

Student Services Council Meeting

March 30, 2021

Small Group Activity

Discussion Topics:

ctcLink Updates:

- The online payment system is not working, no students are able to pay online at the moment.
- Finance noticed it Thursday (March 25th) and it became known as a widespread issue on Friday (March 26th)
- SBCTC is working on the situation and are hoping to update and upgrade the system tomorrow (March 31st) but hopefully it is not going to affect any other part of the system
- An announcement will be sent out to students to notify them of the situation and the options available to pay for their tuition
- If you speak with a student, make sure they know to leave a voicemail and wait for a call back.
- Payment plans are still working (Nelnet) but if they want to pay in full, they have to call finance to make the payment over the phone, money order, check, or walk-in and pay
 - The dropbox by the entrance to the admissions building is available
 - A larger dropbox may be possible
- Finance mentioned that if the issue is not resolved, they will send over another cashier to help with the influx

Financial Aid Updates:

- Grades are still being reviewed
- They are working through the list of students who are enrolled in credits that they are not fully covered for
- Washington Grant - they are ensuring students are not awarded more than what they are eligible for

Workforce Updates:

- Students need to check their ctcLink account and ensure they have the voucher for the bookstore

Running Start Updates:

- Staff are hosting info sessions for any interested students of high school age

Meeting Adjourned.