

## **Frequently Asked Questions (FAQs)**

### **Is the Admissions office open?**

The Admissions Office is operating remotely to help reduce the risk of Coronavirus. Although you will not be able to visit us you can still remain in contact with us by emailing us.

### **How can I speak with someone in the Admissions Office**

At the current time communication will be maintained via email. For a more efficient response time please email [nray@rstc.edu](mailto:nray@rstc.edu).

### **How can I turn in my required admissions documents to RSTC?**

The preferred methods of submitting Admissions documents are to send them to mailing address P.O. Box 588, Evergreen, AL 36401, Fax (251) 578-4824 or **scan** to email to [nray@rstc.edu](mailto:nray@rstc.edu).

### **How can I submit my transcript to RSTC from my previous college?**

To submit previous college transcripts please contact that college to request transcripts to be sent to RSTC Admissions Department mailing address P.O. Box 588, Evergreen, AL 36401 or electronic submission by ESCRIP.

### **How can I get a RSTC transcript?**

A student must submit a written request to have an official transcript sent to another institution or agency. To request a transcript please download the **Transcript Release Form** found under the *Admissions Tab, Request a Transcript* option.

Official transcripts will not be issued to the individual student. However, the student may submit a written request for an unofficial transcript which does not bear the college seal. Use the Transcript Release Form to complete this request.

A transcript request should be made at least two weeks before a transcript is needed. All transcripts are issued by the College free of charge. Requests for official transcripts from other institutions must be directed to the institution concerned. The Office of Admissions will not issue copies of transcripts from other colleges or copies of high school transcripts to students.

I need to drop my class(es) due to Coronavirus, who can I speak with? If a student need to withdraw or drop a class, please contact your instructor who will contact the Registrar. The Registrar will complete your withdrawal form. Your form will be sent to the Financial Aid office for calculation purposes and the Dean of Students will be notified of all drop and withdrawal forms.

Can I get admission application assistance over the phone? Admissions Application assistance is available via email to [nray@rstc.edu](mailto:nray@rstc.edu)

## **Registration**

Who do we contact concerning registration for Summer 2020?

Please contact your advisor for registration. Your advisor will register you for your classes for Summer semester.

Summer 2020 Registration will begin on April 3. Registration and Advising for Summer will still be conducted online.

**Is the Financial Aid Office open?**

The Financial Aid Office remains open for student questions and FAFSA processing. The Financial Aid Office will work remotely but will remain available to assist students. All questions need to be addressed to Ms. Goodwin by email: [cbulger@rstc.edu](mailto:cbulger@rstc.edu).

**How can I speak with someone in the Financial Aid Office?**

Please contact the Financial Aid Office by email at [cbulger@rstc.edu](mailto:cbulger@rstc.edu)

**How can I turn in requested financial aid verification forms?**

Please mail all forms to the college address: RSTC, Attn: Financial Aid, P O Box 588, Evergreen, AL 36401

**Where can I get the requested financial aid verification forms?**

Verification forms will be mailed to the student once their FAFSA has been received. If a student needs additional forms, those can be requested by emailing Ms. Goodwin.

**I need to drop classes due to Coronavirus, how will this affect my financial aid status?**

Once a class or classes are dropped, the withdrawal form will be processed by the Registrar and then given to the Financial Aid Office for processing.

**I am a work-study student and have a job on campus, Will I continue to be paid if I'm not at work?**

Currently employed work study students will continue to be paid for the weekly 15 hours during the coronavirus epidemic.

**How will this affect the scholarship deadline for Fall 2020?**

Scholarship deadline will be extended until June 1, 2020.

**What information do I need to complete my FAFSA for Fall 2020?**

The FAFSA for Fall 2020 requires you to use 2018 Tax information. You are required to file the 2020-2021 FAFSA

**Who do we contact concerning registration for Summer 2020?**

Please contact your advisor for registration. Your advisor will register you for your classes for Summer semester.

**What is the process for Orientation for Summer 2020?**

Once you have completed the registration process with your advisor, and cleared your charges with the cashier, an orientation power point presentation will be mailed to you. Please review the Student Handbook on our website at [www.rstc.edu](http://www.rstc.edu). A schedule will be provided for you to have

your Photo ID (Tech Card) made, and to pick up your parking decal upon your return to campus. You may also pick up a hard copy of the Student Handbook, and safety manual at that time.

**How can I pay for my classes for the next semester?**

Classes can be paid online by logging into your student account through MyRSTC.

**Can I pay by phone?**

Students are not able to pay by phone but can easily clear charges through their MyRSTC portal.

**How can I make a payment for my course(s) online?**

Please review the directions on the website.

**How can I speak with someone?**

If you have questions about clearing your charges, please contact Ms. Ruth Owens at [rowens@rstc.edu](mailto:rowens@rstc.edu). If you have questions about your financial aid, please contact Ms. Christy Goodwin at [cbulger@rstc.edu](mailto:cbulger@rstc.edu).

**Is the ADA/504 Office open?**

The ADA/504 office is not available in person, but ADA services are still available to help meet the needs of our students. To schedule a phone appointment contact Dr. Purifoy, Dean of Students at [tpurifoy@rstc.edu](mailto:tpurifoy@rstc.edu).

**How can I speak with someone in ADA Office?**

Students can email Dr. Tangela Purifoy, Dean of Students at [tpurifoy@rstc.edu](mailto:tpurifoy@rstc.edu) for assistance.

**I receive accommodations and support through the ADA Office and How do I adapt my accommodations to online learning?**

This will be determined via case-by-case review. Students should wait to hear from their instructors before emailing in regards to their course format. Students can email their questions or concerns to Dr. Tangela Purifoy at [tpurifoy@rstc.edu](mailto:tpurifoy@rstc.edu)