What is eCampus?	eCampus provides students the ability to enroll in digital online courses utilizing faculty from TCSG colleges, allowing students access to programs that would not have been available at their home technical college.
Are there admission requirements for using eCampus?	eCampus is a delivery platform used by all Technical Colleges. The admission or placement requirements for all programs are determined by your college.
Does eCampus cost anything to use?	Standard tuition and fees cover the cost of eCampus.
What technology do I have to have to use eCampus?	A device that connects to the internet and access to some form of web browser. Some courses may have more requirements such as software or other hardware.
If I don't have access to the internet, can I still have access to this tool and its resources?	Yes. Colleges will provide access via local College internet on their campus and provide location information for Wi-Fi hotspots strategically placed within your community.
How will I access student services such as library resources, tutoring, financial aid, course materials ect.	Please refer to your home college's eCampus resource page
How do I enroll in class?	You will be able to enroll in a class using your college's normal enrollment platform.
How do I get access to career services using eCampus?	Please refer to your home college's career services office.
How do I access my schedule?	You are able to view your schedule via your college's normal platform.
How can I get technical support if I have problems?	Support will be provided by local IT college department for authentication issues, Learning Management System (LMS) team can provide support for issue within the online learning platform.
How do I request accommodations for my disability?	Please contact your home college's disability services.
I am an adult education student and want to know how this tool will work for me?	Adult education students are able to take courses through eCampus if they are enrolled at a technical college. Please contact your program administrator for more information. [insert link revise question]

What is a digital student ID?	Single username/password using multi-factor authentication (MFA) that will access a portal that provides access to all the necessary tools needed.
What is a digital credential?	Single username/password using multi-factor authentication (MFA) that will access a portal that provides access to all the necessary tools needed.
How does a digital advisor work?	The digital advisor is programmed to answer common questions you might have.
If I use eCampus, is there still a way for me to talk to a live person?	You will be given a dedicated ambassador that will be available to you both for digital communications and voice communications, whether that be in person or by phone/telepresence.
Do I have to go on campus for a proctored event if I am using eCampus to take a course?	The majority of the programs/courses do not require a physical proctored event, but there are some programs/courses that may require a physical proctored event, you should be able to find this requirement in each course description.
If I attend an online course from a different college, will it count toward degree requirements for my home college?	Each college is required to make the determination on accepting transfer credit for their programs. Students are encouraged to work with their college admissions office to determine what the college will accept as transfer credit.
How is eCampus different from being on campus at my college?	All coursework is online. During Phase 2, eCampus will offer additional services online, such as career services and financial aid counseling.
Does eCampus support real-time interaction, or only pre-recorded content?	eCampus supports real-time interaction.
How do I set up my career portfolio? Where do I get instructions on setting up my career profile blog?	eCampus will automatically populate your profile. You can edit and add to this profile via the portal. You will access this using your home college login info.
How will I interact with my peers in my portfolio?	There will be a way to connect via some form of telepresence systems such as WebEx, Microsoft Teams, etc. to collaborate with other students.
Can I use eCampus to attend a study group?	Yes. There will be a way to connect via some form of telepresence systems such as WebEx, Microsoft Teams, etc. to collaborate with other students.
Who has access to my information and data?	All data will be protected in compliance with TCSG's privacy policy and following the FERPA, GLBA, and/or other applicable regulations.

Do I have to pay the same tuition if I only access education online?	Yes, tuition is the same for on campus and virtual students. The online coursework has been carefully curated to provide the same competencies as coursework taken on campus.

*FAQs will be updated periodically. Last updated 03.09.2021