the course. This information is provided to the Education Center at the military installation, which is listed on your admission application at the time of course enrollment.

If you are not near a designated eArmyU test site, please refer to the list of approved test sites on the CTC Distance Learning website at <http://online.ctcd.edu/testingrequirements.cfm> to ensure your tests can be forwarded as soon as possible.

## Student Responsibilities

The CTC Testing Office cannot be responsible for test delays due to lack of complete test proctor information if not provided in a timely manner. If you find yourself in this situation, contact your course instructor immediately. The instructor makes the final decision on whether to allow an extension on a test.

## Institutional Challenge Examinations

Students may request permission to take challenge examinations for certain courses. An application for challenging a course must be submitted with the nonrefundable fee through the Campus office serving the student's location to the CTC Testing Office in Killeen, Texas. The student coordinates with the local CTC representative for the time and place to take the examination. Students are eligible to take a challenge exam upon successful completion of six semester hours with a "C" or higher with CTC. To obtain credit, the student must pass the examination with a minimum grade of "B." Retesting is not permitted, and the fee is forfeited. Credit awarded for successful completion of the challenge exam cannot be used to satisfy CTC residency requirements.

## Evaluation of Previous Education and Training

### Nontraditional Education

Central Texas College recognizes that each student's educational needs, goals and experiences are unique and that individuals are skilled in many areas of college work that are not formally documented on transcripts. It is the policy of Central Texas College to recognize nontraditional learning experiences and to award college credit in all cases where such credit is appropriate. In keeping with this policy, Central Texas College has established the Individualized Career Evaluation Process (ICEP). The purpose of ICEP is to systematically correlate business, industry, government and military education received by nontraditional methods with institutional curricular requirements. All students, including military and former military personnel, are eligible for credit consideration based upon documentation of their previous learning experiences.

The nontraditional methods usually considered applicable toward a degree at Central Texas College are:

- Chauncey Group International - DSST Program.
- College Level Examination Program (CLEP), both the General and Subject Examinations.
- Excelsior College Examinations (ECE).
- Defense Language Proficiency Tests (DLPT).
- American College Testing Program (ACT).
- Scholastic Assessment Test (SAT).
- College Board Advanced Placement.
- Military Service Schools, Military Occupational Specialties (MOSS), Ratings and other Military Job Training and Experience as recommended by the American Council on Education (ACE).

- Civilian Education and Training as recommended in The National Guide to Education Credit for Training Programs.
- Correspondence courses and other forms of distance education offered by regionally accredited institutions.
- Automotive Service Excellence Tests.
- Refrigerant Transition and Recovery Certification (EPA Type I, II, III, and Universal)
- American Welding Society Certification Program.
- Others to include certain types of civilian training, specialized training and work experience.

## Evaluation Procedures

Curriculum plans outlining accepted transfer and nontraditional credit as well as remaining requirements are available from CTC upon your written request or submission of evaluation documents.

Evaluation and final certificate and degree plans are provided upon receipt of all official transcripts and documents following successful completion (“C” or “P” grade or higher) of a minimum of six semester credit hours earned in the Central Texas College system. Students on financial or academic hold are not eligible for final evaluation of nontraditional educational experiences until the financial or academic hold is cleared. Students pursuing a technical/vocational program may be required to repeat major field of study courses if the degree program is not completed within five years.

To apply for evaluation and a final certificate and degree plan, submit an Evaluation Request form to Evaluations, Central Texas College, or at the administrative office serving your area. Addresses are listed in this catalog.

GoArmyEd or eArmyU students who choose CTC as their home college will automatically be issued a SOCAD2 agreement upon meeting eligibility requirements. Please ensure that you request an official AARTS and official transcripts from previously attended colleges or universities. Transcripts are needed to ensure that you receive a comprehensive evaluation and to prevent you from being placed on automatic hold and blocked from enrolling in further courses through the portal.

Evaluated credit awarded by Central Texas College applies to its programs of study and may transfer to other institutions according to the policies of the receiving institution. If you are planning to transfer to other institutions, consult with those institutions regarding their policies on acceptance of evaluated credit.

## Servicemembers Opportunity Colleges (SOC)

Because of its efforts to serve the educational needs of servicemembers and their family members, Central Texas College has been designated a Servicemembers Opportunity College. As a member of the Servicemembers Opportunity Colleges Associate Degree (SOCAD-2, SOCNAV-2, SOCMAR-2, SOCCOAST-2) programs, Central Texas College has committed itself to fully support and comply with SOC Principles and Criteria. Through this commitment Central Texas College ensures that:

- Servicemembers and their family members share in the postsecondary educational opportunities available to other citizens.
- Servicemembers and their family members are provided with appropriately accredited educational programs, courses and services.
- Flexibility of programs and procedures particularly in admissions, counseling, credit transfer, course articulations, recognition of nontraditional learning experiences, scheduling, course format and residency requirements are provided to enhance access of servicemembers and their family members to undergraduate education programs.

### SOC Criteria

In support of SOC criteria and service to its military students and their family members, Central Texas College:

- Has designed a transfer program which minimizes loss of credit, avoids duplication of credit yet maintains program integrity.
- Has established guidelines which follow the general principles of good practice outlined in the Joint Statement on Transfer and Award of Academic Credit.
- Accepts transfer credit earned from regionally accredited institutions consistent with the degree programs of the servicemembers and their family members.
- Requires only 25 percent of CTC coursework applied to the degree for residency requirements.
- Recognizes as study in residence all credit coursework offered by CTC, regardless of location or delivery method.
- Allows students to satisfy residency requirements with courses taken at CTC at any time during their course of study.
- Provides the Individualized Career Evaluation Process (ICEP) to assess learning equivalence and awards credit to qualified students for specialized military training and experience in accordance with the ACE Guide to the Evaluation of Educational Experiences in the Armed Services.
- Provides the Individualized Career Evaluation Process (ICEP), which reflects the principles and guidelines set forth in the statement on Awarding Credit for Extra Institutional Learning and awards credit for nontraditional learning assessment programs.

## **SOCAD-2/SOCNAV-2/SOCMAR-2/SOCCOAST-2 Degree Completion Agreement**

All students can continue their Central Texas College certificate/degree programs regardless of location, through the “credit bank” provisions of the Servicemembers Opportunity Colleges. A student may study at any other regionally accredited college and apply the work toward Central Texas College certificate/degree requirements. Students must complete at least 25 percent of degree requirements with a minimum 2.0 GPA at Central Texas College and an overall 2.0 grade point average. Courses taken at other institutions must satisfy the course requirements of the Central Texas College degree programs. SOCAD-2/SOCNAV-2/SOCMAR-2/SOCCOAST-2 agreements may be issued after the completion of at least six semester hours of coursework with a 2.0 GPA or six semester hours of “C,” “P,” or higher at Central Texas College. Agreements should be requested from the administrative office serving the student’s location. Students no longer at a Central Texas College location should contact the Student Services office at the Central Campus in Killeen, Texas. Addresses are listed in the front of this catalog.

## **Career Center**

The Career Center located on the Central Campus in Killeen, Texas, provides career planning and employment assistance services for students and alumni. CTC students worldwide may visit Career Services online for information and assistance on job searches, or contact the Director of the Career Center.

## **Student Support Services**

Student support services are provided to students who need assistance with academic tutoring, and who have documented disabilities. Students should contact the designated campus representative at their location. The CTC web site provides contact information for services supported through the Central Campus.

## **Project PASS (Partners in Academic Success Services)**

Project PASS provides academic support for CTC declared technical major students enrolled in Internet-delivered distance learning courses. Online tutoring is available in English and mathematics.

## **Tutorials, Online Resources**

The CTC Distance Learning web site provides links to several online tutorials for students to refresh their English and mathematics skills before taking the CTC placement tests, to review after taking the English or mathematics placement exams, or for help while enrolled in an English or mathematics course.

## **Disability Support Services**

The Disability Support Services provides assistance to distant learners with a documented learning or physical disability. Appropriate documentation of the disability is required in order to access services or receive course accommodations. Students should contact their local CTC representative at least 15 days before the course start date.