

Mayville State University

Online & Distance Student Handbook

2015-2016

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Welcome to Mayville State University Distance Education!

The Office of Admissions and Extended Learning staff is looking forward to providing you with timely and personalized assistance with your distance education courses. As a MSU student, you have access to a variety of support services and resources to help you achieve your educational goals. These services and resources are outlined in this handbook. In addition, this handbook points you to University policies that will help you successfully complete MSU distance education courses. Please contact the Office of Extended Learning with any questions you may have. Our office is located in Old Main 102 on campus, and we can be reached via telephone at 701.788.4667 or 800.437.4104 ext. 34667, or via e-mail at ExtendedLearning@mayvillestate.edu. Best Wishes,

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Extended Learning
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Office is responsible for:

- Processing applications for admission
- Determining admissions status
- Answering questions regarding admissions status
- Collaborative student registration
- Dual Credit registration
- Assignment of Distance Advisors
- Online/Distance Programs admission & registration
- Heart of the Valley Consortium ITV courses
- Online and Distance Proctor Verification
- Serve as a point of contact for distance and online students
- Veterans services point of contact

Office of Instructional Design & Technology

The Instructional Technology Team collaborates with faculty in the development of effective, quality outcomes based curriculum that will maximize student learning. Our **mission** is to provide the faculty, staff and students of MSU outstanding and friendly service to promote lifelong learning skills and innovative technology-enriched education. Technical support is provided in course design and development of MSU's distance education systems. We are also the primary contact for the campus learning management system, Moodle. Please feel free to contact us with any questions you may have. We can be reached at 701.788.4645 or by email at the addresses listed below.

Office is responsible for:

- Providing faculty and student support for Moodle, Blackboard Collaborate and other instructional technologies
- Researching, recommending and implementing new technologies to enhance education
- Providing instruction and support to faculty and staff for new and innovative educational technologies
- Guiding faculty through the process of online course development
- Ensuring student learning is maximized through effective course design



Modular Object-Oriented Dynamic Learning Environment

So what *is* Moodle? It is technically known as a Virtual Learning Environment. What that really means is that it's a website that allows you access course materials, helps with your studies and allows you to submit assignments and take quizzes. Once you claim your NDUS user account, an identity will automatically be created in the Moodle environment which will allow you to access your courses, send messages to your classmates and tutors, start discussions in the student forums, submit assignments and a whole lot more.

Moodle works in a similar way to some of the big websites such as Facebook. You can upload your picture, fill in your user profile and share information with peers and other distance students at MSU.

Any class you are enrolled in will appear in your list of courses for you to access. Here there will be study materials, supplemental readings and all the tools to help make your online experience as dynamic as an actual classroom! We hope you enjoy using Moodle as much as we do!

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Director of Instructional Design & Technology
Classroom Building
Phone: 701.788.4709
christine.gonnella@mayvillestate.edu



Sheena Moe
Moodle Contact
Distance Programs Support Specialist
Old Main 105A
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Mission and Vision

Mission

The mission of Mayville State University is to educate and guide students, as individuals, so that they may realize their full career potential and enhance their lives. We do this in an environment that reflects our tradition of personal service, commitment to innovative technology-enriched education, and dynamic learning relationships with community, employers, and society.

As a member of the North Dakota University System, Mayville State University offers undergraduate degrees.

Approved by the State Board of Higher Education February, 1998

Vision

To be known for continuing academic excellence in a cooperative, enjoyable learning environment that anticipates and responds to individual needs.

Purposes

- Collaborative relationships with schools, employers, and communities that contribute to the economic growth and social vitality of North Dakota
- Effective support for appropriate applications of information technologies to instruction and administration
- Academic programs and services that address real-world career and North Dakota workforce opportunities innovative, flexible delivery of instruction that meets the needs of the individual
- Enrollment and revenue development through retention, recruiting, and new opportunities
- Assessment and improvement of student learning outcomes and institutional effectiveness

Office of Admissions & Extended Learning

The Office of Admissions and Extended Learning extend Mayville State's promise of personal service to students enrolled in courses delivered at a distance. The office collaborates with academic divisions and administrative units to develop and deliver extended programs and courses, and to provide support for students and faculty engaged in distance learning at Mayville State University.

The Office of Admissions and Extended Learning serves high school students enrolled in dual credit courses, non-degree students taking distance courses, and online and distance students in the following programs:

- B.S. in Business Administration at Lake Region State College and Williston State College over IVN
- B.A.S. in Business Administration online
- A.A. in Business Management online
- B.A.S. in Computer Information Systems
- A.A. or B.A. in Early Childhood online
- B.S.Ed. in Elementary Education over IVN
- B.S.Ed. in Early Childhood Education [online/with on-campus session in summer]
- B.S.Ed. in Special Education online
- B.S. in Mathematics online
- B.S.Ed. in Mathematics Education online
- B.U.S. Bachelor of University Studies online
- B.S. in Nursing online
- B.S.Ed. in Special Education online

Quick References

How do I...?

TO REGISTER, VIEW CLASS SCHEDULES, ACCESS ACCOUNT AND FINANCIAL AID INFORMATION YOU MUST FIRST CLAIM YOUR ACCOUNT AT <https://helpdesk.ndus.edu/ndusaccount>

Register for a MSU Extended Learning Course?

1. Talk to your advisor.
 2. Go to www.mayvillestate.edu
 3. Click **my student portal** at the bottom of the page.
 4. Enter your Username and Password. Your *User Name* is the same as your login for ConnectND preceded by NDUS\. Your password is identical to the password you use for ConnectND and Moodle.
 5. Click on **CampusConnection**
 6. Enter your User ID and Password from the account claim process.
 7. From the menu on the left, click **Student Center**.
 8. Under **Academics** click **Enroll**.
 9. Choose the appropriate term and click **Continue**.
 10. If you know the class number you may enter it **OR** if you don't know the class number click the **Class Search** button then click **Search**.
 11. Fill in the *Course Subject*, *Course Number*, and *Course Career*. To show both open and closed classes, uncheck the *Show Open Classes Only* box.
 12. To choose the class you wish to add to your schedule, click **Select Class**.
 13. Click **Next** to add the class(es) to your shopping cart.
 14. To add more classes to your shopping cart click **Search**.
 15. Repeat this process until all classes have been selected, then click **Proceed to Step 2 of 3**.
 16. To OFFICIALLY add the classes onto *My Class Schedule* click **Finish Enrolling**.
 17. Click on **My Class Schedule** to confirm. Be sure to print a copy of your schedule to review.
 18. For additional registration instructions/information contact Leslie Durkin, 1.800.437.4104 ext.34774.
- Questions?** Call the Office of Extended Learning at 1.800.437.4104 ext. 34667

Drop a MSU Extended Learning Course?

1. Talk to your advisor.
2. After talking to your advisor, send an email to your instructor and records@mayvillestate.edu stating your name, Student ID number, Catalog number (i.e. ENGL 120) and name of the course you wish to drop. You **cannot** drop a course in CampusConnection on your own after classes have started.
3. For a complete withdrawal of all courses, contact Katie Richards, Director of Student Success at 1.800.437.4104 ext. 34675 or by email at katie.richards.2@mayvillestate.edu.

Register for a Collaborative Course at Another

Institution?

1. Go to www.mayvillestate.edu
2. Click **my student portal** at the bottom of the page.
3. Enter your Username and Password. Your *user name* is the same as your login for ConnectND preceded by NDUS\. Your password is identical to the password you use for ConnectND and Moodle.
4. Click on **Collaborative Registration** on the left menu.
5. Read the first page, and then click on **Online Collaborative Course Request Form**.
6. Enter your User ID and Password as required. Make sure you update your contact information.
7. Be very careful when entering the information for your class. You will need to know what institution you are taking the class from, the term, the catalog number, the class number, the number of class credits and the delivery method. ALWAYS enter your MSU email address when registering collaboratively.
8. Read the registration terms and then type your full name for the electronic signature.
9. Click **Submit Request**.
10. You will then see your class listed with the status of *Pending*. Once you have been registered in the course in ConnectND, you will see the status change to *Confirmed*.

Drop a Collaborative Course at Another Institution?

1. Talk to your advisor.
2. Go to www.mayvillestate.edu
3. Click **my student portal** at the bottom of the page.
4. Enter your Username and Password. Your *user name* is the same as your login for ConnectND preceded by NDUS\. Your *password* is identical to the password you use for ConnectND and Moodle.
5. Click on **Collaborative Registration** on the left menu.
6. Read the first page and then click on **Online Collaborative Course Request Form**.
7. Enter your User ID and Password as required.
8. Find the class you would like to drop. On the far right, click the *Drop* link. You will need to confirm that you want to drop the class.
9. You will then see your class listed with the status of *Drop Pending*. Once you have been withdrawn from the course in ConnectND, you will see the status change to *Dropped*.

Submit a Proctor?

1. Go to www.mayvillestate.edu
2. Click **my student portal** at the bottom of the page.
3. Enter your Username and Password. Your *user name* is the same as your login for ConnectND preceded by NDUS\. Your password is identical to the password you use for ConnectND and Moodle.
4. Click on **Submit Proctor** from the left-hand menu.

View/Print my Class Schedule?

1. Go to www.mayvillestate.edu
2. Click **my student portal** at the bottom of the page.
3. Enter your Username and Password. Your *User Name* is the same as your login for ConnectND preceded by NDUS\. Your password is identical to the password you use for ConnectND and Moodle.
4. Click on **CampusConnection**
5. Enter your User ID and Password from the account claim process.
6. Click **Student Center**.
7. Under **Academics** click the drop down arrow and select *Class Schedule*.
8. Click the >> button and select the appropriate term.
9. Click **Continue**.
10. You can also view your schedule in a calendar view if you prefer.
11. Select **Printer/Friendly Page** at the bottom and click the print button on your browser toolbar.

View my Finances?

1. Go to www.mayvillestate.edu
2. Click **my student portal** at the bottom of the page.
3. Enter your Username and Password. Your *user name* is the same as your login for ConnectND preceded by NDUS\. Your password is identical to the password you use for ConnectND and Moodle.
4. Click on **CampusConnection**.
5. Enter your User ID and Password from the account claim process.
6. From the menu on the left click on **Student Center**
7. Under **Finances** you can view your:
 - a. Account Summary by Term
 - b. Total Due Charges
 - c. Student Account Detail
 - d. Financial Aid Information
 - e. Financial Aid Award

View my Grades? *

1. Go to www.mayvillestate.edu
2. Click **my student portal** at the bottom of the page.
3. Enter your Username and Password. Your *user name* is the same as your login for ConnectND preceded by NDUS\. Your password is identical to the password you use for ConnectND and Moodle.
4. Click on **Campus Connection**.
5. Enter your User ID and Password from the account claim process.
6. Click on **Student Center**.
7. Under **Academics**, click the drop down arrow and select **Grades**.
8. Click on the term you want to view and continue.
9. Once you choose the term, your Official grade will show once it has been posted. If there is not a grade, you should check it again in a few days.

* Grades will usually be available to view on CampusConnection one week after a term ends.

Access my Online Courses from Mayville State University?

1. Go to www.mayvillestate.edu (Firefox should be the browser used to do this).
2. Click the blue "m" at the bottom of the page.
3. Click **Login**.
4. Enter your Username and Password. Your username is identical to your NDUS User ID which was given to you when you went through the claim process. Your Password will also be identical to what you created in the password creation portion of the claim process. Here's an example:
Moodle Username: jane.doe
NDUS User ID: jane.doe
Moodle Password: Comets2012
NDUS Password: Comets2012
5. Once logged in, click the **My Courses** link in the title bar of the page. Links to your courses will be listed. Click on the course name to go to its main page.

Access my Online Courses from Other Collaborative Institutions?

Each institution uses a different software system for their online classes. It is best to call the institution you are taking the class from and talk to someone in their distance education office to find out the specific information for that institution.

Get my Books??

MSU-BASED STUDENTS: for classes you take from Mayville State, you will order your books from the MSU Bookstore website at <http://www.mayvillestatebookstore.com>. You will need to create your profile before you can complete your order.

LRSC-BASED STUDENTS: you can opt to have books shipped to the MSU Program Coordinator's office at LRSC. For your collaborative courses from Lake Region State College, you will pick up your books from the Lake Region State College Bookstore. For your collaborative course from another institution, you will need to contact that institution and make arrangements to have your books mailed from there.

Check my Mayville State Email?

Every student enrolled at MSU is issued an institution email address which you will be notified of by email. Keep in mind you are expected to check your MSU email at least three times per week and can access it anywhere.

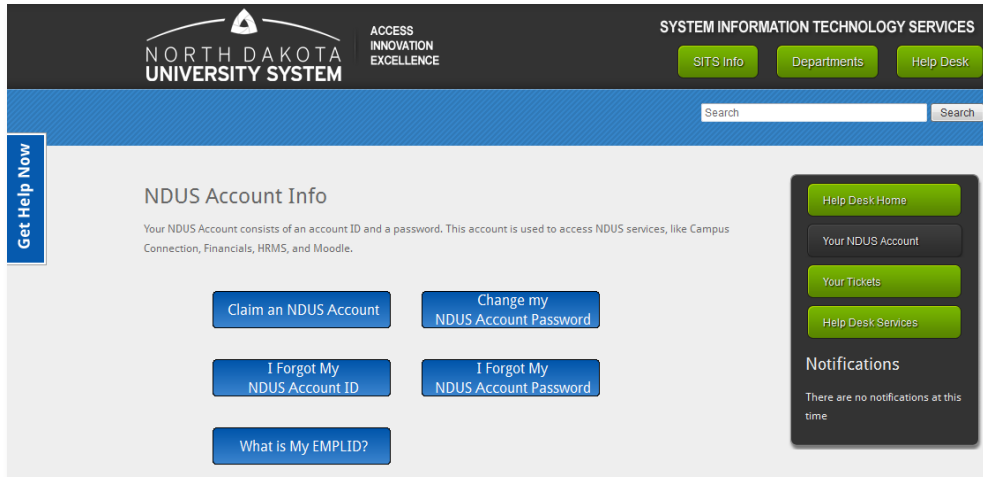
1. Go to www.mayvillestate.edu and Click **my student portal** at the bottom of the page.
2. Enter your Username and Password. Your *user name* is the same as your login for ConnectND preceded by NDUS\. Your password is identical to the password you use for ConnectND and Moodle.
3. Click on **Email**.

Claim Your NDUS Account

In order to access to your Mayville State University financial aid, student account information, view class schedules and register for classes, you need to first claim (activate) your account.

To claim your account, you will need your assigned EMPLID/Student ID and your birth date. Your student ID was sent by email or mailed out with your MSU acceptance letter from the Office of Admissions. If you cannot locate your student ID, please call the Office of Admissions at 1-800-437-4104, ext. 34667. Please follow the steps outlined below to claim your account:

1. Go to the website <http://helpdesk.ndus.edu/ndusaccount>

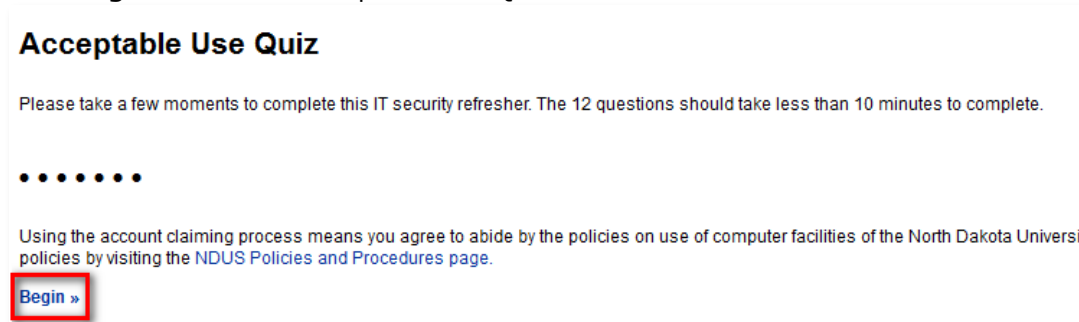


2. Click the blue **Claim an NDUS Account** button

PLEASE NOTE: If you are unsure whether you have claimed your account or if you do not remember what your User ID is, click ***I Forgot My NDUS Account ID*** and enter your birthday [separated by slashes] and your student ID number. The next screen will tell you if you have claimed your account. If you have, it will list your User ID. If not it will give you a link to begin claiming your account.

If you do not remember your account password, you can click ***I Forgot My NDUS Account Password***. Enter your User ID and click next. Your challenge questions that were created when you first claimed your account will now appear. You must answer at least three of the questions correctly before it will allow you to reset your password. These answers are case sensitive.

3. Click **Begin** to start the Acceptable Use Quiz



4. The Acceptable Use Quiz consists of 12 questions. You must answer each question correctly to move on. Answer each question, clicking "**Continue >>**" after answering correctly or "**<< Try Again**" if incorrect.

Claim Your NDUS Account

5. When finished, click **Continue to claim your account**

Congratulations. You have completed the Acceptable Use Quiz

Continue to claim your account »

6. Enter your **Date of Birth** mm/dd/yyyy and your **EMPLID/Student ID** in the respective field
- o mm = The month you were born, use two numbers
 - o dd = The day you were born, use two numbers
 - o yyyy = The year you were born, use all four numbers
 - o make sure you use the / between each

Account Claim Process

Enter your date of birth and your Empl ID to locate your record.

* Date of Birth (mm/dd/yyyy) |

* EMPLID (Do not enter the W.)

Continue

Cancel

7. Click **Continue**
8. Please answer at least 3 of the authentication questions [in the event you forget your password in the future, you will need to provide the answers to the three questions you choose in this step]
9. Click **Continue**
10. **Create** and **Confirm** a new password

Password

Confirm Password

Password Policy:

The password must contain at least 8 characters from three of the following four categories:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Nonalphanumeric characters `~!@#\$%^&*()_+-={}|[]\:"';?.,/

NO spaces are allowed
Passwords cannot contain your name or user name

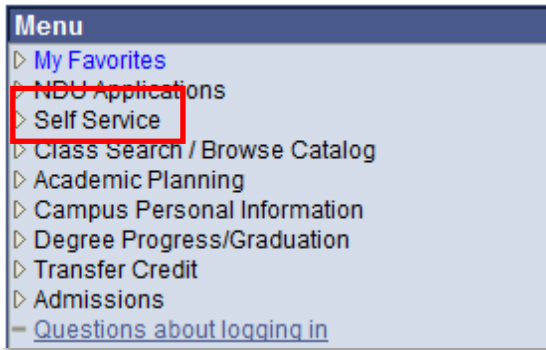
Change Password Cancel

11. Click **Change Password**
12. The final screen will notify you of your NDUS User ID [example: john.doe]

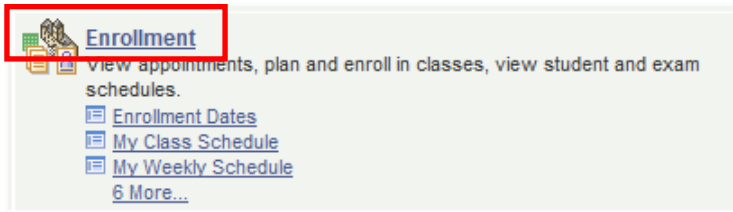
If you have any problems with this process, please contact the **NDUS Help Desk at 1-866-457-6387** [toll-free in the US and Canada], 24 hours a day, 7 days a week or via email at ndus.helpdesk@ndus.edu. We recommend that you complete this process as soon as possible to avoid delays in accessing class registration, fee statements, financial aid award statements and your email address.

Register for Classes

1. Visit the Mayville State website at www.mayvillestate.edu
2. Click on the **Current Student** link and login
3. Once logged in, click the link for Campus Connection
4. Login to ConnectND
5. From the left menu, select **Self Service**



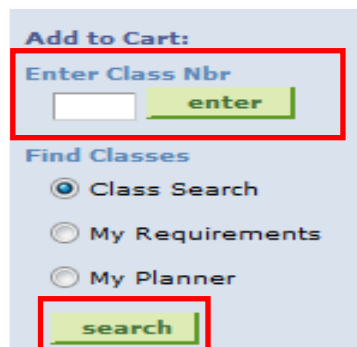
6. Next, select the **Enrollment** option



7. Select **Enrollment: Add Classes**



8. To select a class enter the number into the **Class Number Box**, or if you do not know the number click **SEARCH**



SEARCHING CLASSES

After clicking Search, the following screen will appear. Begin by choosing the appropriate course subject from the drop-down menu and then click the green **SEARCH** button.

Class Search Criteria

Course Subject: [Dropdown Menu]

Course Number: [Text Field]

*Course Career: [Text Field]

Use Additional Search Criteria: [Text Field]

Additional Search Criteria: [Text Field]

Return to Add Classes

Search Plan Enroll My

My Class Schedule Add

go to ... [Dropdown Menu]

SEARCH

Connect ND will show you all the available classes for that particular subject. To choose one of the options, click the blue section link.

ENGL 100 - Basic English Skills

View All Sections First 1 of 1 Last

Section [01-LEC\(8037\)](#) Status ●

Session Regular

Days & Times	Room	Instructor	Meeting Dates
MoWeFr 10:00AM - 10:50AM	Main Bldg Clsrm OM-307 w/ OM-3	Carolyn Baker	01/10/2011 - 05/13/2011

ENGL 110 - College Composition I

View All Sections First 1-2 of 2 Last

Section [01-LEC\(8034\)](#) Status ●

Session Regular

Days & Times	Room	Instructor	Meeting Dates
MoWeFr 10:00AM - 10:50AM	Main Bldg Classroom OM-306	Dale Nelson	01/10/2011 - 05/13/2011

Section [02-LEC\(8035\)](#) Status ●

Session Regular

Days & Times	Room	Instructor	Meeting Dates
MoWeFr 1:00PM - 1:50PM	Main Bldg Classroom OM-306	Dale Nelson	01/10/2011 - 05/13/2011

The section link will bring you to class details, scroll down and click **Select Class**

Class Detail

BUSN 351 - 01 Human Resource Management

Mayville State University | 2011 Summer | Lecture

[Return to Enrollment Request](#) [VIEW SEARCH RESULTS](#) [SELECT CLASS](#)

Class Details

Status ● Open Career Undergraduate

9. Once all your classes are selected, click **PROCEED TO STEP 2 OF 3**

ISBN Number Open Closed Wait List

Add to Cart:

Enter Class Nbr
8034

Find Classes
 Class Search
 My Requirements
 My Planner

Delete	Class	Days/Times	Room	Instructor	Units	Status
	BUSN 336-01 (8157)	TuTh 2:00PM - 3:15PM	Main Bldg South Lab OM-201	M. Skean	3.00	<input checked="" type="checkbox"/>
	CIS 200-01 (8172)	TuTh 2:00PM - 3:15PM	Main Bldg Typing OM-206	P. Nordine	1.00	<input checked="" type="checkbox"/>

10. Move to **PROCEED TO STEP 3 OF 3**, scroll down and select **FINISH ENROLLING**

ISBN Number Open Closed Wait List

Class	Description	Days/Times	Room	Instructor	Units	Status
BUSN 336-01 (8157)	Applied Statistics I (Lecture)	TuTh 2:00PM - 3:15PM	Main Bldg South Lab OM-201	M. Skean	3.00	<input checked="" type="checkbox"/>
CIS 200-01 (8172)	Computers In Society (Lecture)	TuTh 2:00PM - 3:15PM	Main Bldg Typing OM-206	P. Nordine	1.00	<input checked="" type="checkbox"/>

Be sure to check the right-hand column for either a green check [success], or a red x [failure] next to each class you wanted to add to your schedule.

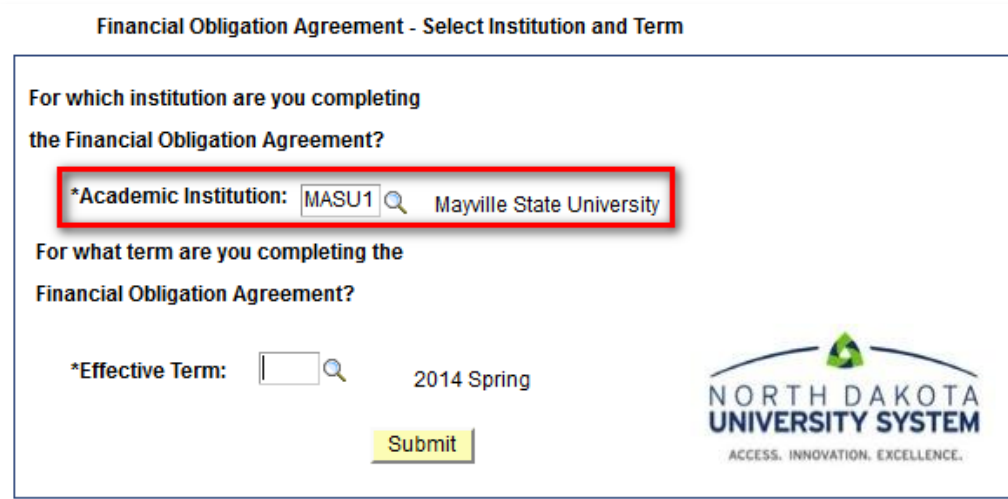
Success: enrolled Error: unable to add class

Financial Obligation Agreement

1. Login to ConnectND. On your home page, click on **Financial Obligation Agreement** under the Finances heading.



2. On the next screen you will have to select your institution and the term. In the institution field, click the magnifying glass and find Mayville State from the provided list. Click MASU1 to enter it into the field.

A screenshot of a web form titled 'Financial Obligation Agreement - Select Institution and Term'. The form contains two main sections. The first section asks 'For which institution are you completing the Financial Obligation Agreement?' and features a search field with the text '*Academic Institution: MASU1' and a magnifying glass icon. To the right of the search field, the text 'Mayville State University' is displayed. The second section asks 'For what term are you completing the Financial Obligation Agreement?' and features a search field with the text '*Effective Term:' and a magnifying glass icon. To the right of the search field, the text '2014 Spring' is displayed. At the bottom center of the form is a yellow 'Submit' button. In the bottom right corner, there is a logo for the 'NORTH DAKOTA UNIVERSITY SYSTEM' with the tagline 'ACCESS. INNOVATION. EXCELLENCE.' below it.

Financial Obligation Agreement

3. Select your term by clicking the magnifying glass and selecting the next semester you intend to register for (i.e. Fall 2016).


Financial Obligation Agreement - Select Institution and Term

For which institution are you completing the Financial Obligation Agreement?

*Academic Institution: Mayville State University

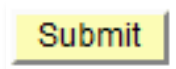
For what term are you completing the Financial Obligation Agreement?

*Effective Term: 2014 Spring



NORTH DAKOTA UNIVERSITY SYSTEM
ACCESS. INNOVATION. EXCELLENCE.


4. When both fields are filled in correctly, then click the **Submit** button.



5. Read through the Financial Obligation Agreement. Once you have finished, click either **Accept** to accept the Financial Obligation Agreement or **Decline**, if you do not agree to the terms outlined in the agreement.

Keep in mind, you will NOT be able to register until you accept this agreement.

Financial Obligation Agreement



NORTH DAKOTA UNIVERSITY SYSTEM
ACCESS. INNOVATION. EXCELLENCE.

By registering for courses at an institution (or institutions) within the North Dakota University System (Bismarck State College, Dakota College at Bottineau, Dickinson State University, Lake Region State College, Mayville State University, Minot State University, North Dakota State College of Science, North Dakota State University, University of North Dakota, Valley City State University, Williston State College):

- * I understand that I am incurring a legal obligation to pay all charges assessed to my Campus Connection account by the due date, including, but not limited to, tuition and fees, housing charges, and late payment fees.
- * I accept full financial responsibility for each registered course, including those I may add after this initial registration for the term and understand that I am personally responsible for payment of all sums when due regardless of my eligibility for financial aid or other financial assistance.
- * I understand that I must sign this agreement only upon initial enrollment each term and that adding additional courses for the same term may increase my financial obligation. I assume full responsibility for any additional charges and will check my Campus Connection account frequently to ensure that I am aware of any additional charges.
- * If I expect financial aid or a third party to pay all or part of my financial obligations to my

If you have any questions, please contact Ashley Mooney in the Business Office at 701.788.5265

Refund Schedule

IMPORTANT DATES

August 25	Orientation/Registration Classes Begin at 4pm
August 26	First Full Day of Classes
September 1	Labor Day – NO CLASSES Last Day to Register or Add a Class
September 3	Last Day to Drop a Class Without Record Last Day at a 100% Tuition and Fee Refund for Dropped Classes
September 10	Final Bill Payment
September 12	Application for Graduation Due for Spring and Summer
September 22	Enrollment Census Date
November 11	Veterans Day – NO CLASSES
November 14	Last Day to Withdraw From Term or Drop With Record
November 27-28	Thanksgiving – NO CLASSES
December 1	Classes Resume
December 15-19	Last Week of Classes/Finals Week
December 23	Grades due at 12pm

To drop an online class, please contact your advisor. After speaking with your advisor, send an email to your instructor and records@mayvillestate.edu stating your name, Student ID number, Catalog number (i.e. ENGL 120) and name of the course you wish to drop.

For a complete withdrawal of all courses, contact Katie Richards, Director of Student Success and Disabilities Services at 1.800.437.4104, ext. 34675, or by email: katie.richards.2@mayvillestate.edu.

CONSUMER INFORMATION

In compliance with the Higher Education Amendments of 1998 and consumer protection practices, Mayville State University provides information to current students and employees about the institution. In addition, all prospective students, prospective employees, parents of current and prospective students and members of the general public may obtain this information upon request.

To review these reports and policies, please visit the following link <http://www.mayvillestate.edu/about-msu/Pages/ConsumerInformation.aspx>.

Frequently Asked Questions

You've been admitted to MSU and have successfully registered for a distance course[s]...**now what?**

HOW DO I PURCHASE BOOKS AND MATERIALS FOR MY CLASS?

To purchase books and materials you may go to the MSU Bookstore website at www.mayvillestatebookstore.com. Click on Online/Distance and proceed with ordering your books. If you are new to the MSU Bookstore website, you will need to create a profile before you order. If you have any questions, please contact the MSU Bookstore at 800.437.4104 ext. 34823 or Cheryl.Angen@mayvillestate.edu.

Textbook Reservation System on MSU Website:

1. **If you have used this book reservation system previously you can go to Login and enter your email address and password.** If you did not use this system previously, choose **Log In** and set up your account. We recommend you use your MSU email address, as this is where you receive official campus communication. After you complete your account, you can begin to order your books.
2. First choose: **Online and Distance** and read the information concerning web orders. After reading the page proceed to order books; Click on **Course Materials**. There are two options shown; make sure you are in the "Course materials can be ordered for these terms": and the current term [Online/Distance F15] is chosen. Pick the departments you need; you can choose more than one at a time. Click to continue and choose your classes. Click to continue and a listing of the books will come up; add them to your cart and continue on to checkout.
3. When you get to **CHECK OUT PAGE: Confirm that billing address and shipping address are correct.** Choose from the drop down menu the shipping option that best meets your need. Once you choose from "Ship Via" drop down, the payment options will show on the right side of the page.
4. **Choose "Student Financial Aid."** Once you click on that a new screen will come up. You need to enter your student ID number then read and accept the option listed. If you have chosen to rent any of your books, a valid credit card number is also required. Your card will not be charged unless you fail to return the rental title as stated in the rental agreement.
5. After doing this, **SUBMIT ORDER.** You will receive your order information at this time.
LRSC Students: Your order will be packed and delivered to the Distance Coordinator at LRSC [Samantha Eastman]. She will notify you when you can pick up your books. Your **student account will be charged once you pick up and sign for your order.**
6. **NOTICE TO ALL STUDENTS: If you withdraw from a course, please contact the Bookstore immediately to check on return policies.** The last day to receive refund for current terms is 10 days after the start of the semester. For 5 and 8 week courses, please contact Pam Soholt, Bookstore Manager, with any questions regarding return or any other bookstore policies [Pam.Soholt@mayvillestate.edu or 701.788.4729].
7. For information on book buyback, please contact the MSU Bookstore website.

HOW DO I PAY MY FEES?

Students are required to access their account information online through ConnectND. To do so, go to www.mayvillestate.edu, click **Current Student** at the top of the webpage and enter your username and password. Then click on the **ConnectND** icon. If you do not know your ConnectND Username and/or Password, call the NDUS Help Desk at 866.457.6387. Once you have logged in, click on **Student Financials**, then on **Account Summary by Term**. The **Balance for All Accounts** is the amount due. Payments are due no later than the end of the third week of the semester. **No student will be dropped due to lack of payment or lack of participation without incurring some responsibility for tuition and fees.**

To set up a payment plan or if you have any questions regarding your financial account, please contact Ashley Mooney in the MSU Business Office at 800.437.4104 ext. 34757 or email at ashley.a.mooney.1@mayvillestate.edu.

Frequently Asked Questions

CREDIT CARD PAYMENTS:

Can I pay my bill online and/or by phone?

- Yes, payments can be made online.
 - Go to ConnectND
 - Enter your Username and Password from the account claim process
 - Click on **Campus Finance**
 - Click on **Account Inquiry** or **View Statements/Pay Online Now**
 - On the menu screen click on **Payments**
 - Click on **Make a Payment**
 - Payment options include using a credit card or e-check
- Yes, payments can be made by phone.
 - The following information will be needed: type of credit card, name on card, expiration date and verification code.

HOW DO I KNOW IF I HAVE AN OUTSTANDING BALANCE?

- Go to ConnectND
- Enter your Username and Password from the account claim process
- Click on **Campus Finance**
- Click on **Account Inquiry** or **View Statements/Pay Online Now**
- On the menu screen click on **Payments**

HOW DO I RECEIVE FINANCIAL AID?

If you are applying for financial aid and have any questions, you may contact the MSU Financial Aid Office at 800.437.4104 ext. 34767 or email at Shirley.M.Hanson@mayvillestate.edu. If you are enrolled in courses at another NDUS College then you may be considered a "collaborative student" and must apply for aid at the NDUS college or university you are receiving your degree from.

Can I receive financial aid for online classes?

- Yes, in order to be eligible for Federal Financial Aid you must be enrolled in at least 6 credits and be a degree seeker from Mayville State University.
- There are alternative private education loans available to students who are not eligible for federal funding. Contact the Financial Aid Office for more information.

How do I apply for Financial Aid?

- Go to www.FAFSA.ed.gov

How do I access my financial information?

- Go to the MSU website and click the "**my student portal**" link at the bottom of the page
- Enter your Username and Password from the account claim process
- Click the **ConnectND** icon
- Enter your User ID and Password again.
- Click on **Student Center**
- Under the Finance section click on **View Financial Aid**
- You can also see your student account detail
- Most communication for financial aid is done via email. It is the student's responsibility to check Mayville State University email *regularly*.

What is an excess financial aid check?

- Remaining funds after all of your campus expenses are paid.

How do I know if I have an excess financial aid check?

- Watch your account summary on ConnectND.
- Students can gain a general idea of any excess after viewing their account summary via ConnectND and comparing that balance to their financial aid award amount.
- If an excess financial aid check exists, students must notify the Business Office, verify the address and **request the check to be mailed**. If the student does not contact the Business Office the check will be held for 21 days and be mailed to the address on the check.

Quick tips for financial aid:

- Annual loan limits include Fall-Spring-Summer.
- There is a separate Mayville State application to apply for Summer Financial Aid.
- It is important that students understand their responsibility in the financial aid process.
- Student Responsibility: Check email often; View your bill for accuracy; Ask questions.

Frequently Asked Questions

HOW DO I USE THE MSU WEBSITE?

MSU provides online services, course information, and resources for students via the MSU website: www.mayvillestate.edu. There, you will gain access to:

- Online course materials through MOODLE
- MSU Email
- The MSU Byrnes-Quanbeck Library
- Your student information through ConnectND
- Current Student Portal

You will need your username, ID number and password to gain access to MOODLE, MSU Email, ConnectND and your course information. Your student ID number will be sent to you via email and your Username will be given to you upon successful completion of the account claim process. You will use this same information when logging into the "Current Student" portal.

To access MOODLE, MSU Email or ConnectND:

1. Go to the MSU website at www.mayvillestate.edu and click the "my student portal" link at the bottom of the page.
2. You will be prompted to enter your Username and Password. Your *Username* and *Password* are what you were given and what you created in the NDUS account claim process.
3. Click **Login**.

If you have any questions or problems with the information above or your Current Student portal, please contact the MSU Help Desk at 800.437.4104 ext. 34739.

WHAT IS NOTIFIND?

NotiFind is the emergency notification system used by all 11 North Dakota University System colleges and universities to provide timely information and instructions directly to students, faculty, staff and others during emergencies or urgent situations. The State Board of Higher Education requires employee and student participation in NotiFind. Students are automatically enrolled in NotiFind after completion of the admission process. In an emergency situation important information and instructions will be sent out via email, text, and land line or cell phone voicemail.

LIBRARY SERVICES

If you would like to access books and other resources from the Mayville State University Library, your MSU ID card serves as your library card. If you did not receive a MSU ID card, please contact the Office of Extended Learning at ExtendedLearning@mayvillestate.edu.

BEGINNING A COURSE

Mayville State University uses Moodle as the distance course management system. See instructions on the next page.

ATTENTION ALL STUDENTS

If you change your mind and DO NOT want to take a course[s] from MSU, you must contact the Office of Extended Learning and officially withdraw. **A student is not automatically withdrawn due to lack of attendance or lack of tuition and fee payment without incurring some responsibility for tuition and fees.**

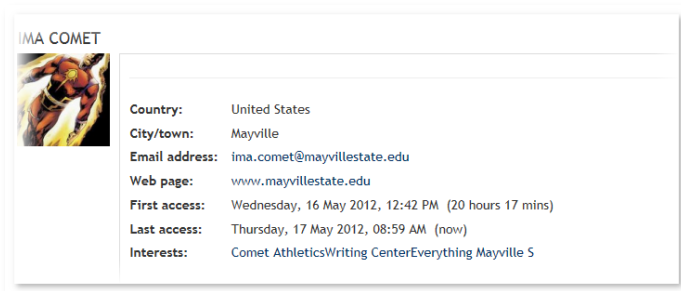
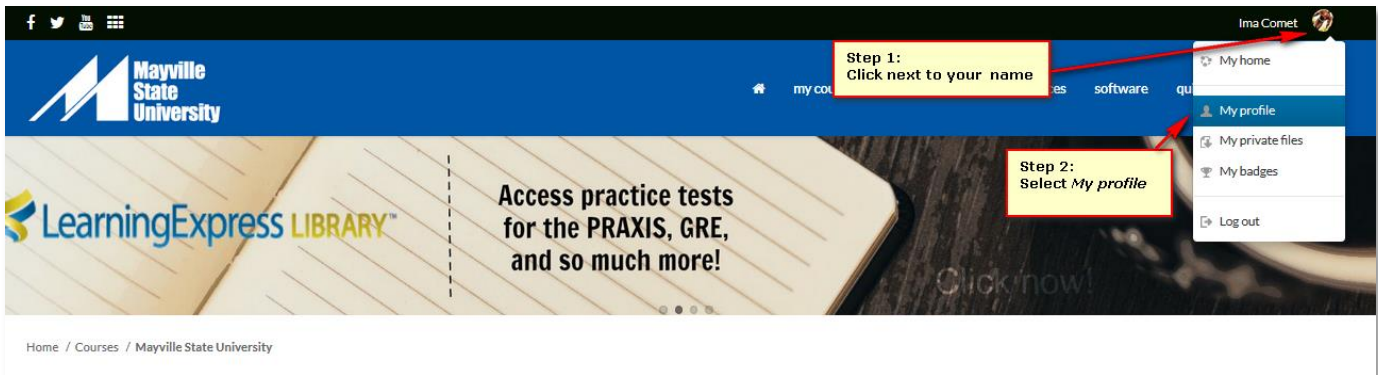
Moodle Student Tutorial



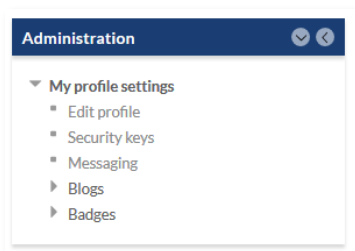
Welcome to NDUS Moodle Learning Management System. It is strongly recommended that **Firefox** be the browser that is used for Moodle. [Click here to download it now.](#)

Your Username and Password for the Moodle system will be exactly the same as your NDUS User account. You will use the same credentials to login to both ConnectND and Moodle.

Once you have successfully signed on, you can manage your profile. You can change your password, email address, enter information about yourself or add a picture to your profile.



Your personalized profile page appears with your information. It will list the classes you are enrolled in, your email address plus anything you choose to add to personalize your page.



Click the "Edit profile" link in the Administration block [on the right] to edit your personal profile information.

Your email address is automatically populated based on what you have in your ConnectND account, which should be your MSU email address.

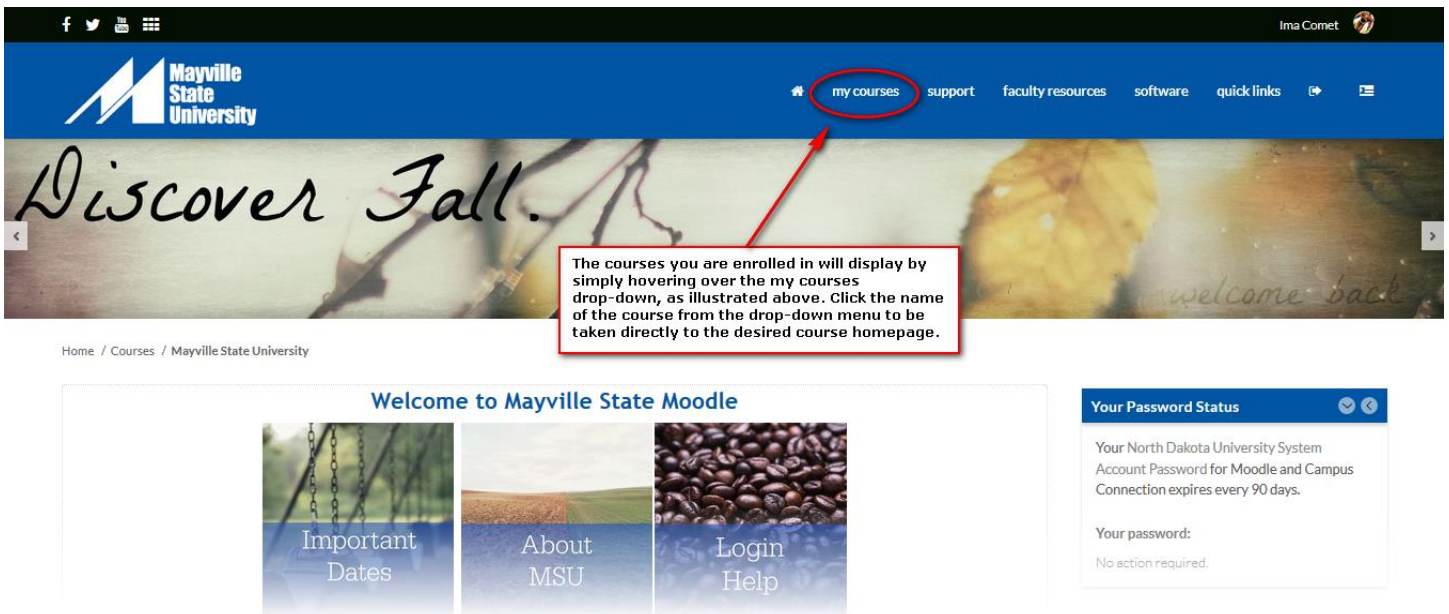
If you make changes to your profile, Moodle will require you to put something in all the fields with a red * before saving.

Once you are finished updating, click "Update Profile" to save.

Moodle Student Tutorial



You can easily find your location in Moodle by clicking on the breadcrumbs. The “breadcrumbs” are the path that display on the upper left hand corner and shows the user the path they have taken.



The way courses in Moodle are set up varies by instructor. Many use a weekly format, clearly outlining each section using calendar dates. Other instructors will organize by chapter or topics. Just remember, the appearance will likely change from course to course, so be aware of the blocks and other items your instructors are using.

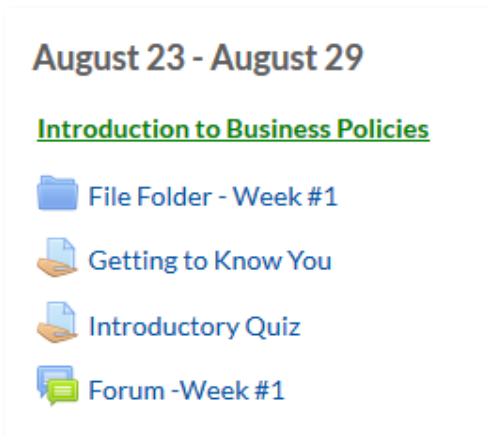
Things to Remember:

Upcoming Events: display assignment and quiz due dates as they get closer to the date.

Forums: discussions that instructors may utilize to have students communicate and interact with each other. You get out what you put into the forums each week.

Dropboxes or assignments will be used to have you submit documents and homework.

For detailed tutorials, practice activities, and to really familiarize yourself with Moodle, please visit the MASU DSO 100 - Distance Student Orientation course you are enrolled in Moodle.

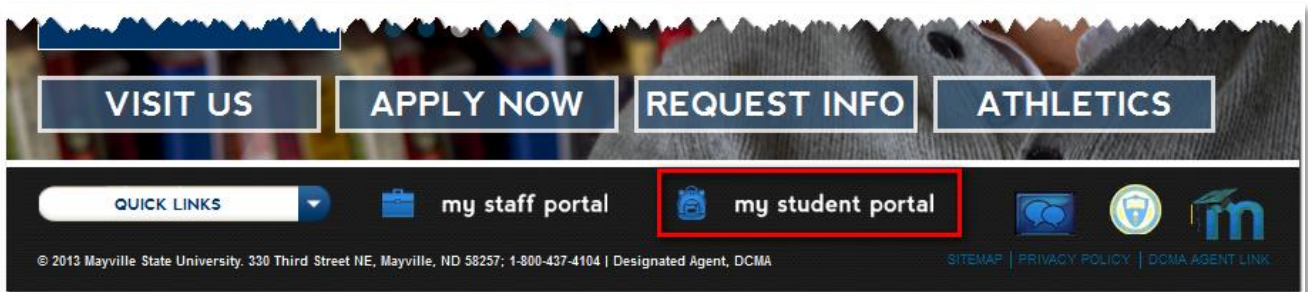


Proctoring Requirements

As with on-campus courses, the course instructor determines exam dates and exam methods for online courses. Typically the instructors utilize online testing within Moodle. Many online instructors require proctored exams and/or quizzes. If required, you will be notified of the need to submit a proctor for approval prior to the start of the semester.

Some classes may require you to submit your proctor for approval by completing and submitting the Office of Extended Learning Proctor Approval Form online. Please follow the steps below to submit your proctor form:

1. **Before completing the form, speak to your proctor and gather his or her contact information.**
2. Go to the Mayville State website at www.mayvillestate.edu and click on the “my student portal” link at the bottom of the page.



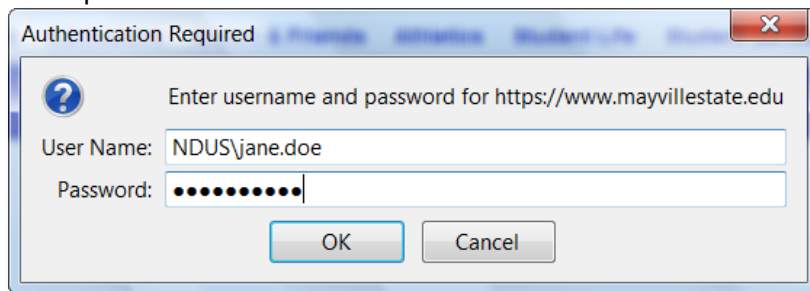
3. Click the **CONTINUE LOGIN** button after you read the information about usernames and



4. You will be prompted to enter your **username** and **password**. Your username is the same as your login for ConnectND preceded by NDUS\. Your password is also identical to the password you created in the account claim process and what you use for ConnectND and Moodle.

Example Username: NDUS\jane.doe

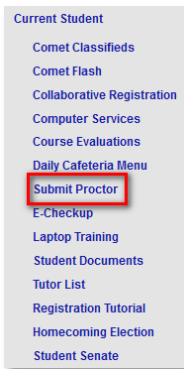
Example Password: Comets2012



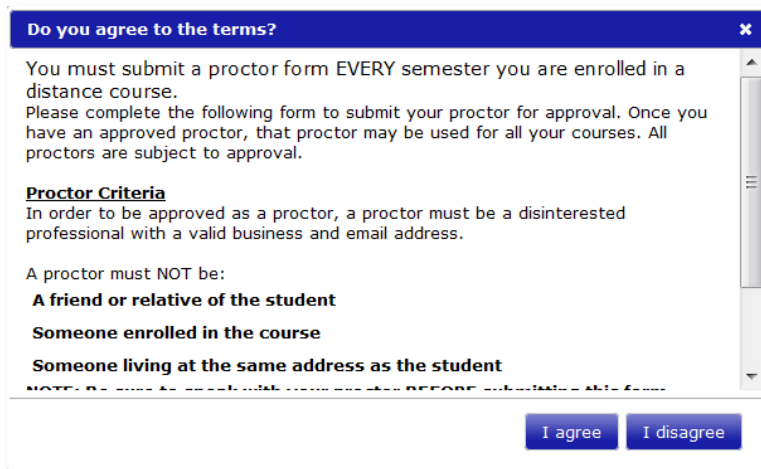
5. Click **OK**

Proctoring Requirements

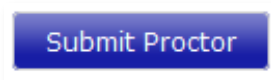
6. Select **Submit Proctor** from the left-side menu.



7. A pop-up window will appear with proctor criteria. **Read through the terms and click either I Agree or I Disagree.**



8. Fill out the online form with your proctor information. Be sure you fill in all blank fields. Once you have completed the form, click **Submit Proctor** at the bottom of the page.



Your Proctor Approval Form must be submitted at least two weeks prior to your first exam.

Your proctor will be contacted to verify their information and their desire to serve as your proctor. If he or she cannot be contacted for verification, your proctor will not be approved. Once you have an approved proctor, that proctor may be used for all your distance courses for the **current semester only**. All proctors are subject to approval. **You must submit your proctor for approval at the beginning of each semester you are enrolled in Mayville State courses.**

Proctor Criteria

In order to be approved as a proctor, a proctor must be a disinterested professional with a valid business office, business telephone, and business email address. Some examples are:

- A superintendent, principal or counselor at a public or private school
- A high school or elementary teacher
- A college or university administrator, dean, department chair, registrar or faculty member
- A professional staff member at a college or university
- A certified librarian
- A civil service examiner
- A judge of a court of law
- A human resource director or employee development coordinator
- A military officer or non-commissioned officer of a higher rank
- A law enforcement officer

A proctor must NOT be:

- A friend or relative of the student
- Someone enrolled in the course or another student (including undergraduate work study employees)
- Someone living at the same address as the undergraduate student

Your proctor must have reliable internet access. You may use your personal laptop computer to take an exam at your proctor’s place of business. Please note you are not allowed to take your exams in your home or your proctor’s private home or residence. You must take your exam at a professional office, school, college or university, library, or other business or public institution.

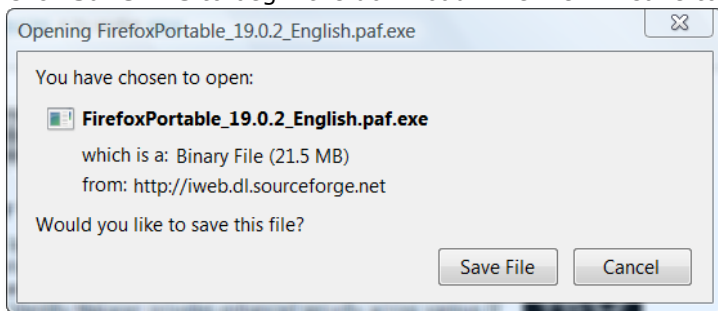
Sometimes public libraries and other proctoring/testing sites will not have Firefox installed on their computers and they may not allow you to download it to their computers. If this is the case, you do have the option to use Portable Firefox. Portable Firefox is installed onto a USB drive and run from there so that there is no actual download onto the site’s computers. Please check with your proctoring/testing site to find out whether you can use this.

To Use Portable Firefox

1. Go to http://portableapps.com/apps/internet/firefox_portable and click on the **Download Now** button.



2. Click **Save File** to begin the download. The file will save to the Downloads folder.



3. Drag the file to your USB drive.
4. Open the folder and run as you access your exam on Moodle.

* Some proctors may charge a fee to proctor an exam. Students are responsible for paying for any exam proctoring charges and should discuss payment options directly with the proctor. If you have questions, please contact ExtendedLearning@mayvillestate.edu or call 1-800-437-4104 ext. 34667.

Tips for Success as a MSU Distance Student

- **Treat the course with respect:** Some people mistakenly believe that Distance Learning is easier than taking courses in the traditional classroom setting. In fact, Distance Learning can be as or more challenging for several reasons.
- **Manage the Demands on Your Time and Energy:** Time management is the key for successful Distance Learning. Like most Distance Learners, you likely have a family, job, and community obligations that already take a big chunk of your time. You will have to take a hard look at all your activities and make some decisions about what you can give up or postpone. Only you know what you can live with and without. It will be crucial to develop both the self-discipline and skill to juggle your responsibilities in order to make time for your educational goals. The use of a planner or Outlook calendar is highly suggested.

Links to resources:

Time Management

http://managementhelp.org/prsn_prd/time_mng.htm

http://sbinfocanada.about.com/od/timemanagement/Time_Management.htm

How to Use Outlook Calendar 2013

<https://support.office.com/en-US/article/Basic-tasks-in-Outlook-2013-192EB102-2EE2-4049-B7F5-AA0EB4231FBB>

- **Seek support of Family and Friends:** Studying and participating in college demands time and energy. Time to play with the kids or visit with friends, cost of tuition and books, and needing time to study may take some adjusting. To increase family support, ask family to help with your educational process. If you have school-age kids, have them study alongside you. Find ways to mark and celebrate your accomplishments as you progress toward your goal.
- **Develop Good Study Habits:** Along with time management, you should know or develop skills like skimming information from texts, taking good notes, writing clearly, and thinking critically. Share your ideas and take the time to compose what you want others to see. The written word is strong; be prepared to support your shared perspectives and ideas. A vital key to success in Distance Learning courses is the ability for students to be self-disciplined with time management and practice attention to detail when reading and following directions.

Links to resources:

Critical Thinking

<http://www.austhink.org/critical/>

<http://www.studyqs.net/crthk.htm>

One Note Demo

<http://www.microsoft.com/en-us/showcase/details.aspx?uuid=f4344655-0696-48ed-a044-d20372a9df0c>

MSU Resources

<https://www.mayvillestate.edu/StudentServices/ComputerServices/Pages/default.aspx>

Tips for Success as a MSU Distance Student

- **Develop Your Computer Skills:** The following basic computer skills are recommended for distance students: word processing, managing files, browsing the Internet and emailing. Once you have the appropriate hardware, software, and connectivity, you will need to become familiar with the use of your browser and communication software. Utilize the Help Desk, the "How to" section of this handbook and your peers to troubleshoot. For online and hybrid courses, you'll need to be able to use technology to log in regularly to check announcements, complete assignments, submit quizzes and/or tests, communicate with your instructor and other students, and participate with the discussion board.

MOODLE

<https://lms.ndus.edu/course/category.php?id=5>

MOODLE Tutorials

http://docs.moodle.org/en/Student_tutorials

Firefox Download

<http://www.mozilla.com/en-US/firefox/ie.html>

Java Download

<http://www.java.com/en/download/>

Flash Player Download

<http://get.adobe.com/flashplayer/>

- **Be Aware of Available Resources:**

Mayville State University is committed to your success as a distance student. Use the resources available to you on campus, by phone, and via Internet.

MSU Resources

<https://www.mayvillestate.edu/StudentServices/ComputerServices/Pages/default.aspx>

Student Success Center

<http://www.mayvillestate.edu/current-students/student-services/student-success-center/>

MSU Writing Center

<http://www.mayvillestate.edu/current-students/student-services/student-success-center/writing-center/>

- **Ask for Assistance or Clarification:**

Contact your instructor at your earliest need for help. Your course syllabus will tell you how to get in touch with him/her.

- **Check Mayville State University Email Daily:**

Instructors rely on electronic communication with their students, whether it is via the learning management system or email. It is very important to check your email daily. Communicate with instructor and other staff/offices with your MSU email. This ensures the email address is not filtered to trash and is most secure. The student is responsible for providing the instructor with the correct Mayville State University email address.

Technology Tips, Requirements & Policies

Technology Requirements

It is **essential** that students in online courses have internet access and an up-to-date computer which meets the following hardware and software requirements:

Mayville State University is a Tablet PC campus. Online students are expected to have PC access to complete online courses. While Mac users may be able to use some services, Mayville State is not equipped to support Mac only users.

MINIMUM COMPUTER REQUIREMENTS

- Computer Display: A resolution of 1024 x 768 or higher
- Processor: 1GHz or more
- Memory: 4 GB or more
- Audio: A sound card, with speakers or headphones is required
- A webcam and microphone is required
- DVD Rom Drive

SOFTWARE

- PC with Windows 7, 8, or 8.1; Mac users must have at least Microsoft Office Suite 2011.
- Web browser such as Firefox or Chrome. (*Firefox is highly recommended, especially if you have internet-based exams for your online or distance courses*)
- At least Microsoft Office Suite 2010, including Microsoft Word, Excel and PowerPoint. Microsoft Access may also be required for some CIS and Business classes.
Note: some CIS classes may require Microsoft Office 2013

DOWNLOADS

Firefox

www.mozilla.com/en-US/firefox/ie.html

Java

<http://www.java.com/en/download/>

Flash Player Download

<http://get.adobe.com/flashplayer/>

Adobe Reader Download

<http://get.adobe.com/reader/>

Microsoft Office 2013

<http://get.adobe.com/reader/>

INTERNET ACCESS

- Distance learners must secure their own Internet Service. Consult local listings for Internet Service Providers. Free access to the Internet may be available at some businesses.
- Minimum Requirement: 56Kbs [sustained data transfer rate]
- Recommended Service: 256Kbs or higher [achieved via DSL, Cable service, or wireless services]

LINKS TO RESOURCES

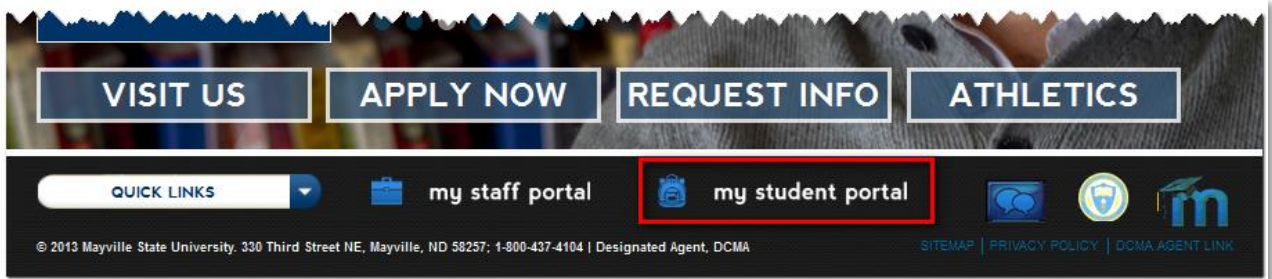
MSU Help Center

<https://www.mayvillestate.edu/StudentServices/ComputerServices/Pages/default.aspx>

How to...Outlook Email

ACCESS MY EMAIL

1. Go to www.mayvillestate.edu. Click the “**my student portal**” link at the bottom of the Mayville State home page.



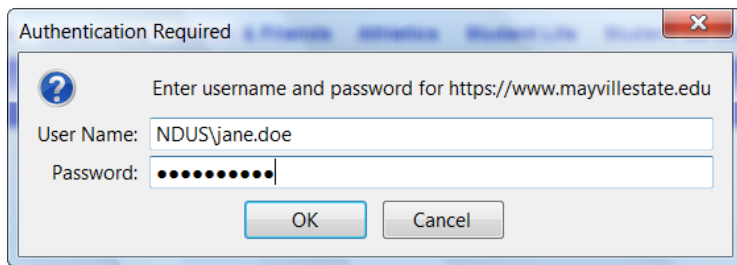
2. Click the **CONTINUE LOGIN** button after you read the information about usernames and passwords on your screen.



3. You will be prompted to enter your **username** and **password**. Your username is the same as your login for ConnectND preceded by NDUS\. Your password is also identical to the password you created in the account claim process and what you use for ConnectND and Moodle.

Example Username: NDUS\jane.doe

Example Password: Comets2016



4. Click **OK**
5. Click the email icon to access your MSU email account via Outlook Web Access.



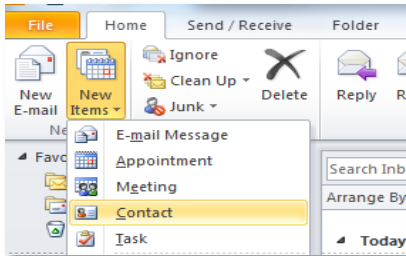
How to...Outlook Email

OUTLOOK – CREATING CONTACTS AND DISTRIBUTION LISTS

How to create contact and distribution lists:

To create a new contact in Outlook 2010 or Outlook Web Access:

1. In **Contacts**, on the **Home** tab, under **New Items**, click **Contact**.



2. Fill in the details as desired, and click **Save & Close**.

To create a new distribution list in Outlook 2007 or Outlook Web Access:

1. In the toolbar at the top of the Outlook 2007 window [under the Office Outlook logo in Web Access], click the small **down** arrow directly to the right of the "New" button.
2. Select **Distribution List** from the menu.
3. Give the list a name in the **Name** box.
4. In the Outlook 2007 client, use the **Select Members** button [the **Members...** button in Web Access] to select members from the address book.
5. When finished, click **Save and Close**.

OUTLOOK – CREATING PERSONAL FOLDERS

How to create personal folders.

1. Click on the **File** menu.
2. Navigate to the **New** option and click on **Folder**.
3. Give the folder a name in the **Name** box in the **Create New Folder** box.
4. Select the folder where the new folder will be placed.

Additional Information:

This document applies to both the Microsoft Outlook 2007 client and Outlook Web Access.

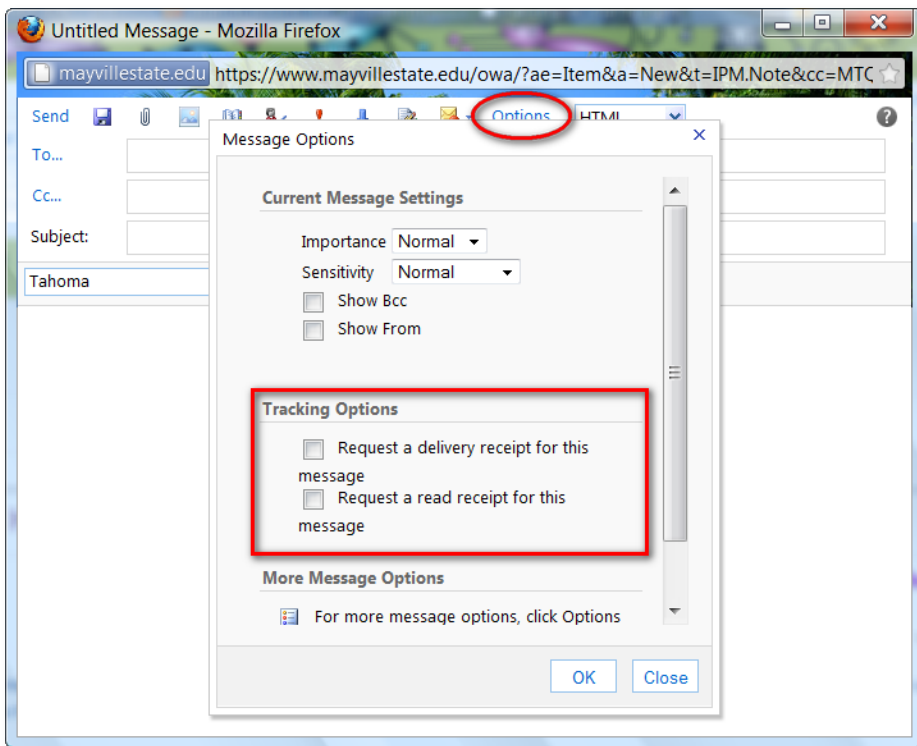
REQUESTING DELIVERY AND READ RECEIPTS

To see when a message has been received and read when using Microsoft Outlook 2010, receipts must be requested. To request a delivery or read receipt:

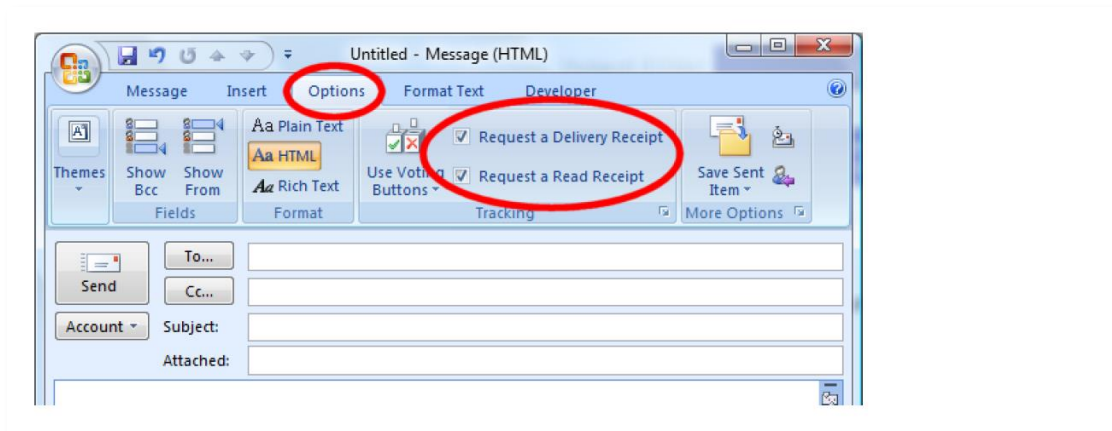
1. Start a new mail message.
2. Click the **Option** tab in Outlook 2010 or the **Options...** button in the Outlook Web Access.
3. Under **Tracking Options**, check the appropriate boxes to request delivery and read receipts and click **OK**.
4. Complete the message and send.

How to...Outlook Email

Microsoft Outlook Web Access:



Microsoft Outlook 2010:



MSU EMAIL SYSTEM

Mayville State University's policy on the university's email system

1. Mayville State University considers the university's email system, e.g. employee's or student's username@mayvillestate.edu [the MSU email naming convention] along with the United States Postal Service, an official means of communication.
2. The university will consider employees and students to be duly informed and in receipt of notifications and correspondences sent by a college administrator, staff, or faculty delivered to an employee's or a student's university email account. It is recommended that employees and students frequently access their university assigned email account for official information.
3. Individuals may choose to have their @mayvillestate.edu email account forwarded to an off campus account. Such individuals, however, are responsible for managing their disk quota such that there is room for new mail to arrive and for forwarding their Mayville State University email account to a functioning alternative email address.
4. The University is not responsible for delivery problems to non-official email accounts.

Reviewed: Fall, 2008

Fall, 2014

**Sponsors: Vice President for Academic Affairs
Information Technology Committee**

Computing Resource Agreement [Information Technology Services]

The primary purpose of Mayville State University's provision of access to notebook computers, network resources, and computer support services is to facilitate education and research consistent with the educational objectives of MSU. The privilege of using the computing resources provided by the University is not transferable or extendible by members of the university community to people or groups outside the University.

As covered under State Board of Higher Education Policy 1901.2, all users of MSU's data processing capabilities are required to comply with the following:

1. All employees, students and other users of NDUS computing facilities shall comply with applicable laws, policies and procedures. "Computing facilities" means computing resources and network systems, including, but not limited to, computer time, data processing or storage functions, computers, computer systems, servers, networks and their input and output and connecting devices, and any related programs, software and documentation.
2. Users shall not examine, change, or use another person's or institutional files, output, or usernames for which they do not have explicit authorization. Users shall not represent themselves as another individual in electronic communication. The use of anonymous mailers is prohibited.
3. User accounts are assigned to a specific individual at a specific entity and may not be shared. When a specific affiliation is terminated, the university system or entity may terminate the user's account, transfer the account, continue the account for a limited time or temporarily redirect incoming e-mail. Access or attempts to gain access to university system computing facilities for any unauthorized purpose, including attempts to obtain, modify, or destroy information or degrade performance, is forbidden.
4. Users shall not use computing facilities for any illegal purpose or to enter or send any materials including chain letters, that is obscene or defamatory, or to enter or send material that is intended to annoy, harass or alarm another person which serves no legitimate purpose.
5. Users shall not infringe on the intellectual property of others. All users shall use software only in accordance with applicable license agreements.

Mayville State University Email Policies

- a. Users shall not make unauthorized copies of any software under any circumstances. Duplication of licensed software for any purpose except for backup and archival purposes or when otherwise specifically authorized is prohibited.
 - b. All software must be lawfully purchased or acquired. Users shall not install or use software on university system computing facilities in a manner contrary to law or this policy.
6. Use of computing facilities and databases shall be limited to the purpose[s] for which access is granted. Use of computing facilities or databases for political purposes, for personal or private use or for profit unless such use is specifically authorized, or for other purposes not related to the employee's or other user's duties or purposes for which access is granted, is prohibited.

In reference to item "6" above, students are authorized to use notebook computers and network service for incidental personal use, provided this use does not interfere with the educational objectives of MSU or overload network resources, thereby denying it to others. Students may not use computing resources for partisan political purposes. However, communication with politicians on issues concerning students is permitted.

The existing rules governing the use of print media mailboxes apply to e-mail and network broadcasts. Students or recognized student organizations may request permission to send e-mail messages to groups of faculty, staff and/or students by contacting the Vice President for Student Affairs. Non-university related e-mail sent to large groups of users is prohibited.

Repeated minor infractions of the policies stated in this document or violations of a serious nature may result in the temporary or permanent loss of network access and/or notebook computer use. More serious violations include, but are not limited to, extending computing resources to unauthorized users, attempts to steal passwords or data, unauthorized use or copying of licensed software, unauthorized use of another's account, or overloading network resources thereby denying it to others.

Users do not own accounts on the MSU network, but are granted the privilege of exclusive use. Under the Family Education Rights and Privacy Act of 1974, users are entitled to privacy regarding information contained in these accounts. This act, however, allows system administrators or other campus employees to access user files in the normal course of their employment when necessary to protect the integrity of computer systems or the rights or property of the institution. For example, system administrators may examine or make copies of files that are suspected of misuse or that have been corrupted or damaged. User files may be subject to search by law enforcement agencies under court order if such files contain information that may be used as evidence in a court of law.

If a student fails to return his/her notebook by the agreement ending date, he/she is subject to a \$100 late penalty and criminal prosecution or civil liability and agrees to pay the replacement cost of the Tablet PC. It is the student's responsibility to insure the Tablet PC computer against damage and/or theft. Furthermore, the student is responsible for any damage to the Tablet PC. The student must return the Tablet PC and assorted peripherals to the MSU Help Desk, in the same condition as on the agreement beginning date, with reasonable wear and tear accepted. The student will be charged a fee for any needed repairs. It is the student's responsibility to give written notice to the MSU Help Desk on any address or phone number changes.

Emergency Notification System

M1902

Mayville State University has an emergency notification system (ENS). This system allows the campus to quickly contact or send messages to students, employees, and designated people during an emergency. An "emergency" means a situation that poses an immediate threat to the health or safety of someone in the institution or system community or significantly disrupts institution or system programs and activities. The emergency notification system is populated with contact information from students, employees, and on-campus external entities. The information contained in the ENS will be used by the authorized campus administrators to contact the above population in the event of a qualifying emergency.

1. Mayville State University mandates all employees, including student employees, participate in the emergency notification system. Employees are required to review their emergency notification information annually. In addition, employees will receive reminders twice a year to update their records. Emergency notification contact information includes campus email, campus phone, home phone, personal cellular phone, and work cellular phone. The ENS administrator will gather emergency information from non-campus personnel associated with Head Start, MSU campus/county nurse, ARCH personnel, Traill County Sheriff's Department, Mayville Fire Department, and other 911 groups deemed appropriate.
2. Students must participate in the emergency notification system and are required to do so during registration. Students will have the ability to update their information in the ConnectND portal. The portal will allow students to enter a cell phone number and an email address. The system will periodically remind students to review their information. In addition, students have the option to receive emergency notifications from up to four other campuses depending on their class location. All student employees, including undergraduate and graduate student employees, must participate in the emergency notification system.
3. Students are allowed to leave cell phones on during class to receive emergency notifications unless instructed otherwise by faculty. If a faculty member instructs students to turn off their cell phones, the faculty member must be able to receive emergency notifications by one of the following methods (NDUS Policy 1902):
 - a. Registered personal cell phone that is turned on.
 - b. Registered campus email when a computer or other electronic communication device is active.
4. The emergency notification system is only for emergencies as defined in SBHE Policy 1902. An "emergency" means a situation that poses an immediate threat to the health or safety of someone in the institution or system community or significantly disrupts institution or system programs and activities. Mayville State University's Emergency Management Team (EMT) is responsible for defining emergencies that warrant system use. The EMT is made up of the President, Vice President for Academic Affairs, Vice President for Student Affairs, Vice President for Business Affairs, Athletic Director, Executive Foundation Director, and the ENS administrator. MSU will conduct ENS tests at least once each semester.
5. The ENS will be refreshed with information from ConnectND a minimum of once per semester. This removes data associated with former employees and students from the emergency notification system.
6. To eliminate misuse of the emergency notification system, access to deploy messages will be granted to the President, Vice President for Academic Affairs, Vice President for Student Affairs, Vice President for Business Affairs, Athletic Director, Executive Foundation Director, and the ENS administrator.
7. Students, employees, and visitors should report all emergency situations to the President, Vice President for Academic Affairs, Vice President for Student Affairs, Vice President for Business Affairs, Athletic Director, Executive Foundation Director or the ENS administrator. One of those staff will contact the proper authorities.
8. During any emergency, MSU employees and students are asked to refer all media inquiries to MSU's Public Relations Director or the President's Office.

Emergency Notification System

9. Additional emergency notifications not outlined by EMT personnel, can be deployed if necessary by designated personnel. Campus emergency procedures are available online on the MSU website. MSU will use campus email and website for detailed updates, in addition to redeploying of the ENS.
10. Employee emergency notification telephone numbers or other emergency notification information is exempt from the state's open records laws as provided in SBHE Policy 1912 and may be released only as provided in that policy. Student emergency notification information, or contact information such as phone numbers or email addresses submitted for purposes of participation in an ENS, shall be excluded from directory information and is therefore confidential as provided under the Family Educational Rights and Privacy Act (FERPA). However, if a student phone number or email or other address submitted for the purpose of participation in an emergency notification system is also contained in other institution records used for other purposes and the student has not exercised the student's right to refuse to permit disclosure of directory information, the information contained in the other institution records is directory information and not confidential.

Established: January, 2009

Reviewed: May 24, 2011

Revised: August 15, 2011

Revised: February 19, 2013

Revised: Summer, 2015

Sponsor: Vice President for Business Affairs and ENS Administrator

Student Support Services

Academic Affairs

Dr. Keith Stenehjem	Vice President for Academic Affairs
Keith.Stenehjem@mayvillestate.edu	701.788.4755
Old Main 112A	800.437.4104 / Extension: 34755

Ashley Madson	Administrative Assistant
Ashley.A.Madson@mayvillestate.edu	701.788.4711
Old Main 112	800.437.4104 / Extension: 34711

OFFICE IS RESPONSIBLE FOR:

- All academic programs of the University
- Responsible for all faculty-workloads, course overloads, etc.
- Gathering award information and coordinating Honors Day
- Process student evaluations of faculty
- Coordinating activities of the Curriculum Committee
- Maintaining current file of syllabi for all courses
- Academic suspension and probation notification
- Update University Catalog and distribute throughout campus
- Campus Technology planning and implementation
- Dual credit with Heart of the Valley Consortium [21 area High Schools]
- Coordinate Commencement Activities and design commencement bulletin
- Print/distribute summer brochures
- Acknowledge students on the Dean's List
- Authorize/distribute all faculty contracts [full-time and part-time]
- Process all faculty travel for professional conferences
- Responsible for all NCA/NCATE accreditation visits
- Develop articulation agreements with other high schools, two year colleges, tribal colleges and universities
- The VPAA serves on several state-level committees and boards
- The following areas report to the Vice President of Academic Affairs:
 - Chief Information Officer
 - Division Chairs/Division Faculty
 - Library/IVN
 - Child Development Programs/Head Start/Early Head Start
 - Academic Records/Registrar
 - Director of Extended Learning
 - Director of Instructional Technology

Academic Success Center

Katie Richards	Director of Student Success & Disabilities Services
katie.richards.2@mayvillestate.edu	701.788.4675
Classroom Building 109	800.437.4104 / Extension: 34675

OFFICE IS RESPONSIBLE FOR:

Services in various areas of support are available to any student who would like to enhance his or her academic experience at Mayville State University. Services and resources include:

- **FREE** traditional study groups and individual tutoring.
- Supported instruction in core classes such as math, history and psychology.
- Referral to counseling services.
- Services for students with documented disabilities which can include, but are not limited to: extended testing time, testing in a quiet room, test reader, note-taker, or a scribe.
- COMPASS testing.

ONLINE TUTORING

Online tutoring is available via Skype and other means with academic tutors. There are several ways tutors and students can connect online:

- Blackboard IM is an instant messenger program available for student and teacher use. The advantages to this program are:
 - You're automatically populated into your classes with your peers, instructors and tutors.
 - Communication is possible via text, audio, video or whiteboard.
 - The whiteboard feature allows sharing of graphics and is flexible enough to use for math, chemistry or English.
 - Work on the whiteboard may be saved as a graphic image (jpg, pdf).
 - It is possible to share desktops with another person(s) to work on a common problem.
- Moodle Chat Rooms: Your instructor may have a chat room set up for your class. If not, you may make arrangements with the tutor (or others in your class) to meet in Academic Support's Moodle Chat Room.
- The Forums on your Moodle classroom page are useful as your tutors are able to access them.
- Email is easy. Just click on the tutor's name to get a direct link to their email.
- Instant Messenger Programs such as Windows Live or Yahoo have text, audio, visual and even some whiteboard capabilities.
- Skype allows for face-to-face communication. For information on using Skype, please contact Katie Richards.
- Smarthinking: FREE Online Tutoring for your Course is Available!

Student Support Services at Mayville State University provides students with access to online tutoring from *Smarthinking*. With *Smarthinking*, you can chat with a live tutor up to 24 hours a day from ANY internet connection. Tutors are available to work with you in a wide range of subjects including writing (for any course), math (basic math through calc II), accounting, statistics, finance, economics, biology, anatomy & physiology, physics, chemistry, office applications, and Spanish.

To connect to a tutor:

1. Go to your Moodle account
2. Choose a Class
3. On the left hand side of the screen choose Smarthinking
4. Choose on line tutoring and subject area that you would like help in.
5. Start using the white board by writing a question.

Academic Records

Pam Braaten	Director of Academic Records/Registrar
Pamela.Braaten@mayvillestate.edu	701.788.4774
Old Main 114	800.437.4104 / Extension: 34774

Sharyl Hanson	Assistant Registrar
Sharyl.Hanson@mayvillestate.edu	701.788.4678
Old Main 114	800.437.4104 / Extension: 34678

Leslie Durkin	Records Assistant
Leslie.R.Durkin@mayvillestate.edu	701.788.4774
Old Main 114	800.437.4104 / Extension: 34774

Sarah Olson	Records Assistant
Sarah.M.Olson@mayvillestate.edu	701.788.4641
Old Main 114	800.437.4104 / Extension: 34641

OFFICE IS RESPONSIBLE FOR:

- Permanent transcripts and files on all MSU students
- Issuing transcripts
- Student pre-registration and registration including continuing education
- Drop-add registration changes
- Student Academic Assessment Report
- Evaluation of transfer credits from all institutions
- Certifying enrollment of all students
- Identifying students on academic probation/suspension
- Identifying students eligible for Dean's List
- Creating and distributing the semester and yearly class schedules
- Maintaining the C-ND master catalog
- Final test schedules
- Petitions for excess student-load, arranged courses, independent study and advanced standing
- Applications for major declaration and prior learning assessment
- Evaluation of requirements for teacher education, student teaching, internships, financial aid, and graduation
- Application for graduation and teaching certification
- Requests for substitution or waiver of academic requirements
- Commencement bulletin, graduation lists, graduation honors, commencement exercises and diplomas
- Certifying graduates for teacher certification
- Family Education Rights and Privacy Act (FERPA)
- Good student discounts for insurance
- Building/maintaining the Academic Requirement Report

OFFICIAL TRANSCRIPTS

- An official transcript bears the Registrar's signature, university seal, and date of issuance; it has not been in contact with the student and it cannot be released to a third party
- Official transcript requests require a student's written request made by mail, fax or in person
- MSU's fax number is 701.788.4738. Currently policy does not allow the acceptance of an email transcript request
- Transcripts are mailed within two days of receipt of a completed request
- Express mail or other form of special delivery will be provided only if a pre-paid mailer is included with the transcript request

- All financial obligations to Mayville State University must be cleared before a transcript can be released
- University policy does not allow faxing of transcripts

UNOFFICIAL TRANSCRIPTS

- An unofficial transcript does not bear the Registrar's signature or university seal
- Unofficial transcripts are stamped "Issued to Student"

TRANSCRIPTS

Mayville State University announces a new method for ordering transcripts. We have authorized the National Student Clearinghouse to provide an online transcript ordering service for us. This service will allow students the convenience of ordering official transcripts securely via the web at any time of the day or night. It will also provide timely notices regarding a transcript request and order status history.

Effective immediately, Mayville State will begin charging a transcript fee of \$5.00 per transcript. This fee applies to all transcripts sent via regular mail or picked up. There are rush delivery options available with special handling fees. See below.

In order to use the online transcript service, a valid major credit card and an e-mail account is needed. Credit cards will be charged only after transcript orders have been completed. Requestors who do not have both a major credit card and a valid e-mail address may request transcripts by completing the [Transcript Request Form](#) and sending the form along with payment to Mayville State University, Registrar's Office, Attn: Transcripts, 330 3rd Street, NE, Mayville, ND 58257.

Former Mayville State students may log on to the National Student Clearinghouse secure site to order a transcript: http://www.studentclearinghouse.org/secure_area/Transcript/to_home.asp?t=155423&LoginHome=to_home.asp

GENERAL ORDERING INFORMATION

- A transcript cannot be issued if a Financial Hold has been placed on an account which means there is an outstanding account balance. The Business Office needs to be contacted at 701-788-4757 to resolve the issue.
- Faxed transcripts are not considered official by higher education institutions, agencies, some employers, etc. Please verify the type of transcript needed with intended recipient.
- An official transcript is a certified statement of an academic record. It includes the University Seal and signature of the Registrar.
- Current and former students with online ConnectND access [includes all students who have attended Mayville State University fall 2003 to present] may view and print an "unofficial" transcript. This is free of charge through [ConnectND](#). If problems arise, please direct any questions to the MSU Help Desk at 701-788-4739.

REGULAR PROCESSING OPTIONS

- *Mail*: \$5 per transcript. Transcript will be mailed to the requested recipient via regular 1st class U.S. mail within 3-5 business days of order.
- *Hold For Pickup*: \$5 per transcript. Transcript will be ready for pick up in 3-5 business days. Photo ID is required for pickup.

RUSH DELIVERY OPTIONS

- *Rush-Hold for Pickup*: \$5/transcript + \$10. Transcript requests received on a business day by 2:00 PM CST will be available for pickup by 9:00 AM CST the next business day at the Office of Academic Records, Old Main 114.
- *Express Mail*: \$5/transcript + \$10. Transcript will be mailed within 2 business days of receipt of order via United States Postal Service "Two-Day Priority Mailer." [A two-day delivery is not guaranteed, however] U.S. only
- *Rush-Fax/Mail*: \$5/transcript + \$15. Transcript will be faxed to recipient on the same day as receipt of order and mailed to the same recipient the following business day via regular 1st class US mail [Faxes to U.S. and Canada only].
- *FedEx*: \$5/transcript + United States/\$20, Canada & Mexico/\$35, or International/\$45. Transcript will be processed and mailed to the recipient the same business day via FedEx if received by 10:30 AM CST [one day delivery does not include weekends]. Questions may be directed to: Office of Academic Records/Registrar at 701.788.4774

Bookstore

Pam Soholt	Director of the Bookstore
Pam.Soholt@mayvillestate.edu	701.788.4729
Campus Center 133	800.437.4104 / Extension: 34729

Cheryl Angen	Assistant
Cheryl.Angen@mayvillestate.edu	701.788.4823
Campus Center 134	800.437.4104 / Extension: 34823

MSU Bookstore Online Catalog: www.mayvillestatebookstore.com

Merchandise available at the Bookstore:

- All required course material and supplies
- Reference books, dictionary, etc.
- Trade books [just for fun reading]
- Classroom and office supplies
- University imprinted clothing and keepsakes
- Notebooks, binders, etc.
- Greeting cards and gift items
- Computer supplies
- And other great merchandise

The Bookstore offers an order service for items not in stock. Check with the staff for more information.

Book Buy Back

A book buy back is held during final exams each semester. The Bookstore will buy back as many used textbooks from students as possible during this time. Typically the buyback price is fifty percent of the current new book selling price if the book is being used the next semester. Textbooks not being used during the next semester will be bought back at wholesale value. More information on book buy backs is available from the Bookstore staff. Email notifications of buy back dates and times are sent prior to finals week.

Business Office

Steven Bensen	Vice President for Business Affairs
Steven.Bensen@mayvillestate.edu	701.788.4761
Old Main 111	800.437.4104 / Extension: 34761

**Ashley Mooney	Accounts Receivable Technician
Ashley.A.Mooney.1@mayvillestate.edu	701.788.4757
Old Main 108	800.437.4104 / Extension: 34757

Cindy Ingebretson	Accounts Payable Technician
Cindy.Ingebretson@mayvillestate.edu	701.788.4758
Old Main 108	800.437.4104 / Extension: 34758

**First point of contact for student accounts

OFFICE IS RESPONSIBLE FOR:

- Check cashing
- Financial aid disbursements
- Approval of short-term emergency loans
- Accounts payable; Accounts receivable
- Financial reporting
- Timesheets and disbursement of paychecks for University and student employees
- Payroll/Benefits information

FEE PAYMENT

All financial obligations to the University must be paid during a designated period at the beginning of each semester unless arrangements have been made with the Business Office.

Under our process, financial aid awards to a student are applied as credits to the student's account, rather than being processed as payments to the students. After aid is credited, any balance owed by the student is paid on fee payment days. If financial aid credited exceeds the amount owed by the student, the student will receive a refund check.

REFUNDS

Students who officially withdraw from the University may receive a refund of: Tuition, Student Service Fees, Lab Fees, Technology Fees, and Room and Board charges according to the Refund/Repayment Policy found in the MSU catalog.

STUDENT EMPLOYMENT

The student must complete a W-4 Form and a Form I-9 in the Business Office. Two of the following forms of identification will be required: [1] driver's license, [2] original social security card, [3] birth certificate. All international students are required to have a US Social Security number.

Byrnes-Quanbeck Library

Kelly Kornkven	Director
Kelly.Kornkven@mayvillestate.edu	701.788.4814
Library 120	800.437.4104 / Extension: 34814

Marjorie Fugleberg	Serials Librarian & IVN Coordinator
Marjorie.Fugleberg@mayvillestate.edu	701.788.4817
Library B03 (Lower Level)	800.437.4104 / Extension: 34817

Shannon Hofer	Librarian
Shannon.Hofer@mayvillestate.edu	701.788.4815
Library 120A	800.437.4104 / Extension: 34815

Aubrey Madler	Asst. Library Director/Coordinator of Technical Services
Aubrey.Madler@mayvillestate.edu	701.788.4816
Library 120N	800.437.4104 / Extension: 34816

**Circulation Desk	701.788.4819
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**First point of contact for student questions

Email: library@mayvillestate.edu

Website: <http://www.mayvillestate.edu/current-students/student-resources/library/>

As a distance student, you will have immediate access to the virtual library available at www.mayvillestate.edu/Academics/Library/Pages/default.aspx. Whenever you are prompted to logon, use your ConnectND username and password. You are also able to have materials from the physical library or from other North Dakota libraries sent to you by following the Distance Education Interlibrary Loan (ILL) instructions below.

REQUESTING BOOKS OR OTHER MEDIA

Before requesting a book from us, you may want to look in your local library to see if they possibly have what you are looking for, or if they can obtain it for you. If the materials you need are not available through your local library, you may submit a request to us and we will send the materials to you. Please search Mayville State University Library's collection before searching in any of the other ODIN libraries.

Please keep in mind that it may take up to a week or more to receive the materials depending on where the books are coming from and where you are located. It is a good idea to make sure the item you want is available before sending a request.

To request an item

1. Go to our homepage www.mayvillestate.edu/Academics/Library/Pages/default.aspx
2. Click **Books & More**.
3. Click **ODIN**.
4. Click **Sign-in** at the top to the right of the Mayville State University logo.
5. Enter your ConnectND username and password.
6. Click **Sign In**.
7. Locate the item on ODIN by searching.

8. On the results list, click the item number for the item that you would like to request. This will display the Full View of Record.
9. Click **Interlibrary Loan Request** on the top right.
10. Complete the form by following these steps:
 - a) **In the "Free text note" box, write *distance education student* and give your address.**
 - b) **In the "Until what date are you interested in the material?" box, specify a date that you need the material by.**
 - c) Then click **Go**.
 - d) The materials will be sent to you free of charge, **but you are responsible for the return postage [usually between \$2-\$4 depending on size and weight of book] and for any replacement costs if the book gets lost [including mail loss].***

*Dual credit students may return materials to their high school library to return to us **IF** approved by the high school librarian.

REQUESTING AN ARTICLE

There are many databases available through the "Article Indexes and Databases" link on the library's web site. If you would like a journal article that is not available full-text through our databases, you may submit an interlibrary loan request for it and we can obtain a copy for you. There is no charge for this service. Fill out an interlibrary loan request form located through the ODIN web site.

1. Go to our homepage: www.mayvillestate.edu/Academics/Library/Pages/default.aspx
2. Click **Books & More**.
3. Click **ODIN**.
4. Click on **Sign-in** at the top to the right of the Mayville State University logo.
5. Enter your ConnectND username and password.
6. Click **Sign In**.
7. Click **My Account** at the top.
8. Click on the **Interlibrary Loan Request** (Blank) on the top right side.
9. Click on **Photocopy**.
10. Fill in the form as completely as possible, making sure you fill in the date and copyright fields.
- 11. In the note field please indicate that you are a distance student and give your address.**
12. Click the **Go** button.

HELP

If you experience any difficulties, please let us know by contacting us at 1.800.437.4104, ext. 34815 or by emailing Shannon at shannon.hofer@mayvillestate.edu.

FALL & SPRING HOURS:

Monday - Thursday	8:00 am – 10:00 pm
Friday	8:00 am – 5:00 pm
Sunday	6:00 pm – 10:00 pm
Holidays	Closed

SUMMER HOURS:

Monday - Friday	7:30 am – 4:30 pm
Saturday - Sunday	Closed
Holidays	Closed

Career Services & Internships

Jay Henrickson	Director of Career Services & Internships
Jay.Henrickson@mayvillestate.edu	701.788.4899
Classroom Building 115	800.437.4104 / Extension: 34899

Career Services & Internships is dedicated to assisting you with

Jobs, Careers, Internships...and all things related. Our online resources are at

www.mayvillestate.edu/careers

You will find the "Job Search Tools (All Majors)" section especially helpful!

Jobs

- Fulltime Jobs & Internships (nationwide and local), campus jobs, part-time jobs
- Find them @ the *Mayville State Jobs Network* (www.myinterfase.com/mayvillestate/student)
- ALL students should register in the *Jobs Network*. There are normally over 500 jobs and 3,500 employers active in the *Network*. The *Network* also includes a Resource Library of videos, job search and resume` handbooks.
- Other job sites: <http://www.mayvillestate.edu/current-students/student-services/career-services/job-search-tools-all-majors/search-jobs/>

Writing a Resume, Preparing for a Job Interview, Networking, Writing an Application Letter, Job Searching Strategies

We offer assistance and resources to help you with any aspect of your job or internship search. Contact us at any time by email or phone.

Internships

Internships can take place anywhere (even where you live), and we can assist you with finding an Internship. An Internship is a "work experience related to your field of study." The primary goal of an internship is to make students more "marketable" at graduation, thereby providing students with an "enhanced" degree. Learn more in the "Internships" section at www.mayvillestate.edu/careers.

Career Fairs

We collaborate with area universities to bring you a variety of career and internship fairs for students of all majors. The career fairs are held in Fargo and Grand Forks.

Career Exploration

We can assist you with deciding on a major or career. Our resources include a career planning resource called "MyPlan," to explore over 900 careers and use interest/values/abilities and personality testing tools. MyPlan is found at <http://mayville.myplan.com>. For FREE use of the testing tools, email jay.henrickson@mayvillestate.edu to request the license code.

Counseling Services

Kristi Lentz	Director of Counseling & Freshmen Retention Services
Kristi.Lentz@mayvillestate.edu	701.788.4772
Classroom Building 115	800.437.4104 / Extension: 34772

ACADEMIC COUNSELING CAN HELP YOU...

- Adjust to college life and routine
- Conquer test anxiety
- Manage your time more effectively
- Establish your priorities
- Choose a major

CAREER COUNSELING CAN HELP YOU...

- Determine how to combine your interests with your career choice
- Explore your values as related to job satisfaction
- Discover your personal attributes which could develop into a career
- Investigate occupations relevant to your major
- Establish career goals

PERSONAL COUNSELING CAN HELP YOU...

- Set individual goals and determine how to reach them
- Find support during times of distress
- Develop greater self-awareness
- Work through stress, anxiety and depression
- Manage social pressure [use of alcohol, drugs, sex, etc.]
- Find referrals to off-campus resources

Enrollment/Student/Veteran Services

Dr. Ray Gerszewski	Vice President for Student Affairs & Institutional Research
Ray.Gerszewski@mayvillestate.edu	701.788.4770
Old Main 107	800.437.4104 / Extension: 34770

Jim Morowski	Director of Enrollment Services
James.Morowski@mayvillestate.edu	701.788.4619
Old Main 107B	800.437.4104 / Extension: 34619

Debi O'Brien	Office Manager
Debra.Obrien@mayvillestate.edu	701.788.4842
Old Main 107	800.437.4104 / Extension: 34842

Connie Kaldor	Asst. Director/Transfer Specialist/Articulation Agreement Manager
Connie.Kaldor@mayvillestate.edu	701.788.4721
Old Main 107C	800.437.4104 / Extension: 34721

Mindy O'Connor	Veterans Certifying Official
Mindy.Oconnor@mayvillestate.edu	701.788.4635
Old Main 102	800.437.4104 / Extension: 34635

OFFICE IS RESPONSIBLE FOR:

- Correspondence with prospective students
- Arranging campus tours
- Planning and implementation of University admissions recruitment policy
- Developing and distributing University publications
- Representing Mayville State University at college day programs and at individual high schools
- **Awarding scholarships and cultural diversity waivers**
- Receiving Housing Applications
- Disciplinary issues
- **Student withdrawals from the University**
- Picture ID cards
- Referral services for personal, academic and social difficulties
- Advisement of Student Senate

DISABILITY SERVICES

Students needing accommodations for documented disabilities [visual, auditory, psychiatric, ADHD, physical, or learning disabilities] need to contact the Director to determine what types of assistance would be most helpful. Services include such accommodations as extended test time, note takers, books on tape, adaptive equipment, room changes, lab assistance, and individual tutoring.

VETERANS SERVICES

Mindy O'Connor is Mayville State's Veterans Certifying Official and point of contact for Veterans Services. You can reach her at Mindy.Oconnor@mayvillestate.edu or by phone at 701.788.4635.

Financial Aid

Shirley Hanson	Director
Shirley.M.Hanson@mayvillestate.edu	701.788.4767
Old Main 107	800.437.4104 / Extension: 34767

Susan Cordahl	Administrative Assistant
Susan.Cordahl@mayvillestate.edu	701.788.4893
Old Main 107	800.437.4104 / Extension: 34893

OFFICE IS RESPONSIBLE FOR:

- Distribution of financial aid forms
- Student financial aid awards
- Maintaining financial aid files on each student
- Authorization of disbursement of funds to students

Mayville State University is dedicated to assisting all students to the fullest extent possible under federal regulations. Financial aid is supplementary to the financial resources of you and your family. Your university expenses will include tuition, fees, room, board, books and supplies, transportation, clothing, recreation, and other personal expenses. In determining the type and amount of financial assistance necessary to meet your financial requirements, MSU first expects you and your parents [if applicable] to make a maximum effort to assist you with educational expenses.

Your financial aid will be determined by subtracting the parent's contribution, your contribution, and other available resources from the budget. Income, assets, fixed costs, family living costs, unusual expenses, housekeeping expenses are all used in determining financial need, and these items vary from year to year. A student must reapply each year for financial assistance.

Since funds are limited, aid is usually awarded in the order that files are completed. Financial aid packages will generally be made from a variety of sources. Financial aid awards may be adjusted based on the availability of funds.

For more information on Financial Aid visit: www.fafsa.ed.gov

Information Technology Services – Help Desk

Dean Kostuck	Help Desk Director
Dean.Kostuck@mayvillestate.edu	701.788.4739
Old Main 105	800.437.4104 / Extension: 34739

Email: help.desk@mayvillestate.edu

Website: www.mayvillestate.edu/StudentServices/ComputerServices/Pages/default.aspx

OFFICE IS RESPONSIBLE FOR:

- Hardware and software support for faculty, staff and students
- Maintain network and email [Outlook] accounts
- ConnectND assistance

ADDITIONAL RESOURCES

Instructions are available to all Mayville State students on how to install Microsoft Office and more, by visiting <https://masu.ra.ndus.edu/portal/public/>.

Once here, type *Additional setup information* into the search box to get a full set of instructions.

President's Office

Dr. Gary Hagen	President
Gary.Hagen@mayvillestate.edu	701.788.4754
Old Main 113	800.437.4104 / Extension: 34754

Mary Trudeau	Executive Administrative Assistant
Mary.Trudeau@mayvillestate.edu	701.788.4754
Old Main 113	800.437.4104 / Extension: 34754

The President is the chief executive officer of the institution and a member of the Chancellor's executive staff. The President is responsible to the Chancellor for all matters concerning the institution and is an advisor to the Chancellor in matters of inter-institutional policy and administration. The President is the chief spokesperson for the university.

OFFICE IS RESPONSIBLE FOR:

- Overall leadership and management of the University, including financial, human and physical plant resources
- Relationships with community, media and various external organizations
- Relationship with legislature, executive branch of state government federal agencies in accordance with State Board guidelines
- Relationship with alumni foundation
- Development of policies, plans, budgets, programs and standards for the institution

Writing Center

Erin Lord Kunz	Director of Writing Center
Erin.Kunz@mayvillestate.edu	701.788.5240
Old Main 321	800.437.4104 / Extension: 35240

WHY A CENTER JUST FOR WRITING?

Reading and writing are linked inevitably to the learning process. Every subject uses both reading and writing as a way of accessing and distributing knowledge. The Writing Center helps students to access their knowledge stores and effectively put their ideas on paper. The Writing Center is useful for every student, at every level, and in any discipline. We work with students who are finishing their composition courses, working on portfolio reviews, finishing capstone projects, working in multimedia courses, and writing research papers.

IF I AM A MSU DISTANCE OR ONLINE STUDENT, HOW DO I MAKE AN APPOINTMENT?

Distance students are also welcome to use the Writing Center! You can make an appointment by registering at www.mayville.mywconline.com and clicking on an available time slot. After you make an appointment, the scheduler will give you the option to attach a document; attach your paper and add an assignment title. We will fit you into a 30-minute time slot with a tutor in the same way that we do for on-site appointments, but we will do the tutoring through e-mail, Skype, or Blackboard IM according to your preference. Please make sure to attach the paper before the appointment time so everything is on schedule. **Appointments are free to all students.** To cancel an online appointment, simply delete your time slot from the online scheduler.

THE WRITING CENTER OFFERS:

- Writing consultants with a diverse academic background.
- One-on-one sessions focused on brainstorming, clarifying ideas, developing drafts, revising, editing, and documentation.
- Thirty minute appointments that are free of charge to students.
- Feedback forms to send to instructors that communicate work done at the Writing Center.
- Opportunities for instructors to include the Center as part of their writing assignments.

Advising/Academic Policies

Advising at a Distance

You should...	Contact and keep in touch with your advisor.
Your advisor should...	Notify you of office hours.
You should...	Make and keep appointments or call if it is necessary to change or cancel an appointment.
Your advisor should...	Keep appointments or call if it is necessary to change or cancel an appointment.
You should...	Have specific questions in mind for advising sessions.
Your advisor should...	Provide accurate and specific information.
You should...	Have necessary materials (schedule of courses, forms, etc) for advising sessions.
Your advisor should...	Have on hand resource material (catalog, advisor's handbook, etc).
You should...	Ask about other sources of information.
Your advisor should...	Suggest other sources of information.
You should...	Be open concerning schoolwork, study habits, academic progress, etc.
Your advisor should...	Listen to you and help you solve your problems.
You should...	Build a schedule free of conflicts in time.
Your advisor should...	Check your schedule for appropriate selection of courses.
You should...	Make decisions concerning careers, choice of majors and selection of courses.
Your advisor should...	Suggest options concerning careers, choice of majors and selection of courses.

When to contact your Advisor

- To discuss any problems which affect academic performance
- To select courses for the upcoming semester
- To add or drop courses
- To register to take a course pass/fail or audit
- To discuss academic progress
- To declare a major
- To discuss requirements for a degree
- To discuss career considerations.

How to contact your Advisor

- Become familiar with your advisor's office hours/schedule
- Call or email to make an appointment
- Because the first and last two weeks of each semester are the busiest for your advisor, schedule longer conferences [to discuss issues, possible majors, and careers] during the middle part of the semester

DISTANCE ADVISING SYLLABUS 2015-2016 EXAMPLE

Advisor:

Office Phone:

Best Time to Contact Me by Phone: [Central Time]

E-Mail Address:

Advisor profile: [link to professional page]

INTRODUCTION TO ACADEMIC ADVISING:

Academic advising at Mayville State University will play an integral part in a student's total learning and development while pursuing a degree and major of choice. This advising provides the student an opportunity to build a partnership with the advisor for the purpose of developing plans that will assist in the realization of educational, career, and life goals.

This advising partnership needs to be a collaborative process with strong personal interaction and excellent communication as the focal point. Both the student and the advisor have clear responsibilities for ensuring that the partnership is successful.

This syllabus serves as the tool for building the partnership and should be the reference point from which both the student and the advisor work. Advisor and advisee responsibilities, learning outcomes, useful resources, and advising calendars follow. Welcome to Mayville State University and an academic advising partnership filled with opportunity.

ADVISEE RESPONSIBILITIES – WHAT YOU ARE EXPECTED TO DO

As an advisee, you have clear responsibilities in the advising partnership in order to be successful:

- Take the initiative to contact your advisor and provide your advisor with current/most desirable contact information. Schedule regular advising appointments or make regular phone or email contacts with your advisor during each semester.
- Be prepared for advising meetings with questions or material for discussion.
- Be an active learner by participating fully in the advising experience.
- Ask questions if you do not understand an issue or have a specific concern.
- Keep a personal record of your progress toward meeting your goals.
- Organize official documents in a way that enables you to access them when needed.
- Complete all assignments or recommendations from your advisor.
- Gather all relevant decision-making information.
- Clarify personal values and goals and provide advisor with accurate information regarding your interests and abilities.
- Become knowledgeable about college programs, major and minor requirements, policies (e.g. academic performance standards), and procedures.
- Accept responsibility for decisions.
- Be aware of prerequisites and course offering rotations to help determine an educational plan that fits within the time frame you desire to complete your degree.
- Follow university procedures for registering for courses and making schedule adjustments.
- Be aware of academic deadlines and keep your advisor informed of changes in your contact information, academic progress, course selection, and academic/career goals.
- Check and read your university e-mail.

ADVISOR RESPONSIBILITIES – WHAT YOU CAN EXPECT

You can expect me as your advisor to:

- Understand and effectively communicate the curriculum, graduation requirements, and university policies and procedures
- Encourage and guide you as you explore your interests, abilities, and values as you define and develop clear and attainable educational, career, and life goals
- Be a responsive listener who will provide you with information about and strategies for utilizing the available resources and services for distance students at Mayville State University
- Assist you in understanding the purposes and goals of higher education and its effects on your life
- Monitor and accurately document your progress toward meeting your goals
- Be accessible for advising meetings with you via telephone or e-mail
- Assist you in gaining decision making skills and skills in assuming responsibility for your educational plans and achievements
- Assist you in working closely with your professors

STUDENT LEARNING OUTCOMES

- Students will demonstrate the ability to make effective decisions concerning their degree and career goals.
- Students will develop an educational plan for successfully achieving their goals and select courses each semester to progress toward fulfilling that educational plan.
- Students will demonstrate an understanding of the value of the general education requirements.
- Students will utilize the resources and services available to distance students to assist them in achieving their academic, personal, and career goals.
- Students will make use of referrals to campus resources as needed.
- Students will graduate in a timely manner based on their educational plan.

REQUIRED MATERIALS

Mayville State University Academic Catalog

www.mayvillestate.edu/Academics/Pages/CatalogandCalendar.aspx

ADDITIONAL RESOURCES RECOMMENDED TO YOU

Department	Location	Phone	Email
Office of Extended Learning	OM102	701.788.4667	ExtendedLearning@mayvillestate.edu
IT Help Desk	OM105	701.788.4739	Help.Desk@mayvillestate.edu
Business Office	OM108	701.788.4757	Ashley.A.Mooney.1@mayvillestate.edu
Career Services	CB115B	701.788.4899	Jay.Henrickson@mayvillestate.edu
Counseling Services	CB115D	701.788.4772	Kristi.Lentz@mayvillestate.edu
Disability Support Services	CB109	701.788.4675	Katie.Richards.2@mayvillestate.edu
Financial Aid Office	OM106	701.788.4678	Shirley.M.Hanson@mayvillestate.edu
Moodle	OM105A	701.788.4645	Sheena.Moe@mayvillestate.edu
Nurse	Berg105	701.788.4865	Student_Health@mayvillestate.edu
Records/Registrar Office	OM114	701.788.4773	Pamela.Braaten@mayvillestate.edu
Student Services	OM107	701.788.4842	Charlotte.Anderson@mayvillestate.edu
Veterans	OM102	701.788.4770	Mindy.Oconnor@mayvillestate.edu
Writing Center Services	Library	701.788.4720	Erin.Kunz@mayvillestate.edu

Advising at a Distance

ADVISING CALENDAR

This is a suggested advising timeline. At a minimum, advisors and advisees should communicate at these times and may schedule additional conferences as they are needed.

<p>August</p> <ul style="list-style-type: none"> • Confirm your class schedule in ConnectND. 	<p>September</p> <ul style="list-style-type: none"> • Returning students use this time to reconnect with your advisor and let them know how your classes are going. • Be aware of drop/add dates and other deadlines and talk with your advisor now about any potential schedule changes.
<p>October-November</p> <ul style="list-style-type: none"> • Contact your advisor to plan for spring semester. • Contact your advisor if you receive SAARS 800.437.4104 • Register for spring classes. 	<p>January</p> <ul style="list-style-type: none"> • Contact your advisor if you have questions or concerns about your fall semester grades or if you need to change your class schedule.
<p>March</p> <ul style="list-style-type: none"> • Contact your advisor for annual planning – you will review your academic goals and make a plan for the coming year. 	<p>April-May</p> <ul style="list-style-type: none"> • Register for summer and fall classes.

CHANGING AN ADVISOR

Please contact Misti Wuori, Director of Extended Learning, at 701-788-4631 or Misti.Wuori@mayvillestate.edu to request a change in advisor.

ACADEMIC CALENDAR 2015-2016:

<p>Fall Semester – 2015</p> <p>August 24: Orientation/Registration CLASSES BEGIN at 4:00pm</p> <p>September 2: Last day to register or add a class Last day to drop a class without record Last day to drop a class with 100% refund</p> <p>September 7: Labor Day – No Classes</p> <p>September 9: Tuition and Fee Payment Due</p> <p>September 11: Application for graduation due for spring and summer</p> <p>November 11: Veterans Day – No Classes</p> <p>November 14: Last day to withdraw from term/drop with record</p> <p>November 26-27: Thanksgiving – No Classes</p> <p>November 30: Classes Resume</p> <p>December 14-18: Last Week of Classes/Finals Week</p> <p>December 22: Grades due at 12:00 noon</p>	<p>Spring Semester – 2016</p> <p>January 11: Orientation/Registration CLASSES BEGIN at 4:00pm</p> <p>January 12: First full day of classes</p> <p>January 18: MLK Jr. Day – No Classes</p> <p>January 21: Last day to register or add a class Last day to drop a class without record</p> <p>February 7: Application for graduation due (summer and fall)</p> <p>February 15: Presidents Day – No Classes</p> <p>March 14-18: Spring Break</p> <p>March 21: Classes Resume</p> <p>March 25-28: Easter Break – No Classes</p> <p>March 29: Classes Resume</p> <p>April 8: Last day to withdraw from term/drop with record</p> <p>May 9-13: Last Week of Classes/Finals Week</p> <p>May 14: Commencement</p> <p>May 17: Grades due at 12:00 noon</p>
<p>Summer Semester – 2016</p> <p>May 16: Fast Track Sessions begin</p> <p>May 23: 8-Week Session begins 10-Week Session begins Traditional 6-Week Session begins First Four-Week Session begins</p> <p>May 30: Memorial Day – No Classes</p> <p>June 20: Second 4-Week Session begins</p>	

Advising at a Distance

English Proficiency and other Academic Concerns

The State Board of Higher Education requires that all faculty members and teaching assistants in the NDUS have appropriate communications skills, including the ability to speak English clearly and with good pronunciation. Students who experience problems have the following obligation:

1. Discuss the situation with the instructor to see if resolution can be reached.
2. If the problem is still not resolved, contact the instructor's Division Chair for assistance.
3. Situations still not resolved should be brought to the attention of the Vice President for Academic Affairs.

Student →→ **Instructor** → → **Chairperson** → → **VPAA** → →

In the unlikely event that a situation has not been resolved through this procedure, students may contact the President of the University for a Final Resolution.

Students with Disabilities

Mayville State University is dedicated to providing equal opportunity and access for every student. As required by Section 504 of the Rehabilitation Act and the ADA, appropriate and reasonable accommodations will be made for all students with documented disabilities [LD, Orthopedic, Hearing, Visual, Speech, Psychological, ADD/ADHD, Health-Related, & Other] that request those accommodations to ensure their full access to the academic opportunities of Mayville State University. It is important that if you feel you need accommodations for a learning or physical disability that you make your advisor aware of these accommodations. In some cases, your advisor may refer you to the Disability Support Services [DSS] for assistance. The staff of DSS provides a broad range of supportive services in an effort to ensure that the individual needs of each student are met. The information will remain confidential. Accommodations and alternative format print materials [large print, audio, disk, or Braille] are available through Katie Richards, Disability Support Services, located in Classroom Building 109, phone number 701-788-4675 or by emailing katie.richards.2@mayvillestate.edu.

How to Access Check Sheets

1. Go to www.mayvillestate.edu and click "My Student Portal" at the bottom of the page.



2. Read the information provided and click Continue Login under the Legacy Portal (left-hand side).

Legacy Portal
If you are [submitting a proctor](#), [submitting a collaborative course registration](#), or are looking for content not yet available in the new SharePoint site, [continue below](#).

NEW LOGIN

New SharePoint
This site replaces the legacy portal. Gain access to MSU email, Moodle, Campus Connection/ConnectND, and more.

CONTINUE LOGIN **CONTINUE LOGIN**

3. From the left-hand menu, click *Student Documents*.

How to Access Check Sheets

4. Click the *Office of Academic Records* folder, as shown below.



The screenshot shows the Mayville State University website interface. The top navigation bar includes links for Home, About MSU, Academics, Admissions, Alumni & Friends, Athletics, Student Life, Student Services, and Directories. Below this, there is a section for 'Current Student' with a sidebar menu containing 'Comet Classifieds', 'Comet Flash', and 'Collaborative Registration'. The main content area displays a file list with columns for Type, Name, Modified, and Modified By. A blue arrow points to the 'Office of Academic Records' folder in the list.

Type	Name	Modified	Modified By
Folder	Career Services and Internships	10/24/2011 1:58 PM	Jay A. Henrikson
Folder	Office of Academic Records	2/22/2011 7:01 PM	James E. Burmeister
File	MajorMinorChange	6/6/2011 1:59 PM	James E. Burmeister

5. Choose the catalog that you are following. *If you are planning to move to a newer catalog, you must submit an approval form to the Office of Academic Records at records@mayvillestate.edu*



The screenshot shows the Mayville State University website interface, similar to the previous one. The main content area displays a file list with columns for Type, Name, Modified, and Modified By. A blue arrow points to the '2012-2013 Catalog Checksheets' folder in the list.

Type	Name	Modified	Modified By
Folder	2008-2010 Catalog Checksheets	8/16/2011 8:50 AM	James E. Burmeister
Folder	2010-2012 Catalog Checksheets	8/16/2011 8:50 AM	James E. Burmeister
Folder	2012-2013 Catalog Checksheets	2/23/2012 4:21 PM	Pamela K. Braaten

For students who transferred to Mayville State, you should have received a copy of your transfer evaluation showing your incoming transfer credit. This was also provided to your advisor. You should update this evaluation with any Mayville State coursework and use it to plan your future registrations.

If you have any questions, please contact your advisor or the Office of Academic Records at 701.788.4774 or by emailing records@mayvillestate.edu.

Academic Requirement Report (ARR)

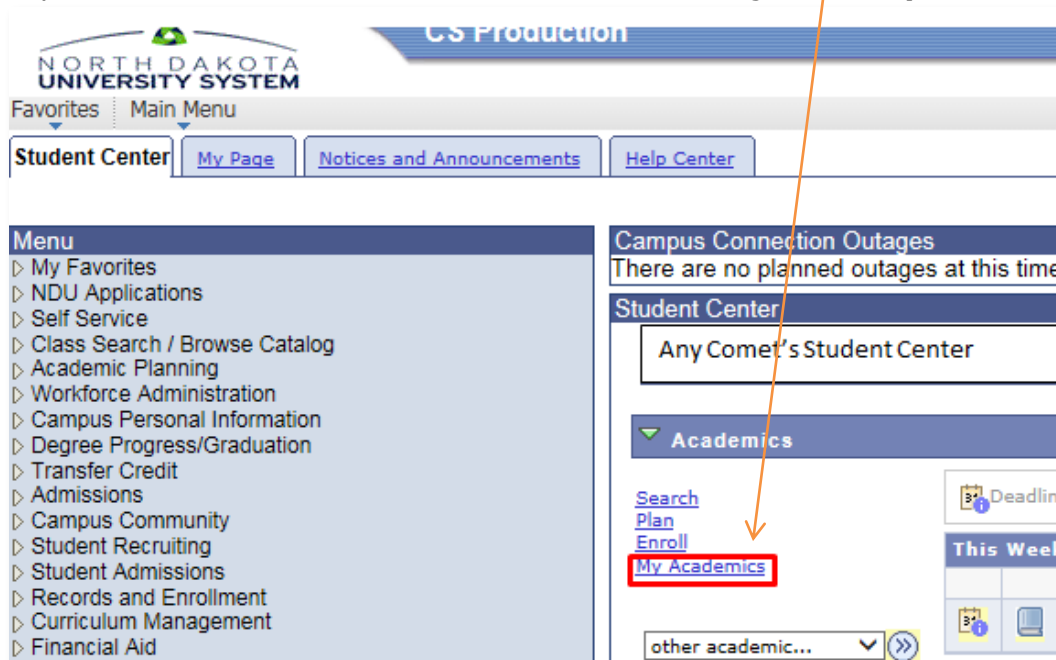
The Academic Requirement Report (ARR) is a tool available to all Mayville State University students and advisors to track degree progress. The ARR allows students and advisors to see degree progress at any time during the student's academic career. This tool enables both students and advisors to:

- plan schedules
- access summaries of degree requirements already completed, and
- requirements still needed to graduate

The ARR is intended as an advising tool for students and advisors; however, it is not the student's official graduation audit. The official status of graduation requirement completion will be made by the Office of Academic Records. In order to receive an official graduation audit, students must file an application for graduation with the Office of Academic Records.

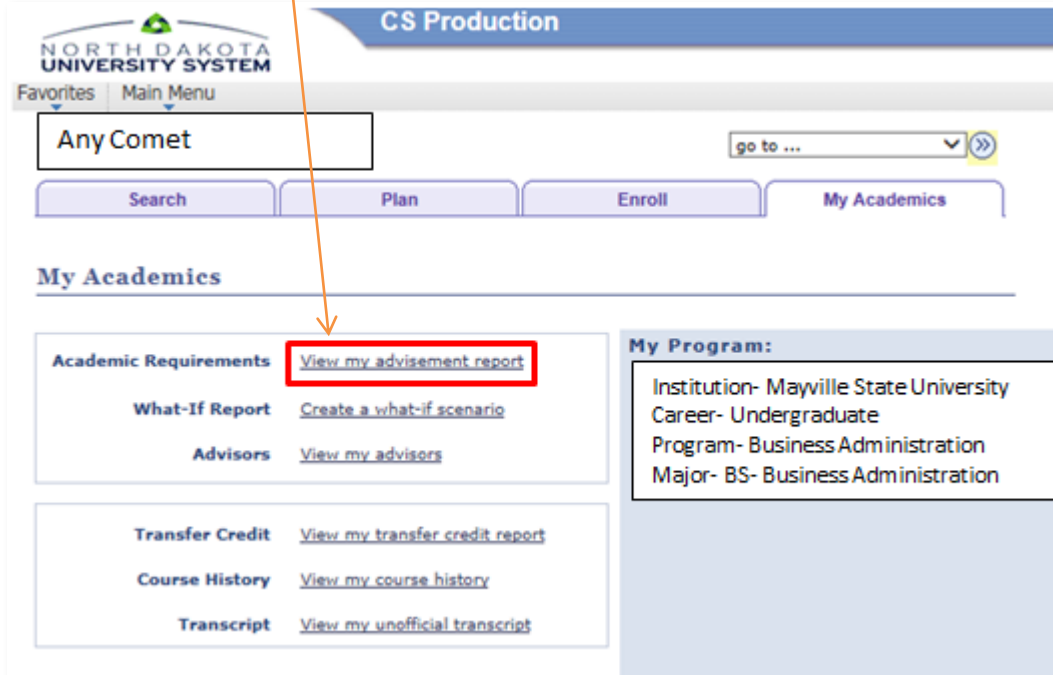
STUDENT ACCESS TO ACADEMIC REQUIREMENT REPORT (ARR)

1. Log in to [CampusConnection](#)
2. In your **Student Center** under the "Academics" heading, select '**My Academics**'

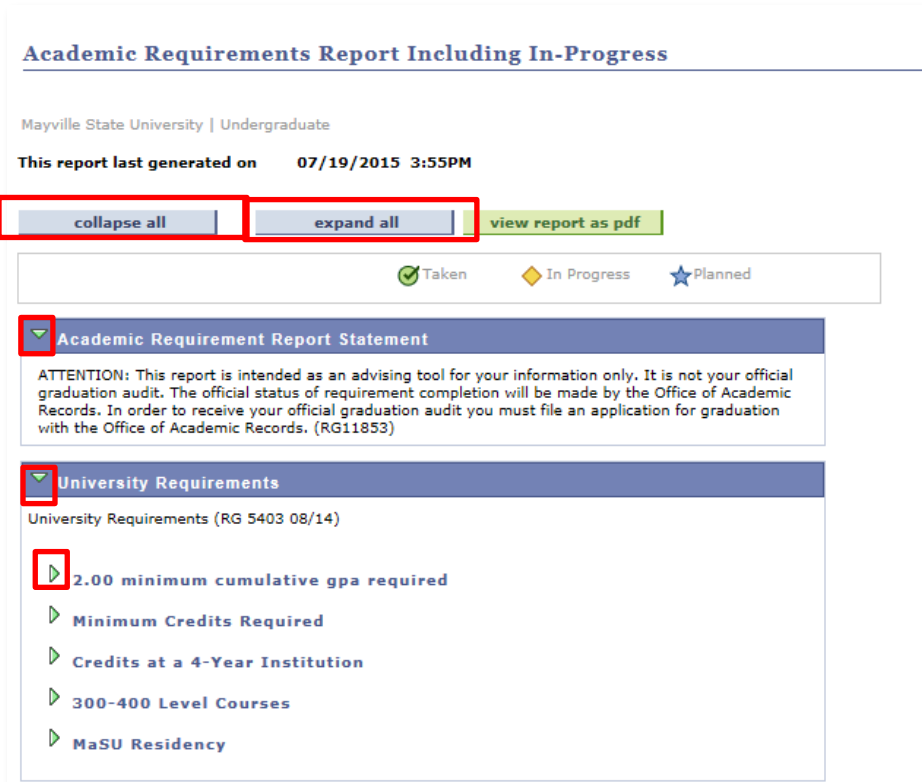


Academic Requirement Report (ARR)

3. Click on the 'View my advisement report' link



4. Different sections of this report can be collapsed and expanded by using either the **Collapse All** or **Expand All** buttons at the top of the report, or by clicking on the triangle icons to the left of each information segment

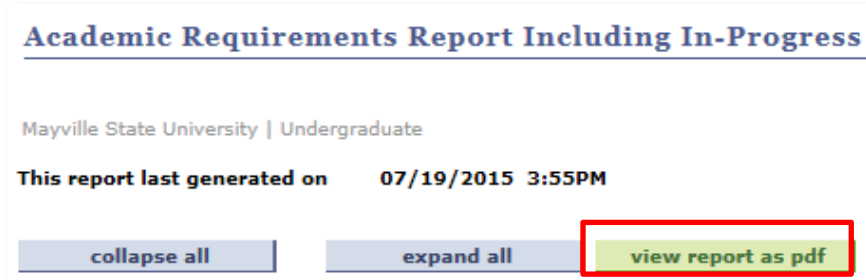


Academic Requirement Report (ARR)

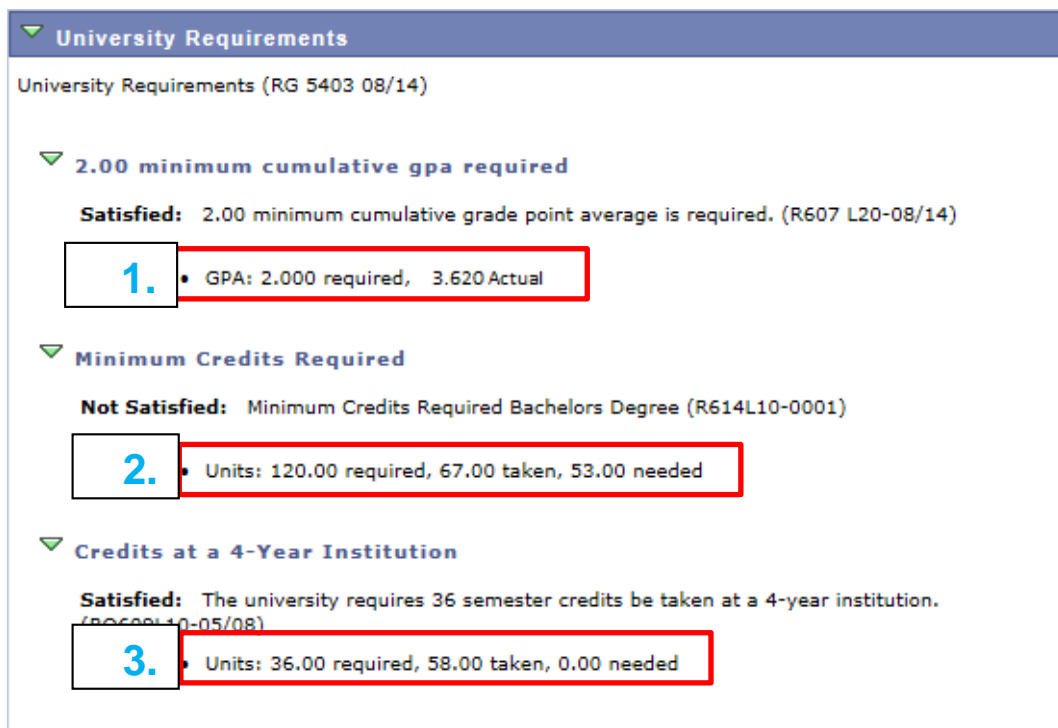
5. Courses will be marked with corresponding "Taken", "In Progress", and "Planned" icons throughout the report



6. For a printer friendly version, click the green 'view report as pdf' link at the top of the report



HOW TO INTERPRET THE ACADEMIC REQUIREMENT REPORT (4 YEAR DEGREE EXAMPLE)



1. This is the student's cumulative GPA. A 2.00 GPA is required.
2. This is the number of credits the student has earned. 120 credits are required for a Bachelor's degree. In this example, the student has taken 67 credits (including in progress credits) and 53 credits are needed.
3. This is the number of credits taken at a 4-year institution. 36 credits at a 4-year institution are required.

Frequently Asked Questions about the Academic Requirement Report

What if one of the courses is missing from the Academic Requirement Report or is not counted as meeting the specific requirement?

If a course is missing from the report it is best to review the section labeled "unused courses" to determine if the course is being identified on the report, but is not being used to meet a requirement. If this is the case, please discuss a Substitution/Waiver with your advisor. The **Request for Substitution/Waiver of Academic Requirements** form must be approved by your advisor and the division chair prior to submitting the form to the Office of Academic Records.

Can the Academic Requirement Report tell me if I am eligible to graduate?

The ARR can help you monitor progress towards degree completion; however, it is not your official graduation audit. The only way to know if you are eligible for graduation is to submit an **Application for Graduation** to the Office of Academic Records. The Office of Academic Records staff will complete your official graduation audit, which will be sent to you and your advisor.

My major in the Academic Requirement Report is not correct, how do I change it?

If the ARR is populating the wrong major, minor, or specialization, please file a *Program Update* form with the Office of Academic Records.

The Academic Requirement Report shows that I need to choose a minor or specializations, what do I need to do?

If the ARR is showing that you need to choose a minor or specializations, please file a *Program Update* form with the Office of Academic Records.

The requirements for my major have changed and the Academic Requirement Report is showing the old requirements.

The ARR is generated based on a student's catalog year. A student's catalog year is based on the term he or she was admitted to Mayville State University. If the requirements for your major have changed and you wish to follow a newer catalog, please submit a **Catalog Change** form to the Office of Academic Records.

I had one of my degree requirements substituted or waived, but the Academic Requirement Report is not taking this into account. What should I do?

After a Request for *Substitution/Waiver of Academic Requirements* form is approved by your advisor, the division chair, and the registrar, you will be notified via Mayville State University email. Your Substitution/Waiver will then be manually entered into the ARR by the Assistant Registrar.

Who should I contact if I have questions regarding the Academic Advisement Report?

Your first point of contact should be your Academic Advisor. You can also contact the Office of Academic Records at records@mayvillestate.edu

Suggestions for Consideration

These are just some ideas for your consideration; Mayville State University wants you to succeed. These suggestions were made by previous students who were successful in obtaining their degree. Apply these ideas to yourself and your progress through college studies will be enhanced.

Login to Class Frequently

New students often hear that in college, "you can go to class anytime you want." **NOT TRUE.** Yes, some classes can be boring but not everything in life is entertaining. College studies are not a matter of you or anyone being entertained. Learn to handle the "grunt work", and then you will be demonstrating a pattern of good work habits that can only enhance your achievement.

Budget Time

You must learn to plan your study time properly. This does NOT mean you start to study for a test the night before it is given or start writing that report the day before it is due [otherwise known as the red-eye special]. The overused statement "I work best under pressure" is a silly excuse for those who really have no choice. Just remember, your lack of foresight is not going to be your advisor or professor's emergency.

Realize that Being a Student is a Full Time Job

You cannot work hard one day a week and hope your grades will be acceptable. Look upon college as a full-time job.

There is Nothing Wrong with Being Initially Confused

Some students get upset when they realize they haven't mastered all the facets of being a distance student during their first term. Bear in mind that college is a way of life. You will be learning to cope with it every day, and that is as it should be. So if you are worried about your initial confusion, you are only acting very normal. Being "normal" is a state you work for—do not assume it will happen.

Know the University's Academic Rules

Even if you do not memorize them, have a copy of the MSU Student Catalog or departments ready. Ignorance of what is required is no excuse for failing to perform. Confusion is one thing, but ignorance of rules speaks volumes about a person. Do not become one of those who frequently states, "But nobody told me..."

Accept Constructive Criticism

Bear in mind that when a professor critiques your work he or she is doing you a favor. Such a criticism is not meant to be personal. No matter how competent you may be, all work can be improved upon. Indeed, if your work is heavily "red-lined," your professor took a lot of time to show you how to improve. How would you feel if a professor did not read the paper or test and simply assigned a grade? If you feel free to criticize some of your professors [and you will], be prepared to understand and accept academic criticism.

Develop an Appreciation for the Mastery of Language

No matter what your major or program of interest, the single most important skill of life success is communication. It is how you communicate that demonstrates the depth of your education, especially in distance education classes.

Suggestions for Consideration

Get to Know Some Professors Before you Graduate

This is sometimes hard for first-year students, but you can at least target some faculty you think may be worth knowing before you graduate from MSU. Your professors are the individuals who will evaluate your work, supply references for the future career post or for graduate school and guide your intellectual development. Should you be fortunate enough to develop a bond of friendship, you will find they are invaluable as mentors during the rough periods of your academic life. It is true that you may think negatively about some of the faculty as you progress. This would be true at any college or university. But the vast majority is quite approachable. Do not let a title of Doctor or Professor frighten you; these titles simply recognize their achievement. Their expertise will help you attain the goals or achievements you have set for yourself.

Learn to Communicate in the Online Classroom

There are no dumb questions concerning subject matter. If you **do not** know or **do not** understand something, chances are that several of your peers do not either. Learning to ask questions is a real skill, and you need to develop it.

Be Patient with Yourself

You will make errors or evident mistakes during your college career. Please be assured that you are not DOOMED. These times are when your advisor or counselor becomes very important.

Know Your Academic Situation Prior to Withdrawal Period

If you have a question or concern about how you are doing in class, contact the professor and discuss it. If you wait until after midterms or until the last minute to "see how things are going" and then experience failure, playing academic catch-up can be a no-win situation. Keep yourself informed.

Safeguard Your Physical and Mental Well-Being

When exhausted, rest. Eat proper food and know when to relax. No one is going to thank you for working yourself to frazzle or getting ill by ignoring your body's and mind's basic needs.

It Doesn't Help to Blame Others for Your Academic Incompetence

If you are not doing well academically, get help. Very few students get through college without some assistance. So what if it takes you a little longer to learn the material or even graduate?

Locate and Use University Services

The University does want you to succeed and will help you by means of its available services. These range from the Learning Support Services to personal counseling; let the University serve you.

Grades and Grade Point Average

The grade point average is determined by calculating the total number of honor points earned and dividing by the number of attempted credit hours in which a letter grade of A, B, C, D, or F was received.

Grade	Interpretation	Honor Points Per Credit Hour	Grade	Interpretation	Honor Points Per Credit Hour
A	Excellent	4	I	Incomplete	0
B	Above Average	3	S	Satisfactory	0
C	Average	2	U	Unsatisfactory	0
D	Passing	1	AU	Audit	0
F	Failure	0			

Grade Appeal Policy

Faculty must evaluate and grade student work fairly and reasonably, and students must maintain scholastic honesty beyond reproach. Disputes that arise about fairness and honesty are best resolved through open and sincere communication among all parties – students, faculty, committees, and administrators. Once a grade has been recorded for a class, the grade cannot be changed unless an error was made by the instructor. Students may repeat a class if they would like to improve their grade.

A grade appeal is an allegation by a student that such student's semester grade in a course offered for credit was not in accordance with the grading criteria described in the course syllabus. The student must contact the instructor of the course before the fifth week of the following semester to discuss the instructor's and student's reasoning for the grade given or desired. The complete policy addressing procedures required for resolving grade appeals is available in the Office of Academic Affairs.

Incomplete Grade

A student who has an excusable reason for not completing coursework may request an "I" [Incomplete]. This process is initiated by the student filling out the Incomplete Grade Request Form. If an Incomplete Grade is granted by the instructor and advisor, the student is responsible for completing the work by a deadline approved by the instructor, but no later than the close of the following term. With instructor approval, a student may be granted a one-time extension, including a contracted date of completion, for removing the incomplete grade. If any incomplete grade is not removed by the end of the specified time, the grade as recorded on the Incomplete Grade Request form will be placed on the transcript by the Registrar.

Repeated Courses

If a student receives an "F" [failure] in a course, he/she should repeat it as soon as possible if it is required for graduation. When a course is repeated to improve grade point average, only the last earned grade is counted in the grade point average. Each course registration and its earned grade, however, continue to appear on the transcript. Course repeats are not allowed on a one-to-one basis such as independent study or an arranged basis. This policy may be appealed through a sub-waiver form when there are extenuating circumstances and would require approval.

In regard to financial aid and Title IV funding in relation to the repeating of a course, the following applies:

- A failed course may be repeated as many times as needed until passed.
- A previously passed course may only be repeated once. This includes even those courses where a higher grade is required for the major (e.g., minimum of "C" for Teacher Education and Business Administration core courses, etc.)
- This does not include courses designated as repeatable (e.g. band, choir, student government, etc.) as these are not restricted nor limited (unless designated otherwise) and, therefore, a student may repeat these courses as often as allowed.
- If a student passes a failed course with a passing grade, he/she may repeat the course one more time to try and

Satisfactory/Unsatisfactory Credit

Students with junior standing or above are permitted to register for an academic course on a satisfactory/unsatisfactory [S/U] option based on the following policies:

1. Students must have an overall 2.0 grade point average in order to qualify.
2. The S/U option may be used for courses that do not apply to a major or minor field. The student, however, may use this option if the course is in excess of the requirements for the major or minor field of specialization.
3. The S/U option is not available for required general education or professional courses.
4. Students may not change to, or from an S/U option after the last day to add classes.
5. Life experience credit, CLEP, or military credits [recorded as S/U], may be used toward the major and/or minor upon approval from the respective Division chair.
6. S/U credit will not be used in determining honor points or honor point ratio.
7. The traditional "D" or better will be considered satisfactory "S."

Other courses in which S/U credit may be earned are listed in each department of the catalog. These courses may be taken upon the advice of the student's advisor.

Transfer Grade Point Average

Total hours earned and the grade point average from all transfer institutions are entered on the Mayville State University official transcript and are calculated for a cumulative grade point average, however, transfer courses do not appear on the MSU official transcript.

Academic Fresh Start

The Academic Fresh Start policy allows a student who has had former academic deficiencies and been out of higher education for three consecutive years to recover without penalty and have an Academic Fresh Start.

- The student must be currently enrolled as an undergraduate student at Mayville State.
- At least three consecutive years must have elapsed between the earned credits and the Academic Fresh Start request.
- An Academic Fresh Start may be requested for all coursework in no more than four selected quarters or semesters including previous transfer credits or Mayville State credits.
- Individual course(s) do not qualify for an Academic Fresh Start.
- All courses in forgiven terms cannot be used to meet pre-requisites or degree requirements.
- To qualify, a student must have completed a minimum of 12 semester credits with a 2.50 GPA or higher.
- Academic Fresh Start may be invoked only once and is irreversible.
- The policy is not available to a student pursuing a degree after a first baccalaureate degree has been granted.
- Students are responsible for ascertaining if the Academic Fresh Start would affect their current or future eligibility status for financial aid or veteran's benefits or other financial assistance programs.
- Teacher Education candidates are not eligible for an Academic Fresh Start at this time due to state teacher licensing requirements currently in place.

For more information or to make an Academic Fresh Start request contact the Office of Academic Records at Old Main 114 or by phone, 701.788.4774

If approved the academic transcript will indicate the terms affected by the Academic Fresh Start. Credits and grades will continue to appear on the academic transcript with credits included in attempted hours; however, letter graded courses will be excluded from the grade point average. Graduate and professional programs and other universities' undergraduate programs are not bound by the Mayville State University Academic Fresh Start policy

Grade point average (GPA) for all courses attempted is the basis for determining academic standing. A cumulative grade point average of 2.00 ("C") is the minimum satisfactory level of academic performance, the level required for graduation.

Early Alert System

Students who receive an alert through Drop Guard indicating a specific area needs improvement should immediately consult with the instructor and, in conference with the instructor, devise a course of action aimed at correcting the areas needing improvement.

Probation

Each student who earns less than a 2.00 term grade point average (GPA) at the conclusion of fall or spring semester is automatically placed on academic probation and is informed of this action in a letter sent by the Vice President for Academic Affairs to the student's home and through the student's personal campus email. Students are subject to suspension without regard to whether they have ever been placed on academic probation.

Suspension

Mayville State University's suspension policy requires students to attain a minimum term grade point average of 1.00 for each semester. The suspension policy also requires students to achieve grade point averages at or above the following:

- 1.70 cumulative GPA at the conclusion of the semester in which the total number of institutional and transfer hours attempted reaches 24 semester hours; and,
- 2.00 cumulative GPA at the conclusion of any semester in which the number of institutional and transfer hours attempted reaches or exceeds 64 semester hours.

Attempted credits include all courses (except withdrawals) on a student's record, including repeated and no credit courses, "Fs", incompletes, etc.

A student who is suspended following the spring semester will be permitted to enroll for the summer session in an attempt to raise their cumulative grade point average (GPA) above the designated suspension level prior to the fall semester.

Failure to meet the above standards will result in academic suspension, for a maximum period of one year. Students who are suspended from the University for failure to meet the academic standards are notified of their status in writing and through the University's e-mail system.

Transfer and returning students must meet the above academic standards for admission to the University. Once admitted, however, transfer students will be allowed to enroll for at least two semesters, provided they have a 1.00 GPA or above for the term. The applications of transfer and returning students who fail to meet this standard for admission will be reviewed and decided on by the Admissions and Academic Standards Committee. The Committee may impose special conditions of admission for transfer and returning students who fail to meet the academic standards. Students on academic suspension from another institution of higher education will normally be denied admission until that suspension has expired.

Suspension Appeal

Students who have been suspended may appeal the suspension to the Admissions and Academic Standards Committee. To appeal, a student must provide a typewritten explanation detailing the reasons for this failure, and appear before the Admissions and Academic Standards Committee of the Faculty Association. Should you choose to exercise this right of appeal, you must make an appointment to meet with the committee. Appointments are made by contacting the Office of Academic Affairs at 701-788-4711. If a student does not exercise his or her right to appeal the suspension, he or she will be eligible to reapply for admission to the University at the conclusion of a maximum one-year suspension.

Armed Service Credit

Mayville State University is a current member of the Service members Opportunity College (SOC) and provides flexible policies that allow mobile service members and their families to complete degrees rather than just accumulate course credit. Service personnel currently on active duty who have acquired certain educational experiences, or have attended service schools, or have passed college Advanced Placement (AP), College Level Examination Program (CLEP), and the Defense Activity for Non-Traditional Education Support (DSST) tests can have these evaluated for transfer credit. Mayville State University will accept 30 semester credits of the following towards a bachelor's degree:

1. Military service courses are given credit as recommended in the Guide to the Evaluation of Educational Experiences in the Armed Services published by the American Council on Education (ACE).
2. AP, CLEP, and DSST subject standardized tests are accepted in some areas. For more information about these programs access this Web site: <http://www.ndus.edu/uploads/resources/2600/p-403.7.4-credit-by-exam-2-2012.pdf>

Family Education Rights and Privacy Act of 1974

In compliance with the Family Education Rights and Privacy Act of 1974 [FERPA], Mayville State University makes the following statements about the student/graduate records it maintains:

Type of Record	Responsible Official	Persons who have Access	Purpose of Access
Admissions File	Director of Admissions	Academic Advisors Academic Records Admissions Enrollment Services	Admissions & Advising
Credential File	Director of Career Services	Career Services	Job Placement
Permanent Academic Records	Director of Academic Records	Academic Advisors Admissions Academic Records	Academic Evaluation
Advising File	Director of Admissions	Academic Advisors	Student Evaluation & Advising
Student Accounts	Vice President for Business Affairs	Business Office	Accounting
Student Financial Aid File	Director of Financial Aid	Financial Aid	Administrative & Record Keeping
Transcript Requests	Director of Academic Records	Academics Records	Administrative
Veteran Files	Director of Veterans Affairs	Student Services	VA Counseling & Correspondence

Students who are or have been in attendance at Mayville State have certain rights to request, inspect, review, and challenge the records maintained by the institution under the provisions of the Act. Mayville State does not permit access to or the release of education records or personally identifiable information contained therein [other than directory information] of students without the student's written consent, other than to officials of the institution and those granted access by the Act.

Directory Information

The following student information is considered to be directory information and is not subject to the above restrictions of public access or release:

1. Name [all names on record]
2. Address [all addresses on record]
3. E-mail address [all electronic addresses on record]
4. Phone number [all phone numbers on record]
5. Weight, height and photos of athletic team members
6. Date and Place of Birth
7. Major/minor fields of study [all declared majors/minors]
8. Class level
9. Dates of attendance
10. Enrollment status
11. Names of previous institutions attended
12. Participation in officially recognized activities/sports
13. Honors and awards received
14. Degree earned [all degrees earned]
15. Date degree earned [dates of all degrees earned]
16. Photographic, video or electronic images of students taken and maintained by the institution

Within 14 calendar days after the first day of class, any student at Mayville State may inform the Academic Records Office that any or all of the directory information relating to that student should not be released without that student's consent.

Notification of Rights under FERPA for MSU

The Family Educational Rights and Privacy Act [FERPA] allows you certain rights with respect to your education records. They are:

1. The right to inspect and review your education records within 45 days of the day Mayville State University receives a request for access.

You should submit to the registrar written requests that identify the record[s] you wish to inspect. The registrar will make arrangements for access and notify you of the time and place where your records may be inspected. If the records are not maintained by the registrar, the registrar shall advise you of the correct official to whom the request should be addressed.

2. The right to request the amendment of your education records that you believe are inaccurate or misleading.

You may ask Mayville State University to amend a record that you believe is inaccurate or misleading. You should write the Mayville State University official responsible for the record, clearly identify the part of the record you want changed, and specify why it is inaccurate or misleading.

If Mayville State University decides not to amend the record as requested by you, Mayville State University will notify you of the decision and advise you of your right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to you when notified of the right to a hearing.

3. The right to consent to disclosures of personally identifiable information contained in your education records, except to the extent that FERPA authorizes disclosure without consent.

One exception which permits disclosure without consent is disclosure to the school officials with legitimate educational interests. A school official is a person employed by Mayville State University in an administrative, supervisory, academic or research, or support staff position [including law enforcement unit personnel and health staff] a person or company with whom Mayville State University has contracted [such as an attorney, auditor, or collection agent]; a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks.

A school official has legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

Upon request, educational records, including but not limited to a student's academic transcript, may be released by Mayville State University to another North Dakota University System institution without prior written consent, and provided the student has applied for admission to the second institution.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Mayville State University to comply with the requirements of FERPA. The name and address of the Office that administers FERPA are:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-4605

MSU Consumer Protection Information Overview

In compliance with the Higher Education Amendments of 1998 and consumer protection practices, Mayville State University provides information to current students and employees about the institution. In addition, all prospective students, prospective employees, parents of current and prospective students, and members of the general public may obtain this information upon request. Specifically, this information is supplied in compliance with the Drug Free Schools and Communities Act, The Campus Security Act, and the Student Right to Know legislation. The following information is available at the MSU Website at the following address: www.mayvillestate.edu/about-msu/Pages/ConsumerInformation.aspx or by referencing the cited university documents. It may also be obtained, upon request, in printed copy from the Student Services Office in Old Main 107 [Phone: 701.788.4875]. Ray Gerszewski, Vice President for Student Affairs, is the designated university employee to contact for assistance in obtaining any of the following information:

Financial Assistance Information

A description of the financial assistance programs available, the application procedures, eligibility requirements, criteria for selection, criteria for determining the amount of an award, satisfactory progress standards, disbursement methods, loan terms, and the conditions and terms for employment provided as part of a student's financial assistance package. Available in the MSU catalog and from the Financial Aid Office.

Institutional Information

Refund policies, return of Title IV assistance, and requirements for students who withdraw from the institution. Also includes cost of attendance; academic programs, faculty and facilities; accreditation and licensure; special facilities and services for students with disabilities; contact persons for financial assistance and institutional information; and information regarding study abroad. Available in the MSU catalog.

Student Code of Conduct

Student Code of Conduct includes expectations for student behavior and the rights and responsibilities of all students. Also includes information about due process procedures for students who violate university and other rules and regulations. Available from the Student Services Office or the Student Handbook.

Information on Completion and Graduation Rates for All Students and Student Athletes

Includes information about cohorts of new, full time, first time undergraduate freshmen who enroll in the fall term and who complete degrees within six years, or who transfer to another four year program within that time frame. Specific information about the completion and graduation rates of student athletes within each cohort is also provided. Available from the Student Services Office in the Student Right to Know - Completion and Graduation Rates Report.

Institutional Security Policies and Crime/Fire Statistics

Includes a statement of current policies and procedures for students and others to report criminal actions occurring on campus and policies concerning the institution's response to those reports. Includes a statement of current policies concerning security of and access to campus facilities; a statement of current policies concerning law enforcement on campus; a description of the type of programs designed to inform students and employees about campus security procedures; and a description of the programs designed to inform students and employees about the prevention of crimes. Statistics concerning the occurrence on campus of criminal offenses reported to local police agencies or to any official of the institution are gathered and documented for the following crimes and incidents: murder, rape, robbery, aggravated assault, burglary, motor vehicle theft, hate crimes, and violations of campus liquor, drug and weapons possessions regulations. Fire safety in campus residence halls is also addressed, including fire safety measures and occurrences of fire incidents in these facilities. Policies and procedures for dealing with missing students who reside in campus housing, including appropriate notification methods are also outlined in this document. Available from the Student Services Office in the Campus Crime and Security Act Report.

Sexual Violence Policies

Includes information about campus programs to prevent sex offenses and procedures to follow when a sex offense occurs. Also includes procedures for campus disciplinary action in cases of alleged sex offenses; sanctions the institution may impose following disciplinary proceedings and availability of resources and support for sexual assault victims. Available from the Student Services Office in the Sexual Violence Policies and Related Information report.

Alcohol and Drug Policies

Includes a statement of institutional policy regarding the possession, use, and sale of alcoholic beverages and illegal drugs and the enforcement of federal and state laws governing underage drinking and use/possession of illegal drugs. Also includes a description of drug and alcohol abuse education programs sponsored by the institution. Available from the Student Services Office in the Drug Free Schools and Communities report.

Equity in Athletics

Includes information about the number of male and female students enrolled at the institution; including the number of athletic participants for each team. Also includes the total operating expenses for each varsity team, the gender of each team's coaching staff, the amount of money spent on athletically related aid for male and female sports teams, the ratio of athletic aid awarded for male vs. female athletes, the amount of money spent on athletic recruitment, the total annual revenue generated by athletic teams, and the salaries of head coaches of all varsity teams. Available from the Student Services Office in the Student Right To Know – Equity in Athletics Report. Because of federal reporting requirements, this report may not be available until Oct. 30.

Family Educational Rights and Privacy Act

Includes the type of information maintained by the university on and for each student. Also designates individuals and offices that have access to specific pieces of information; specific data that is considered directory information; records not available to students; procedures for release of information; and material not considered to be part of a student's record. Available from the Records Office or the university catalog.

Student Concerns

Student concerns about specific issues should generally be addressed to the respective office or university employee for resolution. Following are specific processes that students should follow for prompt resolution of concerns:

1. Students who have concerns about classroom related matters [including matters related to the instructor, teaching materials, methodology, classroom environment, physical facilities, or other matters resulting from normal classroom activities] should follow the following procedure:
 - a) Discuss the situation with the instructor to see if resolution can be reached.
 - b) If the problem is still not resolved, contact the instructor's Division Chair for assistance.
 - c) Situations still not resolved should be brought to the attention of the Vice President for Academic Affairs. If the situation has not been resolved through this procedure, students may contact the President of the University for final resolution. Grade appeal processes are handled differently and are outlined in the Student Handbook.
2. Students who have concerns about billings, business operations, institutional charges, etc. should contact Ashley Mooney, Accounts Receivable Technician in Old Main 108 [701.788.5265]. Financial billing issues related to policy or university procedures should be directed to Steve Bensen, Vice President for Administrative Affairs [701.788.4761].
3. Students who have concerns about financial aid awards, scholarships, or the processing of financial aid should contact Shirley Hanson, Director of Financial Aid in Old Main 107. Issues related to financial aid policies or procedures should be directed to Ray Gerszewski, Vice President for Student Affairs and Institutional Research [701.788.4770].
4. Students who have concerns about their official admission status or their academic standing should contact Pam Braaten, Director of Academic Records in Old Main 114 [701.788.4773]. Issues related to admissions and academic standing policies should be directed to Keith Stenehjem, Vice

President for Academic Affairs [701.788.4755] and issues related to admissions procedures should be directed to Ray Gerszewski, Vice President for Student Affairs and Institutional Research [701.788.4770].

5. Students who have concerns about specific student services; i.e. housing, food services, academic support, career development, student health services, counseling, student programming, or special services should first contact the director or professional in charge of that program. Concerns may also be addressed by Ray Gerszewski, Vice President for Student Affairs and Institutional Research [701.788.4770].
6. Student athletes who have questions or concerns about eligibility or athletic awards should contact the respective coach. Issues related to institutional, DAC-10, or NAIA policies or institutional procedures should be directed to Mike Moore, Athletic Director [701.788.4706].
7. Students who have concerns about technology related issues; i.e. laptop, access to computing resources, etc. should contact the Help Desk in Main 105 [701.788.4739]. Concerns about institutional policies and procedures related to the use of technology should be directed to Patrick Steele, Director of Information Technology [701.788.4794].
8. Students, parents or alumni who have questions or concerns about alumni status, alumni information or contributions to the university should contact John Klocke, Executive Foundation Director [701.788.4787].
9. Students who have concerns about the condition of specific facilities or grounds should first contact the manager of that building or grounds area. Issues may also be directed to Dan Lorenz, in Main Building (facilities operations) [701.788.4676] or Bob Kozojed in the Campus Center Building (custodial services) [701.788.4872].

In the event that a situation cannot be resolved through ordinary and normal procedures with the respective staff person or Vice President, students may contact the University President for final resolution.

Student Complaint Process

Mayville State University is committed to resolving student grievances, complaints and concerns in an expeditious and fair manner. Students residing outside North Dakota while attending Mayville State University who want to resolve a grievance should follow the student complaint processes explained at the URL listed below. However, if an issue cannot be resolved internally, you may file a complaint with your State by referring to the list of state agencies.

<http://www.mayvillestate.edu/prospective-students/academics/extended-learning/student-complaint-process/>