Microsoft Office - Get Office 365 (Student) for free → http://www.ctcd.edu/students/student-it-services/it-hardware-software-links/
Adobe Acrobat Reader → https://get.adobe.com/reader/
EagleMail (CTC student's Google powered email address) → http://www.ctcd.edu/students/current-ctc-students/student-email/
Central Texas College websites → CTC main → http://www.ctcd.edu/ CTC Europe → http://www.ctcd.edu/locations/europe/
Student Resources → https://online.ctcd.edu/student_resources.cfm
Ordering Books → http://bookstore.mbsdirect.net/ctc.htm
eTrieve (students' account administration, registrations, withdrawals, official transcript request, VA form, PII records’ transfer)
→ https://www.ctcd.edu/forms-1/student-forms/ & → eTrieve login portal https://etcentral.ctcd.edu/
Eagle Self-Service (students’ account administration, registrations, drop/withdrawals, unofficial transcript, planning, Financial Aid) → https://www.ctcd.edu/students/current-ctc-students/registration/eagle-self-service-technical-assistance/
ArmyIgnitED (Selecting degree plan/Education Path, TA, & withdrawals) + (processing Credentialing Assistance)
https://www.armvignited.com/app/ & transition guidelines → www.ctcd.edu/ArmyIgnitED-Transition
Please follow the link https://ctc4.me/CIP-codes for corresponding programs
CTC class schedule → https://selfserve.ctcd.org/Student/Courses & http://soarapp.ctcd.org/online_forms/schedule/schedule2.cfm
Evaluations → https://www.ctcd.edu/students/current-ctc-students/evaluated-credit/
Fast Forward (only for MILITARY students---use this toolkit to get an online estimate of how your military training and experience will apply to a CTC degree) → https://fastforward.ctcd.edu/
Transcripts → https://www.ctcd.edu/students/current-ctc-students/transcript-services/
Blackboard → https://ctc.blackboard.com/ IMPORTANT – please review Student Orientation videos (Part 1 and Part 2)
Blackboard is the Learning Management System for all online, blended, and WeBB Learning courses. Blackboard is your virtual classroom; students will find the course syllabus, announcements, discussion board, quizzes, exams, and lessons that guide them through the course by offering learning objectives, learning activities, instructors’ guidelines, assignments, and Open Educational Resources materials.
Help Desk → https://online.ctcd.edu/contact.cfm Please always include your full name, CTC ID, and email address that is on file with CTC
Eagle Self-Service Please email webadvisor.tech@ctcd.edu or call Phone: (254) 526-1637 or (800) 792-3348, ext.1637.
Blackboard Before requesting assistance, please review https://online.ctcd.edu/orientation.cfm
EagleMail (lost or forgotten EagleMail password) → helpdesk@ctcd.edu
Before requesting assistance, please review the link http://www.ctcd.edu/students/current-ctc-students/student-email/
eTrieve Before requesting assistance, please review the link http://www.ctcd.edu/students/current-ctc-students/etforms-frequently-asked-questions/
IT Help Desk → helpdesk@ctcd.edu Tel: 254-501-3103 (M-Th 7:00 a.m. - 5:30 p.m. / Fri 7:00 a.m. - 11:30 a.m.) CT/CDT
## Points of Contact

**Europe Courses**
- [http://www.ctcd.edu/fieldsites](http://www.ctcd.edu/fieldsites)
- studentservices.europe@europe.ctcd.edu

**TX Distance Learning Courses**
- [online.mentors@europe.ctcd.edu](mailto:online.mentors@europe.ctcd.edu)
- EaglesOnCall@ctcd.edu

**Financial Aid, TA, MyCAA, VA**
- [rick.taylor@europe.ctcd.edu](mailto:rick.taylor@europe.ctcd.edu)
- EaglesOnCall@ctcd.edu
- armyevaluations.info@ctcd.edu

**Army students**
- EaglesOnCall@ctcd.edu
- armyevaluations.info@ctcd.edu

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## Course Delivery Models

- **CTC Courses**
  - **CTC EUROPE**
    - VoTech Programs
  - **CTC TEXAS**
    - TX Distance Learning Blackboard

## Course Delivery Models

- **F2F**
  - Classroom Setting
  - With BB Component

- **BLENDED**
  - Classroom Setting + Blackboard

- **WeBB Learning**
  - Media Streaming + Blackboard

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### Step Service Provider

<table>
<thead>
<tr>
<th>Step</th>
<th>Service Provider</th>
<th>ARMY STUDENTS</th>
<th>Processing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CTC</td>
<td><a href="http://www.ctcd.edu/">http://www.ctcd.edu/</a></td>
<td>Application for Admission and selection of the desired degree plan</td>
</tr>
<tr>
<td>2</td>
<td>ArmyIgnitED</td>
<td><a href="https://www.armyignited.com/app/">https://www.armyignited.com/app/</a></td>
<td>Open account, select the Educational Institution, and choose desired Education Path that matches the CTC degree plan. <strong>Student has to speak with the Army Counselor</strong></td>
</tr>
<tr>
<td>3</td>
<td>CTC</td>
<td><a href="https://selfserve.ctcd.org/Student/Account/Login">https://selfserve.ctcd.org/Student/Account/Login</a> <a href="https://www.ctcd.edu/students/current-ctc-students/registration/eagle-self-service-technical-assistance/">https://www.ctcd.edu/students/current-ctc-students/registration/eagle-self-service-technical-assistance/</a> <a href="http://www.ctcd.edu/forms-1/student-forms/">http://www.ctcd.edu/forms-1/student-forms/</a></td>
<td>Registration for the class via Eagle Self-Service no later than Wednesday before the Monday class start date. Registration for the class via eTrieve no later than Wednesday before the Monday class start date.</td>
</tr>
<tr>
<td>4</td>
<td>ArmyIgnitED</td>
<td><a href="https://www.armyignited.com/app/">https://www.armyignited.com/app/</a></td>
<td>Once the Educ. Path is approved and the student registered to the CTC class, the student can request TA (MUST be approved before the start date) <strong>Student has to speak with the Army Counselor</strong></td>
</tr>
</tbody>
</table>

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**Drop / Withdrawal Steps – initiate ASAP!!!**

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>A</td>
<td>CTC</td>
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<tr>
<td>B</td>
<td>ArmyIgnitED</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **CTC**
  - [https://selfserve.ctcd.org/Student/Account/Login](https://selfserve.ctcd.org/Student/Account/Login)

- **ArmyIgnitED**
  - [https://www.armyignited.com/app/](https://www.armyignited.com/app/)

- **Student has to speak with the Army Counselor**