FAQ Sheet

Admissions Information

- **When is the deadline to apply?**
    - CEI does not have an admission deadline
    - We recommend that students apply and submit all required documents early
        - This will allow time to process documents so students receive acceptance into CEI
    - Students will receive notification from admissions through email and postal mail
        - Notifications will contain information on what the applicant is missing and/or their admission status
    - For more information, please contact
        - Admissions at admissions@cei.edu
        - Phone Number (208) 524-3000 option 4

- **How do I apply?**
    - Step-by-step instructions on how to apply can be found at http://www.cei.edu/admissions
    - Link to the online application https://www.applyweb.com/eitcapp/index.ftl
    - You can come into the Student Affairs office for a paper application

- **Do you need a GED or HS diploma to take classes as a non-degree seeking student?**
    - No, however you will need your GED or HS diploma to be a degree seeking student

- **How do I register for Student Orientation Advising and Registration (SOAR)?**
    - Throught the Student Affairs office either in person or by at (208) 524-3000, option 4

- **How would I update my name?**
    - o Bring your driver's license and social security card, with your updated name, to an admissions clerk in Student Affairs, Building 3, Room 311
- **How do I change my program?**
    - o Fill out the Intent to Change or Add Program form
        - ▪ http://www.cei.edu/registrar/forms-links
    - o Once the form is filled out, it can be delivered to an Admissions Counselor in the Student Affairs office

Cashier's Information

- **How much is tuition?**
    - o Per credit for the 20-21 school year
        - ▪ $129 for Idaho residents (lived in Idaho at least 12 months)
        - ▪ $258 for Non-Idaho residents
    - o Additional Fees
        - ▪ $15 Computer Lab fee
        - ▪ $50 per credit not to exceed $500 per semester for non-county residents
            - ▪ Students NOT living in Ada, Bonneville, Canyon, Jerome, Kootenai, or Twin Falls counties
            - ▪ Contact Assistant Registar with questions
        - ▪ Lab fees vary by course

- **Where do I pick up my Financial Aid refund check?**
  - The cashier's window in Bldg. 3
  - Remember to bring your valid government photo ID
  - First disbursement of checks for the term will be the Friday before classes start
    - Student will be notified via CEI email if they have a check available for pick up
  - Once the term starts, students who still have a check to pick up will need to complete a Verification of Attendance form
    - The form can be picked up at the Cashiers office
    - Students will need current instructors to sign the form verifying they have attended class
  - Cashiers office hours for Fall & Spring
    - Monday-Friday
      - 8:30 a.m. – 4:30 p.m.
  - Cashiers office hours for Summer
    - Monday-Friday
      - 8:00 a.m. – 3:30 p.m.

Center for New Directions (CND)

- **What is CND?**
  - CND at CEI is one of six programs in Idaho whose mission is to assist adults wishing to change or improve their education and/or employment
  - They specialize in career development services for single parents, displaced homemakers, non-traditional training/employment, and other special populations
  - They offer services to provide support and career opportunities for CEI students

- **How can I hire graduating students?**
  - Email job descriptions to jennifer.lyman@cei.edu and she will post them on our website
    - http://www.cei.edu/career-placement

College and Career Readiness (CCR)

- **Are there classes to help me get ready for college?**
  - CCR has free college preparation classes
  - Student must take the CASAS test before getting into the college prep classes
    - CASAS tests assess basic and academic skills in real-world contexts. The system monitors progress in reading, math, English language, writing, and work-readiness skills.
  - Contact CCR for more information (208) 535-5386
  - Located in Bldg. 3, Rm. 345

Disability Resources

- **I had an IEP in school, who do I talk to about it?**
- Speak to Dan Bruderer, Disability Coordinator, about accommodations
  - Email dan.bruderer@cei.edu
  - Phone (208) 535-5462

Financial Aid Info

- **Do I have to be a full-time student to get financial aid?**
  - No, full-time status is not a requirement for financial aid
    - You must have at least 6 credits to get Federal Student Loans
    - Pell Grants are enrollment based
  - For specific information
    - Email financial.aid@cei.edu
    - Phone (208) 535-5374

Front Desk Questions

- **I lost my Assistance with Medications certificate and I need a copy for my job. Can you help?**
  - We do not provide copies of the Assist with Meds certificates once they are awarded to the student
  - Please come to the Student Affairs office with a government issued photo ID and request an unofficial transcript for $2
  - If the course was in Lumens please contact Sylvia Coleman at (208) 535-5623
- **How do I get a copy of my Transfer Equivalency Report (TRER)?**
  - TRERs can be obtained at Student Affairs
  - It is free of charge and requires a request form to be filled out
  - Picture ID (Student ID or Government ID) will be required before the TRER is released to student
- **Habla Espanol?**
  - We have individuals on campus who speak Spanish
  - Contact the Student Affairs office if you need help
    - Phone (208) 524-3000 option 4

- Visit Building 3, Room 311

- **Which advisor should I speak with?**
  - Current students can check in their Self-Service
    - Faculty Advisor or Admissions Counselor will be under advisor tab
  - New students will need to meet with an Admissions Counselor
    - To schedule an appointment call (208) 524-3000 option 4

- **How do I get my student ID?**
  - In the Student Affairs office, building 3, room 311
    - Wednesdays from 9:00 a.m. – 4:00 p.m.
    - To request a different day and time call (208) 524-3000 option 4
  - Please check your CEI email for any changes

- **Do you offer truck driving (CDL)?**
  - At this time, we are not offering the Professional Truck Driving program

- **Can the auto shop fix my car?**
  - Our automotive students work on vehicles for the public under supervision of instructors
  - To schedule an appointment
    - Please contact Wilma Scott
    - Phone (208) 535-5373
    - Email wilma.scott@cei.edu

- **Can I get an appointment with the dental program to fix my teeth?**
  - The Dental Assisting department accepts patients during Spring Semester
    - Mid February through the end of April
  - They can do cleanings, exams, x-rays, fillings, and extractions for patients who have current dental insurance
  - To schedule an appointment call Raeleen Roberts (208) 535-5341

GED

- **How do I get my GED?**
  - Register and pay for the GED tests two different ways
    - Online www.ged.com
    - Call 1-877-392-6433
  - If you think you might need some help preparing, free GED prep classes are offered through our College & Career Readiness Center (CCR)
    - Call (208) 535-5386
- **How much does the GED cost?**
  - For all four tests – $120 ($30 per test)
  - You will pay with a credit or debit card when you schedule your exams
- **Where do I get my GED transcripts?**
  - www.diplomasender.com
  - Diploma Sender can email or mail the transcript to you
  - If you require your GED transcript for admission to a school, you must have the transcript sent directly to the institution from Diploma Sender, in order to be considered official

Miscellanous

Hours of Operation

- **Bookstore**
  - Fall/Spring: Monday – Friday
    - 8:00 a.m. – 5:00 p.m.
  - Summer: Monday – Friday
    - 7:30p.m. – 4:00 p.m.
  - (208) 535-5367
- **Cashier**
  - Fall/Spring: Monday – Friday
    - 8:30 a.m. – 4:30 p.m.
  - Summer: Monday – Friday
    - 8:00 a.m. – 3:30 p.m.
  - (208) 535-5332
- **Center for New Directions (CND)**
  - Monday – Friday
    - 8:00 a.m. – 5:00 p.m.
  - (208) 535-5363
- **College & Career Readiness (CCR)**
  - Monday – Thursday
    - 8:00 a.m. – 8:00 p.m.

  - Closed Fridays
  - (208) 535-5386
- **Financial Aid**
  - Fall/Spring: Monday – Friday
    - 8:00 a.m. – 5:00 p.m.
  - Summer: Monday-Friday
    - 7:30 a.m. – 4:00 p.m.
  - (208) 535-5374
- **Library**
  - Monday-Thursday
    - 7:30 a.m. – 8:00 p.m.
  - Friday
    - 7:30 a.m. – 4:30 p.m.
  - (208) 535-5312
- **Student Affairs**
  - Fall/Spring: Monday-Friday
    - 8:00 a.m. – 5:00 p.m.
  - Summer: Monday-Friday
    - 7:30 a.m. – 4:00 p.m.
  - (208) 524-3000 Ext. 4

- **Testing Center**
  - Monday-Thursday
    - 8:00 a.m. – 8:00 p.m.
  - Friday
    - 8:00 a.m. – 5:00 p.m.
  - Saturday
    - 8:00 a.m. – 2:00 p.m.
  - (208) 535-5438
- **Tutoring Center**
  - Monday-Thursday
    - 9:00 a.m. – 8:00 p.m.
  - Friday
    - 9:00 a.m. – 5:00 p.m.
  - (208) 535-5490
  - Hours vary by semester

Event Scheduler

- **I need to find a place to hold my event. Who do I need to talk to?**

  - Room Scheduler Valerie Mitma

  - Phone (208) 535-5332

  - Email valerie.mitma@cei.edu

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Registrar's Information

- **Where do I get my official or unofficial transcripts?**
  - Student Affairs can print an unofficial copy of your transcript
    - Processing fee for Unofficial Transcripts are $2
    - Fee is paid in the Cashiers Office
  - Current students can get an unofficial transcript from Self-Service
  - If you need an official copy of your transcript, you can request it online through the CEI website
    - http://www.cei.edu/quick-links
      - Then click on Transcript Ordering (online)
    - The fee for official transcripts is $10
    - Processing time for official transcirpts is 7-10 business days

- **How do I receive financial assistance for the $50 per credit fee, being an out of county student?**
  - Complete the District Residency form
  - The form can be found on the CEI website
    - Quick Links > Registrar > Center of page District Residency > click on Certificate of Residency Forms
    - Return form to your county clerk's office
  - Contact Assistant Registrar with any questions

- **Where would I find a general petition form?**
  - The form can be found online at http://www.cei.edu/registrar/forms-links

- **How do I submit a release of information form?**
  - The form can be found online at http://www.cei.edu/registrar/forms-links
  - Bring completed form to Student Affairs
  - Photo ID is required
  - If the student is submitting the form by mail or fax, a legible copy of their photo ID is required.

- **What would I need to do to apply for graduation?**
  - Emails are sent out to current students
    - On how to apply
    - Deadline information
    - Regalia ordering
  - Applications should be done through Self-Service before deadline
    - Fee before deadline is $15 fee
      - Fee can be paid online using Self-Service
  - After deadline paper applications must be submitted
    - The application is found online at http://www.cei.edu/registrar/forms-links.
    - Fee after deadline is $30
      - Fee is paid at the Cashiers office

Testing Center

- **Where do I pay for a placement/proctored test?**
  - At the cashier's window during open hours
  - At the Testing Center with exact cash, check, or card
    - Bldg. 1, Rm. 25
- **Where do I take a placement/proctored test?**
  - Placement tests, proctored tests, and GED tests are available in the CEI Maeck Testing Center downstairs in Bldg. 1, Rm. 25
  - You can schedule placement exams, CEI and non-CEI academic exams, and certification exams
    - Online at http://www.cei.edu/testing-center.
- **How can I practice for placement tests?**
  - The following resources have both free and paid options to help you improve your placement results in both Math and English
    - **Accuplacer (English)**
      - Accuplacer.org
      - Study.com
    - **ALEKS (Math)**
      - Aleks.com
      - Mathhelp.com

Tutoring Center

- **I need some extra help. How can I get some tutoring services?**

    o   Our Tutoring Center has math and writing tutors available on a walk-in basis or by appointment

    o   Call (208) 535-5490 to schedule an appointment

    o   Schedule an appointment at https://app.acuityscheduling.com/schedule.php?owner=16532641%20

Workforce Training & Continuing Education

- **How do I register for WTCE?**

    o   Online at https://ceiworkforce.augusoft.net/

    o   Sign-in or create a new profile

    o   Once you have logged in, you can add classes to your cart and then pay with a credit/debit card

    o   For more information contact (208) 535-5345

    o   Email WTCE@cei.edu

- **Do you have Spanish classes?**

    o   CEI offers non-credit Spanish classes through our WTCE department

    o   Class information is available online at https://ceiworkforce.augusoft.net/

- **How do I sign up for CNA classes or testing?**

    o   Contact Sylvia Coleman at (208) 535-5623

- **Where would I find more information on Fire Service Technology?**
  - General information can be found online at http://fst.cei.edu/
  - For more information, contact Dean Ellis at (208) 535-5442
- **Where can I find more information on the Emergency Medical Technician-Basic (EMT-B) program?**
  - General information can be found at http://www.cei.edu/wtce/emergency-services-training/emergency-medical-technician
  - For more information or to sign up, contact WTCE at (208) 535-5345