



Financial Aid Appointment Information

To further assist students with issues that cannot be resolved through virtual methods we are able to schedule limited appointments. To schedule an appointment please contact the Financial Aid Office through [Live Chat](#) or [Email](#).

Appointment Schedule

Monday-Thursday: 8:00 AM to 4 PM

Friday: 8:00 AM to 11:00 AM

Summer 2020: CTC is closed Fridays May 29th through August 14th

Appointment Policies

- Students can request either virtual or in-person appointments by utilizing the Financial Aid [Live Chat](#) feature or emailing Financial.Aid@ctcd.edu.
- When requesting an appointment please include your full name, CTC ID number, and reason for the appointment so that enough time can be scheduled to fully address your concerns.
- Appointment requests will be responded to as quickly as possible; typically within 24 hours.
- Students can book up to two (2) weeks prior to their desired appointment date, as available.
- Prior to your appointment please ensure you have logged into and know your username and passwords for CTC EagleMail, WebAdvisor, and Etrieve. Please bring all pertinent documentation with you to avoid multiple visits.
- A mask is required at all times while inside the building! You must provide your own.
- If you are more than 15 minutes late to your appointment, you will need to reschedule your appointment.
- Upon arrival to your appointment, please call the phone number listed on the main entrance door located at the front of Student Services (Building 111) and be prepared to show ID.
- No guests or children are allowed to accompany you to your appointment.
- On the day of your appointment, please self-check for any COVID-19 symptoms. If you feel unwell or experience any symptoms, please reschedule or cancel your appointment.

Students needing to cancel or reschedule an appointment should do so by email [Email](#) or [Live Chat](#) as far in advance as possible so that the Financial Aid office can make every effort to utilize that appointment by offering it to another student as they are limited.

FOR STUDENTS OF THE REAL WORLD.