

## Fall 2020 FAQs

Augusta Tech will be offering in-person, online, and hybrid courses for Fall Semester 2020. In accordance with CDC guidelines, courses will be offered using various formats to ensure the safety of students. Course formats will include online, hybrid with an online component and in-person/web enhanced component. Instructors will conduct the online component of courses through Blackboard. Students enrolled in hybrid, clinical, and lab courses will be notified by their instructor of the dates, times, and locations to report on campus or to the clinical site for instruction.

### General FAQs

#### ***Do I need to take Badge Training?***

All students taking online courses will need Badge (required online orientation) before Fall semester begins. Go to <https://augustatech.blackboard.com> and login to Blackboard with your Smartweb username and password. Click on Badge under Organizations and self-enroll. The training course is free of charge. Watch this [video demonstration](#) of how to enroll in Badge Training. Go to <https://www.augustatech.edu/student-resources/badge-info.cms> for more information. You do not need to retake Badge if you have already completed it. Students taking a course listed on the schedule as hybrid will complete the Badge training during the first week of the course to prepare for the online portion of the course.

#### ***What if I need to use a computer?***

The Library will be available for student use. Please see the section below under Library. Additionally, there is a laptop lending program available through generous funding from the Augusta Technical College Foundation as well as other community sources. This program requires an [application](#) from the student. This program has a limited number of laptops available and the student must meet additional requirements such as good academic and financial aid standing and a cleared summer account balance. Laptops are available to students who complete the process on a first come, first served basis. Any additional questions regarding this program, please contact the Vice President of Student Services, Dr. Nichole Spencer at [nichole.spencer@augustatech.edu](mailto:nichole.spencer@augustatech.edu).

#### ***How can I access the Internet off Campus?***

Public WiFi is available at the places indicated on this map: [Broadband Options](#)

#### ***Will I be required to come to campus for labs?***

Once the course begins, consult the syllabus for lab plans. Any required in person sessions will be conducted within all guidelines for personal and public safety.

#### ***Will my instructor help me with Blackboard?***

Absolutely! Your instructor is the one who will know the most about the way the course is structured and how you should navigate through Blackboard. Get in touch with your instructor whenever you have questions! If the question is about a technical challenge and your instructor can't help, submit a Help ticket in Blackboard.

***Will tutoring be available?***

Yes. Once you log into Blackboard, look for the Smarthinking link on the Tools menu. Smarthinking is free 24/7 tutoring. You can submit questions or schedule live sessions with a tutor. See below in the Success Center FAQ section.

***How will I obtain my textbooks?***

The Campus Store (Bookstore) will be practicing Social Distancing procedures for obtaining textbooks. Please see the Campus Store website for specific information. [Campus Store](#)

***If I drop a class, will it affect my financial aid?***

Yes. Please contact the Financial Aid Office before dropping a class.

***Is it possible to speak with a Financial Aid Representative?***

Yes. Email the Financial Aid Office to schedule a virtual meeting.

***Who is my Program Advisor?***

Visit the [Faculty and Staff Directory](#) for contact information.

***When does Fall term start and can I still register?***

Fall Semester begins August 24, 2020. Students may register via SMARTWEB. Please contact your Program Advisor for course recommendations prior to registration.

***When is the last day to add or drop classes for Fall term?***

The last day to add or drop classes is August 26, 2020.

***How do I pay for my classes?***

There are several ways to pay as listed below.

**Pay Online/By Phone-** Students have the option to pay online with a credit or debit card (MasterCard or Visa). The online payment system is secure and easy to use.

**To make an online payment:**

1. Login to the [SmartWeb Student Portal](#)
2. Go to 'Banner Web'
3. Click 'Student & Financial Aid'
4. Click 'Student Records'
5. Click 'Account Summary by Term'
6. At the bottom of the page select the 'Pay Online' link.  
When payment is complete, a confirmation email will be sent to your student email account in the [SmartWeb Student Portal](#).

**To make payment by phone:**

Students may contact Student Accounts at 706-771-4030 to make payment with a credit or debit card (MasterCard, Visa, or Discover).

## **Pay by Check or Money Order**

Students may mail in check/money order payment to the following address:

Augusta Technical College  
Attn: Student Accounts  
3200 Augusta Tech Drive  
Augusta, GA 30906

## **Pay through a Tuition Installment Payment Plan Offered by Nelnet**

Augusta Technical College offers an interest-free tuition installment payment plan through Nelnet Business Services that makes college more affordable by dividing your remaining balance into monthly payments. The Nelnet tuition installment payment plan offers the following benefits:

- A convenient way to make regular payments,
- Flexible payment options to meet individual needs,
- The ability to make changes throughout the school year, and
- Eliminated mailing and check writing costs.

Payment arrangements must be made online. To sign up for the tuition installment plan offered by Nelnet, click on the Nelnet logo.

For more information or assistance with the [tuition installment plan](#), contact [Nelnet Education Planning and Financing](#) at 800-609-8056 or visit <http://mycollegepaymentplan.com/augusta/>.

## **Delinquent Account Information**

Augusta Technical College offers our students several options to make timely payments to their student accounts by the payment deadline. In the event that a student account becomes delinquent, the college's course of action will be to refer your delinquent account to a collection agency. For more information concerning delinquent accounts, please contact Student Accounts at (706) 771-4030.