



Community & Technical College

College Made Easy!

Your gateway to student success!

Heather Abbott & LaCrystal Green
KACADA Conference 2011
Bowling Green, KY

First, a little history....

- The Urban Learning Center (ULC) began in 1998 as an educational partnership between Gateway CTC, Northern Kentucky University, Thomas More College, Center for Great Neighborhoods of Covington, Scripps Howard, Vision 2015 and the Newport, Covington, and Dayton Independent Public School Systems.
- It served low-income, first generation college students of northern Kentucky.
- It was a grant funded program that reduced four of the largest barriers that exist for this population: cost of education and books, childcare, transportation and lack of self-confidence.
- During the program's tenure it grew from 2 courses to about 15 per semester and enrollment grew from 20 to 150 students. This program served over 1500 students by 2008.

Creation of our “one stop shop” approach....

- The ULC evolved into the Urban Center in July 2008 when Gateway assumed primary responsibility for the program’s budget.
- There was an effort to streamline academics and student affairs policies and procedures while still being able to reduce barriers.
- The one-stop shop approach was created at this location.
- Students could get help with the adult basic education, the admission process, compassing, financial aid and advising and registration all at one location.
- Staff was cross-trained in admissions, compass, financial aid and advising so that staff could develop a more intrusive relationship with the high-risk population.

Urban Center Demographics

Compass Scores

Developmental Need	Random Sample from River Cities (310 students)
1 developmental area	16% (51 students)
2 developmental areas	22% (68 students)
3 developmental areas	57% (177 students)
1-3 developmental areas	95% (296 students)

Growth at the Urban Center

Enrollment at the Urban Center		Number of Offered Courses	
FA 2008	310	FA 2008	18
SP 2009	451	SP 2009	21
FA 2009	484	FA 2009	24
SP 2010	624	SP 2010	32
FA 2010	1098 (as of 9/15/2010)	FA 2010	48
SP 2011	2100 estimated	SP 2011	92

**148 classes are being offered at the Urban Center
For Fall 2011!**

Welcome to Gateway!



New Student Orientations

Sessions A & B

Session A

Admissions

- Application for Admission
- FAFSA Workshop
- COMPASS

Session B

New Student Orientation

- ✓ Activating your Student Account
- ✓ Blackboard
- ✓ Reading your class schedule
- ✓ Using the lab computers
- ✓ Advising
- ✓ Financial Aid
- ✓ Student Support Services

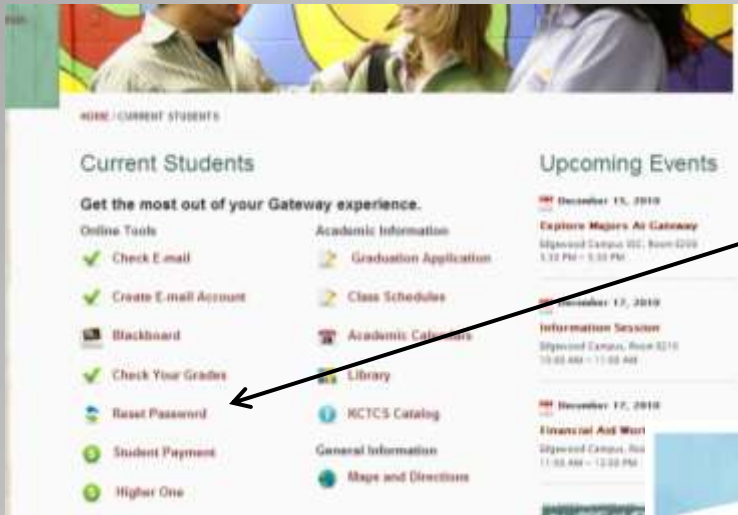
Activate your KCTCS student account

Find your Student ID number. It is a nine digit number that begins with “002” and may be found on either your schedule or tuition bill. Your student ID may also be referred to as your EmplID.

Go to www.gateway.kctcs.edu
Select the “current students” link at the top of Gateway’s home page.



Activate your KCTCS student account



Select "Reset Password"

Then hit the Cancel button.

A screenshot of the KCTCS login page. The page has a blue header with the text "HIGHER EDUCATION BEGINS HERE" and the KCTCS logo. Below the header, the text reads "KENTUCKY COMMUNITY AND TECHNICAL COLLEGE SYSTEM". The main content area contains instructions: "Please enter your last name and student ID as shown on your KCTCS paperwork. If you have a suffix (Ex. Jr, Sr, III) after your last name, you must include that in the last name field as well including punctuation as it is shown on your KCTCS paperwork. Please contact your local registrar's office if you have any questions about this information." Below the instructions are two input fields: "Last Name:" and "Student ID:". At the bottom of the form are two buttons: "Sign In" and "Cancel".

Activate your KCTCS student account



- Select “New Account Activation”



- Enter your last name and your nine digit Student ID number.

Continue Account Set-up

- Select “Sign In”. Your name should now appear on the screen. Select “yes” if it is correct.
- **Set your password**
 - The password must be at least 8 characters long. It must include uppercase (A-Z) and lowercase (a-z) characters and numbers (0-9) or symbols. Your password **cannot** include your name.
- Your user name and password will give you access to all Gateway computers, email, student self service, and Blackboard.



The screenshot shows the Microsoft Outlook Web App sign-in interface. At the top, it says "Microsoft Outlook Web App". Below that, there is a "Security" section with a link to "show explanation". There are two radio buttons: "This is a public or shared computer" (which is selected) and "This is a private computer". There is also a checkbox for "Use the light version of Outlook Web App". Below the security options are two input fields: "User name:" and "Password:". To the right of the password field is a "Sign in" button. At the bottom, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved."

Peoplesoft

What is Peoplesoft, and what is it used for?

Peoplesoft, or your Student Center, is your online access where you can view information about your financial aid, accept/decline your student loans, see your class schedule and personal information, find contact info for your advisor, and look at your “To Do” list.

Peoplesoft

Go to www.gateway.kctcs.edu and select the “Student Self Service” link in the top right corner of Gateway’s home page.



Peoplesoft

Sign in to Peoplesoft using your user name and password.

KENTUCKY COMMUNITY & TECHNICAL COLLEGE SYSTEM
HIGHER EDUCATION BEGINS HERE

Welcome to KCTCS Campus Solutions!

Self-service for Students, Prospective Students, and Employees
Contributor Relations - Human Resources - Student Administration

Username

Password

[Sign In](#)

[Forgot your Username or Password?](#)



Personalize [Content](#) | [Layout](#)

Menu

Search:

- My Favorites
- Self Service
- Set Up SACR
- Reporting Tools
- KCTCS Custom
- Employee Self Service
- KCTCS Student Administration
- My Personalizations

Student Center

Marlene's Student Center

Academics

Enrollment

- [My Class Schedule](#)
- [Add a Class](#)
- [Drop a Class](#)

Academic History

- [Grades](#)
- [Degree Progress](#)

other academic...

Deadlines

[LURL](#)

This Week's Schedule

class	Schedule
CIS 100-8502 LEC (2516)	Th 11:00AM - 1:45PM GTW Covington C204
MT 65-9902 LEC (2092)	MoWe 11:00AM - 1:45PM GTW Edgewood Student Svc E209

- [Schedule with Classroom Location](#)
- [KCTCS Schedule](#)

SEARCH FOR CLASSES

Holds

Advising Hold [details >](#)

To Do List

No To Do's

Advisor

Program Advisor
Lacrystal Hutsell Green
8594421804 [details >](#)

KCTCS

- [Need PeopleSoft Help? Click Here](#)
- [KCTCS Course Catalog](#)
- [Student e-Mail](#)

KCTCS STUDENT FINANCIALS

- [IRS 1098-T Information](#)
- [Student Federal Financial Aid](#)
- [Web Payment Help Instructions](#)

KCTCS STUDENT RECORDS

- [Enroll Verify - Clearinghouse](#)
- [Blackboard e-Learning](#)
- [Buy Your Books Online](#)

Finances

My Account

- [Account Inquiry](#)

Financial Aid

- [View Financial Aid](#)
- [Accept/Decline Awards](#)

other financial...

Account Summary

- You owe 1,600.00.
- Balance Due 0.00
 - Other Charges Due 1,600.00

Currency used is US Dollar.

[make a payment >](#)

Personal Information

Emergency Contact

- [Names](#)
- [User Preferences](#)

other personal...

Contact Information

Home Address	Other Address
[Redacted]	Withheld
Home e-mail	Campus e-Mail Address
None	[Redacted]

Admissions

Blackboard

What is Blackboard, and what is it used for?

Blackboard is an online program, or “virtual classroom” that you will use to access assignments, correspondence from your instructor, discussion boards, and grades for your Gateway classes.

Blackboard is also the “virtual classroom” where online classes take place.

Blackboard

Go to www.gateway.kctcs.edu and select the “Blackboard” link in the top right corner of Gateway’s home page.



Blackboard

Sign in to Blackboard using your user name and Password.

KENTUCKY COMMUNITY & TECHNICAL COLLEGE SYSTEM

Home Help Login

KCTCS eLearning eLibrary Help

Hot Links

- [Bookstore](#)
- [Colleges](#)
- [Courses Offered](#)
- [Registration Information](#)
- [KY Virtual Campus](#)
- [KY Virtual Library](#)
- [PeopleSoft](#)
- [HR, Payroll and Grades.](#)
- [Webmail](#)

Student and faculty email system.

Login Here

[Change Text Size](#) | [High Contrast Setting](#)

Have an account? Enter login information and click the **Login** button below.

[Need an account?](#)

Username:

Password:

[Forget Your Password?](#)

Login

eLearning System Announcements

STUDENTS - Here are two important steps to improve the functionality of the Blackboard test-taking environment:

- We highly recommend using a [Certified or Compatible browser](#).
- Do not use Google Chrome.** We've found you may not be able to edit essay answers or add fill in the blank answers.
- Turn off the Visual Text Box Editor in Blackboard before beginning your test: go to [My eCourses > Personal Information > Set Visual Text Box Editor Options > check "Unavailable"](#). [Click here for more test-taking tips](#)

Welcome! Thank you for choosing KCTCS! If your Blackboard class shows "unavailable" when you log into Blackboard, the class has not begun - please check start date. Your instructor will change the class to "available" when the start date arrives. If the official start date of the class has been reached and the course still says "unavailable," you will need to email your instructor to find out when the course will be opened.

ATTENTION - Blackboard will be unavailable every Sunday from 1:00AM to 5:00AM ET for scheduled server maintenance.

Mobile Learning

Now you can access your courses, content, and organizations on a variety of mobile devices, including Android and Blackberry phones on the Sprint network. Mobile Learn is now available. [Get Started.](#)

Blackboard

Example of what a Blackboard “classroom” looks like.

The screenshot displays the Blackboard interface for the course "Introduction to College (4102_9501)". The header includes the "KENTUCKY COMMUNITY & TECHNICAL COLLEGE SYSTEM" logo and navigation links for "My Places", "Home", "Help", and "Logout". Below the header, a navigation bar contains "eCourses", "eCommunity", "eContent Collection", "eResources", "eLibrary", and "Help". The course title and "Class Materials" are shown in the breadcrumb trail. The main content area is titled "Class Materials" and contains a list of seven class folders: "Class One: Intro & Learning Styles", "Class Two: Time Management", "Class Three: Notes, Reading, Testing", "Class Four: Communication", "Class Five: Money Management", "Class Six: Scavenger Hunt & Take Home Exam", and "Class Seven: Stress Management & Test Anxiety". A descriptive note for Class One states: "You will find homework assignments and other class material in this folder." The left sidebar includes a course navigation menu with "Announcements", "Syllabus", "Class Materials", "Home Page", "Tools", and "Help". Below this is a "COURSE MANAGEMENT" section with a "Control Panel" containing links for "eContent Collection", "Course Tools", "Evaluation", "Grade Center", "Users and Groups", "Customization", "Packages and Utilities", and "Help".

Success is Our goal for You!

Success in your classes and at Gateway will depend on some key factors:

- Academic preparation
- Class attendance is key!
- Good study and work habits
- Setting career and personal goals
- Using available student support services

Know how to read your class schedule

Days & Times

M = Monday

T = Tuesday

W = Wednesday

R = Thursday

F = Friday

MW = Monday & Wednesday

TR = Tuesday & Thursday

Campus Codes

GTW = Covington

GTWED = Edgewood

GTWULC = Urban Center

GTWPHC = Park Hills

GTWB = Boone

If your class runs from Mon. 8/15 to Sat. 12/11 and takes place on Tuesdays and Thursdays (TR), then your class will start on Tuesday, Aug. 16th and run until Tuesday, Dec. 8th.

Class Schedule Example I

*EmpID:

*Term: Spr 2011



Home Campus

Academic Plan:

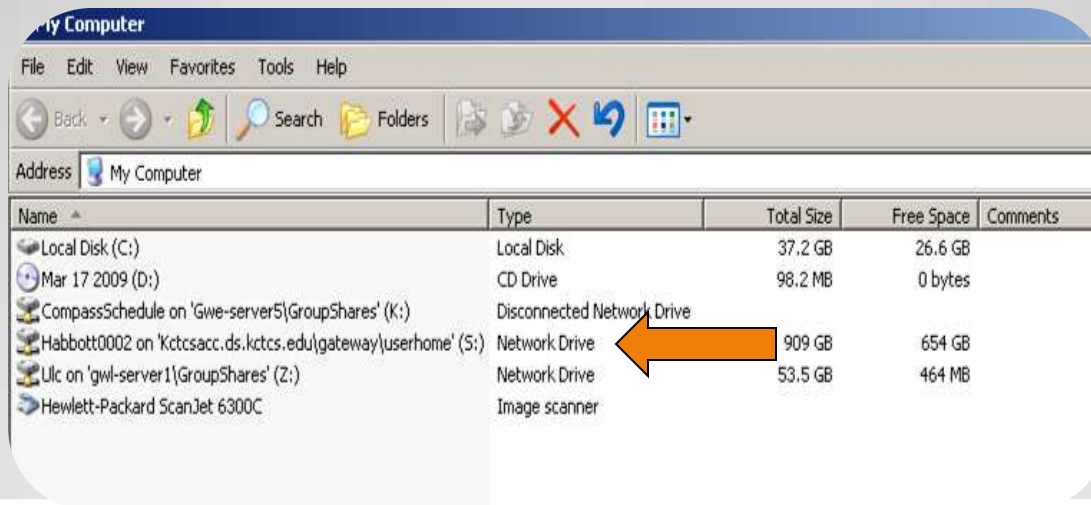
DateTime Printed: 12/09/10 3:15:54.000000PM

KCTCS Student Class Schedule |

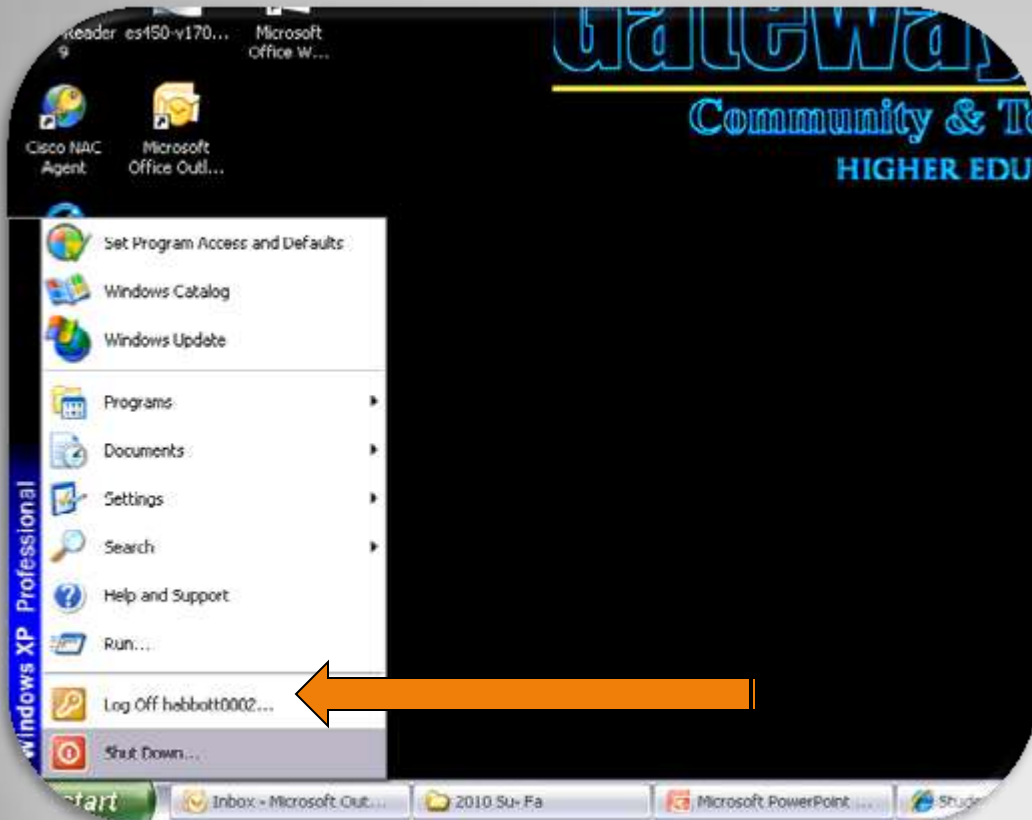
Sessn	Class#	Course	Section	Course Title	Location	Dates	Credits	Meets	Begins	Ends	Bldg	Room	Instructor	Grade		
1	M15	84159	GEN 102	9708	Foundations of Learning	GTWULC	03/16 - 05/14/2011	LEC	3.00	TR	08:00 AM	10:45 AM	97ULC	205	Green, Learys	
2	M17	85029	MT 120	9701	Intermed Algebra with Applicat	GTWULC	01/31 - 05/14/2011	LEC	3.00	MW	02:00 PM	03:45 PM	97ULC	205	Wojtowicz, Ki	
3	M14	85578	RDG 20	9702	Improved College Reading	GTWULC	01/10 - 03/15/2011	LEC	3.00	TR	11:00 AM	01:45 PM	97ULC	200	STAFF	
4	M15	85658	RDG 30	9706	Reading for College Classroom	GTWULC	03/16 - 05/14/2011	LEC	3.00	TR	11:00 AM	01:45 PM	97ULC	204	STAFF	

Good advice for using lab computers

- When using a computer on any of the campuses, you have access to your own personal “shared drive”. You can save documents here, however, **be advised** that you will **only** be able to access these files from a campus computer. Your shared drive will not be accessible from your home computer.



Good advice for using lab computers



When you are finished working on a campus lab computer, remember to log off!! Go to the **Start** menu at the bottom left of your screen and click on **“log off (your user name)”**. Then, when prompted, click OK. This will ensure that another user will not be able to access your files and personal information.

Advising 101

Things to have and know:

- Know your Student ID number!!
- Add/Drop dates for each semester. Know your role!! (See Student Handbook)
- Have a copy of your program guide and look at it every time you enroll. (You will get this from your advisor)
- Get comfortable with the Gateway website: www.gateway.kctcs.edu
- Check your email and keep it cleaned out!
- Be prepared! Remember, this is your education and you need to own it!
- We are always here for direction, helpful suggestions and friendly advice.

Advising 101

Who: We have one Director, and two full-time Student Affairs Specialists at the Urban Center

Mallis Graves: Director: 859-442-1608

LaCrystal Green: Student Affairs Specialist: 859-442-1604

Heather Abbott: Student Affairs Specialist: 859-859-7634

Advising 101

What: The Urban Center sees all new and returning students. Student will stay with the Urban Center until they have fulfilled their developmental needs. At that point, they are moved on by the Director of the Advising Center to a faculty person in their program of study.

Why: We are all here to assist you in getting started on the right foot. We are available throughout the semester for questions. Knowing your program and planning ahead is key to staying on the right track.

Financial Aid

Additional Information?

- Verification Documents (Random Selection)
- Verification worksheet
- Student's 2009/2010 Federal Income Tax Return
- Other documentation that explains the family's 2009/2010 income as requested by the school
- All documentation must be completely filled out and signed.
- If additional information is required, all documents must be completed and turned into the Financial Aid Office or the student **WILL NOT** received their aid.

Award Notification

- You will be notified when your *Financial Aid* has been packaged IN YOUR KCTCS EMAIL.
- Accept or decline aid that has been offered.
 - You will need to log onto your Student Self Service account to accept or decline your financial aid award.
 - Grants- Pell and/or CAP- are automatically accepted by Gateway for the student.
 - Student loans **MUST** be accepted by the student.
 - When taking out a student loan, the student will be required to complete an entrance loan counseling, and sign a promissory note with Gateway's direct lender.
 - Both of these additional steps are completed online at www.StudentLoan.gov
 - If you need assistance, don't hesitate to ask!

KCTCS Easy Refund Program

The KCTCS Easy Refund Program is a partnership with Higher One, a financial services and payment company focused exclusively on higher education, to offer KCTCS students faster delivery options for receiving refunds.

Students will select their refund preference from the following three options:

Easy Refund to the OneAccount

*An FDIC insured checking account offered by Higher One
Received the same day as being released by KCTCS*

Transfer funds to a bank account of their choice

Received approximately within two days of being released by KCTCS

Paper check mailed to student's address on file

Received within five to seven days of being released by KCTCS

KCTCS Easy Refund Program

What students need to do

A KCTCS Debit Card will be mailed to each student's current address. The card is their key to logon to www.kctcsdebitcard.com to select their refund preference. As part of the activation process, students may also elect to receive e-mail and/or text message alerts each time a refund has been processed on their behalf.

For more information go to www.kctcsdebitcard.com

Receiving Financial Aid Funds

If you have been awarded grant/loans monies, your funds will be credited to your account **approximately 4 weeks after the first day of your classes.**



Financial Aid Release Form

- Complete the Financial Aid Release Form if you would like to be able to charge your books at the bookstore. This form includes:
 - Bookstore Release
 - Title IV Release
 - Family Education Right to Privacy Act Release (FERPA)
- You must return your Financial Aid Release Form to the Financial Aid Office at least 24 hours before you need your books!

Book Charges

- ❖ Books are available at the Covington Campus Bookstore or online at www.whywaitforbooks.com beginning **10 days** before classes begin.
- ❖ You must have a Financial Aid Release (FAR) on file
- ❖ You must have accepted enough aid to cover the cost of your tuition PLUS books.



Tuition Due Date



- Accepted Financial Aid will extend your tuition payment beyond the tuition due date.
- Automatic if you have accepted more than enough financial aid to cover your costs.
- Tuition costs are \$130 per credit hour (\$390 per class)

Student Support Services



Helping you make
connections!

Library Services

Locations

- Covington Campus
1025 Amsterdam Rd.
Room C-106
- Edgewood Campus
790 Thomas More Parkway
Room E-213
- Boone Campus
500 Technology Way, Florence
Room 125



Disability Services

Students who would like to receive disability services must request those services separately from admission to Gateway.

The Disability Services intake process is:

1. Complete admission to Gateway
2. Register for classes
3. Provide documentation of the disability to Disability Services
4. Schedule a meeting to discuss your needs and accommodations

Disability Services

Some Examples of accommodations:

- Texts in alternative format (audio, Braille, digital, etc.)
- ASL Interpretation
- Amplification system
- Access to lecture notes
- Extended time to written tests
- Assistive technology

Disability Services

**For more information,
contact Colleen Kane at
859-442-4120**

or

colleen.kane@kctcs.edu

TRIO

Student Support Services

Will provide FREE support with:

- Academic Advising
- Career Advising
- Financial Aid counseling
- Resume writing and interview assistance
- Workshops/seminars to support student success
- Assistance with applications to four year institutions
- Social & cultural activities
- Network and form relationships

TRIO

Student Support Services

Get Involved Now!

Applications are available for Student Support Services from your advisor and at each campus front office.

Or you can call:

Sherry Parsons at 859-442-1623 or

Stacy Kirchoff at 859-442-1629

Tutoring Services



Request a Learning Partner....
*Help improve your course grades
through a partnership of
learning...it's FREE!*

Log on to the Current Students
page on the GCTC website for
the Learning Partner Schedule

Career & Transfer Services

The Career Center can help you learn more about yourself and what career and/or major matches your interests, skills, personality and values.

Workshops are offered throughout the year!

For more information, or to register for a workshop, please contact
Amy Monson at 859-442-1149 or
Lisa Mohr at 859-442-1183

Need some direction?

Feeling Lost or overwhelmed?

Are you new to college and confused by everything?

Finding it difficult to balance school and other life responsibilities and stresses?

Need some support with personal issues and help getting motivated?

Looking for improved planning and time management skills?

Help is Here!

Let the Director of Counseling assist you on your way to a successful academic career and new opportunities.

Contact: Bridgett Sullivan

Email: bridgett.sullivan@kctcs.edu

Phone: 859-442-4195



**Safety Notification
Alert Process
Stay Safe on
Campus!
Opt-in for SNAP
text alerts today!**

Who?

All Students, Staff and Faculty

What are SNAP text alerts?

Text messages to mobile phones regarding campus emergencies

Why would I want that?

So you can stay alert to campus danger (i.e. gunman on campus, bomb threats, terror threats, severe weather)

CONGRATULATIONS!

You've just taken a big step
towards your future!

The Urban Center of GCTC



As we continue to grow....

Due to rapid growth in enrollment and demands from federal regulation, Gateway realized the need for a more pro-active approach to admissions and New Student support.

Starting in Summer 2011, all incoming Gateway students must fully complete the admissions process before attending a Student Orientation and Registration session (SOAR).

The Urban Center orientation approach is being adopted by the college as a whole, giving Gateway students college-wide the support for student success that will start each of them off on the right foot!