Volunteers-Frequently Asked Questions

- I am a new student. What are the steps to enroll?
  - You must first submit an application via online at Triton’s website, www.triton.edu.
  - Take all placement exams unless you have an ACT score of 20 in Reading and English and 23 in Math within the last 2 years or have prior college level English and Math classes with a “C” or better.
  - Complete orientation on-campus or online. You can access online orientation on Triton’s website under prospective students tab.
  - Meet with a counselor and register for classes.

- Can I register for classes if the class is already in session?
  - No. Effective Spring 2015, class registration will close at 11:59 p.m. on the day before the scheduled start date of each class. Registration for classes already in session will not be allowed. During the Schedule Adjustment (100-percent refund) period, if you are currently enrolled in classes, you may be allowed to adjust your schedules. However, you will not be allowed to enroll in a class if it has already started without written permission.

- What if I was already registered for the class and was dropped for non-payment? Can I be re-registered for the class?
  - Yes. If you are dropped for non-payment, you may be allowed to re-enroll in the same class through the midterm date of the class with permission of the instructor. Students receiving financial aid must be re-enrolled by the last day of the 50-percent refund period for the course in order to receive financial aid.

- Where can I submit an admission application, do online orientation, apply for FAFSA, set up FACTS payment plan, print class schedule, request transcripts, or access the student portal?
  - You can do all these things at the computer station and there will be staff there to assist you.
  - The financial aid office also has a resource center with staff available to assist you with FAFSA.

- How do I access my student portal?
  - You can access your student portal, My Triton, on Triton’s website at www.triton.edu.

- What if I can’t access my student portal?
  - If a student cannot access their portal, they must reset the password, located on the bottom of the student portal page. Once that is completed, it will automatically go to the default username and password. Default user name is the first and last name of the student. The default password is first letter of first name, first 3 letters of last name and 6 digit birthdate. If they still cannot log-in, then they must contact webadvisor. Contact email for webadvisor is on the portal log-in page.

- Where do I go to submit financial aid paperwork?
  - The Financial Aid Office is located upstairs in Room B-216W.

- How do I know my financial aid status?
  - You may check your status at the financial aid office or go on to your student portal. The financial aid information is under the financial aid tab.

- If I am a financial aid student, do I still need to sign up for the FACTS payment plan?
  - That will depend on your aid eligibility. If you have enough money to cover your tuition and fees, you do not have to sign up for the payment plan. If you have a balance remaining after financial aid has been applied you are encouraged to sign up for a payment plan.
Volunteers-Frequently Asked Questions

- **If I applied for financial aid, will I still be dropped for non-payment?**
  - If you are a current student and have been awarded financial aid then you will be on a financial hold and will not be dropped for non-payment. If you have not been awarded yet, you will be dropped in 2 days and must sign-up for FACTS payment plan to avoid being dropped.

- **I have a scholarship from a company outside of Triton. Will Triton accept it?**
  - You need to speak with Annette Potamitis, the Scholarship Coordinator. Her office is located in B-216W and the extension is 3616.

- **I need to complete program planning as a part of the financial aid appeals process. Where do I go?**
  - The counselors offer 30 minute program planning sessions daily in B130C. Sessions begin at the beginning of each hour. The schedule is:
    - Monday, Wednesday Friday: 9 a.m.-4 p.m., last session begins at 3 p.m.
    - Tuesday and Thursday: 1-7 p.m., last session begins at 6 p.m.
  - Students must set up an appointment with Cora Luster in the Counseling Office.

- **What is the deadline to apply for graduation?**
  - The application deadline for May 2015 graduation is February 6, 2015. The Graduation Petitions are located in the cubicle along the far wall and in the wooden rack near the computers. They will need to meet with a counselor for approval. Students should verify their program of study and make sure all transcripts are on file before meeting with a counselor. If there are outstanding courses on the degree audit, they will need to secure a counselor’s approval. The fee is $12.

- **How do I get my official transcript?**
  - You will need to complete a transcript request on the Student Portal. The fee for transcript is $3. Transcripts are available for pickup at the Welcome Center within 24-48 hours, usually after 1pm on the following day. Students also have the option of having the transcripts mailed to a particular address.

- **When can I get a student ID card?**
  - Students must be registered for the current semester in order to take a photo ID. They should wait 48 hours after registration to take the photo. They should bring a valid ID picture (state ID/driver’s license) and a copy of the class schedule.
  - Students who have lost their ID must pay a replacement fee of $5 at the Cashier’s Office.
  - Students who have a current ID picture will need to have it validated for the current semester. This may be done at the Welcome Center, Library or ETRC.

- **Can I register for my classes online?**
  - Yes, students may register online using the Student Portal. Students may not register online if they have restrictions on their records or if they are in programs that are restricted and requires in-person registration.

- **I need verification (for insurance, child care, etc) that I am a student at Triton. What do I need to do?**
  - Students can obtain an Enrollment Verification on the Student Portal after the 10th day of the semester. The form can be printed out and there is no fee.

- **Do I need to see a counselor to drop a course?**
  - If students only need to drop a class, they can drop their class on their student portal or they may submit a completed add/drop form to the Registration staff located in Room B-130. It is good to remind students to check the deadlines to drop class on their portal. If they desire assistance with selecting another course, students can meet with a counselor or enrollment facilitator.
Volunteers-Frequently Asked Questions

- **Where do I take my placement tests?**
  - Students may take placement tests in Room A126. The hours (listed on the bookmark) are:
    - Monday - Thursday: 8:30 a.m. - 8:00 p.m., last start time of 6:00 p.m.
    - Friday: 8:30 a.m. - 4:00 p.m., last start time of 2:00 p.m.
    - Saturday: 9:30 a.m. - 2:00 p.m., last start time of Noon
  - There is a re-testing fee of $10 per section ($25 for the entire exam). The fee is paid at the cashier’s office and the student needs to bring the receipt to the testing center.
  - There are placement test review sessions students can attend to get a better overview of the tests. Please go to [www.triton.edu/testingcenter](http://www.triton.edu/testingcenter) for more details.

- **Where is the restroom?**
  - The restroom is located across from the Cafeteria. Go down the hall through the double doors. It will be on the right.

- **I want to register for classes. Where do I go?**
  - Ask if student is a new or returning student. You may also ask if the student is interested in credit or non-credit courses.
  - Returning students may register for classes in B-130B. However, if they are not yet ready to register for classes, they should go to the Welcome Center for further assistance.
  - Returning students who need assistance with registration may go to B-130B for help. The Faculty Enrollment Facilitators will provide assistance.
  - New students should be directed to the Welcome Center so that they can meet with a counselor. New students must complete application, placement tests or waivers, and new student orientation before they can register for classes.

- **Where can I find a copy of the bus schedule?**
  - Students may get a copy of the bus schedule from the Office of Student Life. It is located in Room B-120. You may also go to PACE website at [www.pacebus.com](http://www.pacebus.com) for a schedule. Students who want to purchase a PACE bus pass may do so at the Cashier’s Office in A202.

- **Where do I get a General Petition Form?**
  - General Petition forms are located in the wooden racks, at the Welcome Center, or in B-130B. You may also find forms on the website under forms and documents. Completed forms may be submitted at the Welcome Center.

- **Where can I get a copy of my schedule?**
  - Students may obtain a copy of their class schedule online on the portal. They may use the computer stations by the Welcome Center.

- **Where can I pay my tuition bill? Where can I learn about the FACTS payment plan?**
  - Students may pay their bill at either the Cashier’s Office in A202 or the satellite Bursar’s Office located next to the Welcome Center in the Student Center. If paying with cash, students must go to the Cashier’s Office. Students may also pay online on their student portal under financial information tab.
  - Students may learn additional information about the FACTS program at the Cashier’s Office.

- **Will I continue to receive a bill by US postal mail?**
  - No, all information regarding your tuition balance due will be located in your MyTriton portal. If you desire a paper copy of your invoice, please contact the Cashier’s Office at (708) 456-0300, ext. 3649 for assistance. You may also get a printout at the Welcome Center in B-100.
Volunteers-Frequently Asked Questions

- **When will I be notified that I have been dropped from my classes for non-payment?**
  - You will be notified via e-mail on the day that you are dropped from your classes. Please remind students to make sure their contact information is correct.

- **If I am dropped from my classes for non-payment, will I be allowed to re-enroll?**
  - Yes, you will be allowed to re-enroll in your classes as long as there is space available. However, if the class has already started, you will need to secure written permission (using the drop for non-payment reinstatement form) of your instructor in order to be re-admitted to the class. To avoid being dropped again, you should make payment arrangements within 2 days.

- **Do I have to come to campus to re-enroll in classes?**
  - If the class has not started, you do not have to come to campus to re-enroll in your classes. You may also register online through your student portal or with our Admission Call Center at (708) 456-0300, ext. 3130.
  - If the class has already started, students must enroll in a class that has not already started.

- **Will I be able to make payments online?**
  - Yes, you should be able to make payments, either in full or through FACTs, in your MyTriton Portal. Processing time for FACTs payment plans may take up to 24 hours. Please make sure that you contact the Cashier’s Office so that they can place a temporary hold on your registration.

- **If I sign up for the FACTs payment plan, will I still be able to apply for financial aid?**
  - Yes. However, based on the timing of your completed application for financial aid, you may still be required to pay the processing fee and appropriate down payment. The processing fee is non-refundable. If financial aid is awarded, your payment plan will be adjusted to reflect it. You should notify the Cashier’s Office of any changes in your financial aid award.

- **If I still owe money for my tuition and fees after my financial aid has been applied, will I still have to pay the processing fee?**
  - Yes, based on the amount that you owe, you may still have to pay the processing fee.

- **I am taking non-credit classes. Will I still have to follow this deadline?**
  - Yes. If you find that you have some difficulty in meeting the deadline, please contact the Continuing Education department at (708) 456-0300, ext. 3500 or Adult Education department at (708) 456-0300, ext. 3259.

- **What can I do if I don’t currently have a bank account or a credit card?**
  - If you do not currently have a bank account or credit card, you may contact the Cashier’s Office at (708) 456-0300, ext. 3649 for assistance.
  - You may also visit the on campus branch of US Bank, located in the C Building (next to the Bookstore). They may be able to offer assistance in this area.

- **I currently live outside of Triton’s district, but use a company contract to receive in-district tuition rates. How will my charges be determined?**
  - The Chargeback Office will continue to process your request within 48 hours. You may contact that office at (708) 456-0300, ext. 3726 if you need additional assistance in this area. It is important to make sure that the company contract is processed prior to the tuition due date. You must submit a new company contract form every semester.