# TABLE OF CONTENTS

WELCOME TO MAYVILLE STATE UNIVERSITY DISTANCE EDUCATION .............................................. 3

INSTRUCTIONAL TECHNOLOGIES ......................................................................................... 4-5
MISSION & PURPOSES ............................................................................................................. 6

QUICK REFERENCES .............................................................................................................. 7

HOW DO I? ............................................................................................................................. 8-9
CLAIM YOUR ACCOUNT ....................................................................................................... 10-11
REGISTER FOR CLASSES ..................................................................................................... 12-15
FINANCIAL OBLIGATION AGREEMENT ................................................................................. 16-18
REFUND SCHEDULE .............................................................................................................. 19
FREQUENTLY ASKED QUESTIONS ......................................................................................... 20-22
BLACKBOARD STUDENT TUTORIAL .................................................................................... 23
PROCTOR REQUIREMENTS ..................................................................................................... 24-27
TIPS FOR SUCCESS ................................................................................................................ 28-29
SUCCESS STRATEGIES FOR ONLINE STUDENTS ............................................................... 30-31

TECHNOLOGY TIPS, REQUIREMENTS & POLICIES ............................................................. 32

TECHNOLOGY REQUIREMENTS ............................................................................................ 33
OFFICE 365/OUTLOOK EMAIL ............................................................................................... 34
MAYVILLE STATE UNIVERSITY EMAIL POLICIES ............................................................. 35-36
EMERGENCY NOTIFICATION SYSTEM .................................................................................. 37-38

STUDENT SUPPORT SERVICES ........................................................................................... 39

ACADEMIC AFFAIRS .............................................................................................................. 40
ACADEMIC SUCCESS CENTER ............................................................................................ 41-42
ACADEMIC RECORDS ........................................................................................................... 43-44
ACADEMIC ADVISING CENTER ............................................................................................ 45
BOOKSTORE .......................................................................................................................... 46
BUSINESS OFFICE ................................................................................................................ 47
BYRNE-QUANBECK LIBRARY ................................................................................................. 48-49
CAREER SERVICES ................................................................................................................. 50
COUNSELING SERVICES ........................................................................................................ 51
ADMISSIONS/STUDENT SERVICES ....................................................................................... 52
FINANCIAL AID ....................................................................................................................... 53
INFORMATION TECHNOLOGY SERVICES/SERVICE DESK ................................................ 54
PRESIDENT’S OFFICE ............................................................................................................. 55
WRITING CENTER .................................................................................................................... 56

ADVISING/Academic Policies ............................................................................................... 57

ADVISING AT A DISTANCE .................................................................................................... 58-62
HOW TO ACCESS CHECK SHEETS ....................................................................................... 63
ACADEMIC REQUIREMENT REPORT ..................................................................................... 64
SUGGESTIONS FOR CONSIDERATION .................................................................................. 65-66
GRADE AND GRADE POINT AVERAGE (GPA) ...................................................................... 67
ACADEMIC STANDING .......................................................................................................... 68-70
STARFISH ............................................................................................................................... 71

FAMILY EDUCATION RIGHTS & PRIVACY ACT OF 1974 ....................................................... 72
NOTIFICATION OF RIGHTS UNDER FERPA FOR MSU ..................................................... 73
MSU CONSUMER PROTECTION INFORMATION OVERVIEW ............................................. 74-76
Welcome to Mayville State University Online & Distance Education!

The Office of Extended Learning staff look forward to providing you with timely and personalized assistance with your online and 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 online and distance education courses. Please contact the Office of Extended Learning with any questions you may have. Our office is located in Old Main 104 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,

Misti Wuori
Director of Extended Learning
Phone: 701.788.4631
Text: 701.401.3277
mistiwuori@mayvillestate.edu

Jade Erickstad
Distance Program Coordinator - LRSC Site
Phone: 701.662.1587
800.443.1313 ext. 21587
Text: 701.401.1546
jade.erickstad@mayvillestate.edu

Connie Kaldor
Online Advisor
Phone: 701.788.4721
Text: 701.401.5791
conniekaldor@mayvillestate.edu

Julie St. Germaine
Distance Program Coordinator - WSC Site
Phone: 701.774.6234
Text: 701.401.5652
juliestgermaine@mayvillestate.edu

Alyson Beckman
Online Enrollment Coordinator
Phone: 701.788.4632
Text: 701.401.1592
alysonbeckman@mayvillestate.edu

Alissa Perkins
Blackboard Support
Distance Programs Support Specialist
Phone: 701.788.4645
alissaperkins@mayvillestate.edu

Christine Gonnella
Instructional Designer
Phone: 701.788.4709
christinegonnella@mayvillestate.edu

Shay Thorsgard
Administrative Coordinator
Phone: 701.788.4667
shaythorsgard@mayvillestate.edu

Office is responsible for:

- Serve as a point of contact for distance and online students
- Processing non-degree, Graduate non-degree, Collaborative, Dual Credit, and Continuing Education applications for admission
- Collaborative student registration
- Dual Credit (Early Entry) registration
- Advisement for online and distance students
- Online and distance programs recruitment, advisement, and registration
- Heart of the Valley Consortium ITV courses
- Online and Distance Proctor Verification
- Providing student, staff, and faculty support for Blackboard, Yuja, Zoom, Blackboard Collaborate, Blackboard Ally, Turnitin, Hoonuit, and other technologies.
- Provide orientation, handbooks, email information and other support for online and distance student support services, including new student support services
- Articulation Agreements
Instructional Technologies at MSU

Contact Dean Kostuck in the MSU Service Desk, at 701.788.4739 or help.desk@mayvillestate.edu for support of the following technologies:

OFFICE 365
All employees and registered students have access to Office 365 and its components. Apps in Office 365 include Word, Excel, PowerPoint, OneNote, Skype for Business, Outlook and SharePoint. SharePoint services and provides a single point of access to e-mail, a personal calendar, custom technical support documents, MSU news and information, file storage space, software downloads, and some class information.

INTERACTIVE VIDEO NETWORK (IVN)
Some classes use Internet-based, two-way interactive video to provide real-time collaboration with other students and professionals at multiple locations. The North Dakota Interactive Video Network (IVN) is a high-quality system used primarily for the delivery of courses.

PEXIP/POLYCOM REAL PRESENCE (RP) DESKTOP
Pexip is a video conferencing service available for faculty, staff and students that allows users to connect with IVN classrooms using only a web browser. With Pexip, users can also connect using a mobile device. Real Presence is a secondary option that allows you to connect to meetings and/or classes when IVN rooms are not available. Polycom RP requires an account and a software download.

Contact Alissa Perkins, Distance Programs Support Specialist, at 701.788.4645 or alissa.perkins@mayvillestate.edu for support of the following technologies:

BLACKBOARD LEARN – LEARNING MANAGEMENT SYSTEM (LMS)
Blackboard Learn (Bb) is MSU’s Learning Management System (LMS). Bb is a virtual learning environment and course management system used for online teaching, learning community building and knowledge sharing. Faculty, staff and students can access Blackboard by visiting online.mayvillestate.edu and logging in using their ConnectND credentials.

HOONUIT (FORMERLY ATOMIC LEARNING FOR STUDENTS)
Hoonuit is an online training resource and professional development tool that is available 24/7 and open to ALL Mayville State students. Students can access Hoonuit through Blackboard and login simply by using their ConnectND credentials.

YUJA
The YuJa Enterprise Video Platform is deployed at leading colleges and universities to enable comprehensive video workflows including lecture capture, video management, live streaming, flipped class, and more. Today’s student demands the flexibility to learn anytime, anywhere and on any device.

BLACKBOARD COLLABORATE CLASSIC
Blackboard Collaborate Classic (sometimes called Original), is a web conferencing tool offered by the NDUS. Bb Collaborate delivers a synchronous web conferencing interface enabling more collaboration choices to support your pedagogical goals.

SKYPE FOR BUSINESS
All employees and registered students have access to Skype for Business, which allows real-time communication with contacts via chat/IM, audio or video calls. You can see when your contacts are available online, in a meeting or presenting and broadcast online to a large audience. All MSU faculty, staff and students have Skype for Business accounts included in their Microsoft Office user licenses. Contact the MSU Service Desk for details.
Instructional Technologies at MSU

Contact Christine Gonnella, Instructional Designer, at 701.788.4709 or Christine.gonnella@mayvillestate.edu for support of the following technologies:

ZOOM
Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, collaboration, chat, and webinars across mobile devices, desktops, telephones, and room systems.

PROCTORU
ProctorU is an online proctoring service that allows students to take exams online while ensuring the integrity of the exam for the institution by authenticating their identities and monitoring the exam in real time.

BLACKBOARD COLLABORATE ULTRA
Bb Collaborate Ultra is a web conferencing tool offered by the NDUS that delivers an updated, easy-to-use and highly accessible, synchronous web conferencing interface enabling more collaboration choices to support instructor’s pedagogical goals.

QUALTRICS
Qualtrics is an easy-to-use, full-featured, web-based tool for creating and deploying surveys online. Employees and students of the North Dakota University System can access Qualtrics through their Campus Connection credentials.

Contact Katie Richards, Director of Student Success and Support Services, at 701.788.4675 or katie.richards.2@mayvillestate.edu for support of the following technologies:

READ & WRITE (FORMERLY READ & WRITE GOLD)
MSU students, faculty and staff have free access to Read & Write, an award-winning literacy software tool that can help students improve reading, writing, research and study skills. The software is designed to help individuals of all ages, abilities and learning styles.

SMARTTHINKING
Smarthinking is an on-demand online tutoring program. Students have 10 hours of free access to live tutors from within each course via the Smarthinking icon.
Mayville State University Mission and Purposes

Mission
Mayville State University is dedicated to excellence in teaching, service, and scholarship in dynamic, inclusive and supportive learning environments that are individually focused. We offer quality undergraduate and master's programs enriched with practical experiences to prepare all learners for a global economy.

Approved by SBHE November 2016

Purposes
- To provide academic programs and services that address contemporary career and workforce opportunities.
- To maintain collaborative relationships with schools, employers, and communities which contribute to the economic growth and social vitality of North Dakota.
- To deliver flexible programs, instruction, and student services to meet the needs of the individual.
- To cultivate an environment that supports creativity, intellectual curiosity, lifelong learning, service, and an appreciation of diversity.

Office of Extended Learning

The Office of Extended Learning extends Mayville State’s promise of personal service to students enrolled in courses delivered online and 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 Extended Learning serves high school students enrolled in dual credit courses, non-degree students taking online courses, and online degree seeking students in the following programs:

- B.S. in Business Administration at Lake Region State College, Cankdeska Cikana Community College, Dakota College at Bottineau and Williston State College over IVN and online with synchronous courses.
- B.A.S. in Business Administration online
- A.A. in Business Management online
- A.A. or B.A. in Early Childhood online
- B.S.Ed. in Elementary Education over IVN and online with synchronous courses
- B.S.Ed. in Early Childhood Education (online/with synchronous classes)
- 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 (RN to BSN)

Masters of Arts in Teaching (MAT) online
Certificate in Online Digital Teaching (graduate and undergraduate)
Library Minor and Credential
Kindergarten Endorsement
Anatomy and Physiology Classes
Physics Classes
Online Essential Studies (General Education)
Quick References
How do I...?

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 the blue circle with the email icon (it looks like an envelope) in the upper right.
2. Enter your Username and Password. Your user name is the same as your login for ConnectND. Your password is identical to the password you use for ConnectND.
3. Choose whether or not you wish to stay signed in.
4. Outlook will now open.

Register for an MSU Extended Learning Course?
1. Talk to your advisor.
2. Go to www.mayvillestate.edu
3. Click the blue circle with the “C” in the upper right to open Campus Connection.
4. Enter your Username and Password. Your User Name is the same as your login for ConnectND preceded by NDUS\.
5. Click on the Manage Classes tile.
6. Click Class Search and Enroll from the left menu.
7. Choose the appropriate term and institution.
8. Type the catalog number (e.g., MATH 103) in the Search for Classes box.
9. Click the >> at the right end of the search box.
10. Click on the course when it comes up to find available course sections.
11. Click Next.
12. Review your class preferences, then click Accept. For full classes, you can turn on the waitlist option if you wish, and you will be notified if the class opens up.
13. Depending on what you want to do, select either Enroll or Add to Shopping Cart to enroll later.
14. Click Next.
15. Click Submit, then Yes.
16. To view your shopping cart, click Shopping Cart from the left menu. To enroll in any of the classes in your cart, select the desired course(s).
17. For additional registration instructions/information contact Leslie Durkin, 1.800.437.4104 ext. 34774.

Drop an 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 Debi O’Brien at 1.800.437.4104 ext. 34842 or by email at debra.obrien@mayvillestate.edu

Register for a Collaborative Course at Another Institution?
1. Go to www.mayvillestate.edu
2. Click Academics, and then Academic Records.
3. Click Collaborative Registration on the right in the blue box.
4. Under the Collaborative Registration Process: Click the hyperlink Collaborative Registration form.
5. Read the Collaborative Student Agreement.
6. Click Agree to Collaborative Policies and Go to Form.
7. Sign in with your ConnectND Username and Password.
8. Fill in the form, answer all the questions. Select the Add option under Action. 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 use your MSU email address for collaborative requests.
9. Click Submit.
10. Enter your Username and Password again Submit.
11. You will receive an email immediately after you submit letting you know your submission was successful. This does not guarantee enrollment. A separate email will be sent to you once your submission has been reviewed and processed.

Access Online Collaborative Courses from Other Institutions?
1. Go to www.mayvillestate.edu (through Google Chrome or Firefox).
2. Click the blue “Bb” logo at the top right of the page.
3. Enter your Username and Password. Your username and password are identical to your NDUS User ID and Password which was given to you when you went through the claim process.
4. All of your online courses will be located in Blackboard. Each institution from which you are taking a course will be assigned its own link (upper right). To see all of your classes, go to the Courses link.

Drop a Collaborative Course at Another Institution?
1. Talk to your advisor.
2. Follow the process for registering for a collaborative course, only select the Drop option under Action, rather than the Add option. Be very careful when entering the information for your class. You will again need to include 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.
3. Click Submit.
4. Enter your Username and Password again Submit.

Submit a Proctor?
1. Go to www.mayvillestate.edu/msu-online/submit-proctor/
2. Click the blue “S” in the upper right.
3. Enter your Username and Password. Your username is the same as your login for ConnectND preceded by NDUS\.
4. Under the Collaborative Registration Process: Click the hyperlink Collaborative Registration form.
5. Read the Collaborative Student Agreement.
6. Click Agree to Collaborative Policies and Go to Form.
7. Sign in with your ConnectND Username and Password.
8. Fill in the form, answer all the questions. Select the Add option under Action. 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 use your MSU email address for collaborative requests.
Access my Online Courses from Mayville State University Using Blackboard (Bb)?

**Note:** courses will be available in Bb after 9:00am on the first day of the term.

1. Go to [www.mayvillestate.edu](http://www.mayvillestate.edu) (through Google Chrome or Firefox).
2. Click the blue "Bb" logo at the top right of the page.
3. Enter your Username and Password. Your username and password are identical to your NDUS User ID and password which was given to you when you went through the claim process.
4. Once logged in, click the My MASU tab on the top of the page. You will see a list of your courses.

View/Print my Class Schedule?

1. Go to [www.mayvillestate.edu](http://www.mayvillestate.edu)
2. Click the blue circle with the "C" in the upper right.
3. Under **Academic Records**, click on the **My Weekly Schedule**.
4. You may now view your schedule in a list format or in a weekly calendar format. Be sure to select an appropriate date range.
5. Select Printer Friendly Page at the bottom right, and then click the print button on your browser toolbar.

View my Grades? *

1. Go to [www.mayvillestate.edu](http://www.mayvillestate.edu)
2. Click on the blue circle with the "C" in the upper right.
3. Enter your Username and Password. Your username is the same as your login for ConnectND. Your password is identical to the password you use for ConnectND.
4. Click on the **Manage Classes** tile.
5. From the menu on the left, select **My Weekly Schedule**.
6. You may now view your schedule in a list format or in a weekly calendar format. Be sure to select an appropriate date range.
7. Select Printer Friendly Page at the bottom right, and then click the print button on your browser toolbar.

View Grades? *

1. Go to [www.mayvillestate.edu](http://www.mayvillestate.edu)
2. Click on the blue circle with the "C" in the upper right.
3. Enter your Username and Password. Your username and password are identical to your NDUS User ID and password which was given to you when you went through the claim process.
4. Once logged in, click the My MASU tab on the top of the page. You will see a list of your courses.

View my Degree Progress?

The Academic Advisement Report (ARR) is a tool available to all MSU students and advisors. 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. Information on how to access and use the ARR can be found here: [http://www.mayvillestate.edu/current-students/academic-information/academic-records/student-resources/](http://www.mayvillestate.edu/current-students/academic-information/academic-records/student-resources/)

View my Finances?

1. Go to [www.mayvillestate.edu](http://www.mayvillestate.edu)
2. Click on the blue circle with the "C" in the upper right.
3. Enter your Username and Password. Your username is the same as your login for ConnectND. Your password is identical to the password you use for ConnectND.
4. Click on the **Financial Aid** tile.

Get my Books?

For classes you take from Mayville State, you will set up an ordering profile and order your books from the MSU Bookstore website at [http://www.mayvillestatebookstore.com](http://www.mayvillestatebookstore.com).

Questions? Call Shay Thorsgard at the MSU Office of Extended Learning at 1.800.437.4104 ext. 34667

**Collaborative Coordinator**
Shay Thorsgard  
701.788.4667  
shay.thorsgard@mayvillestate.edu

**Office of Extended Learning**
330 Third Street NE  
Mayville, ND 58257  
1.800.437.4104 ext. 34667  
Local: 701.788.4667  
[ExtendedLearning@mayvillestate.edu](mailto:ExtendedLearning@mayvillestate.edu)

**Distance Program Coordinator**
WSC Stevens Hall, Room 222  
1410 University Ave  
Williston, ND 58801  
Tel: 701.774.6234  
[julie.stgermaine@mayvillestate.edu](mailto:julie.stgermaine@mayvillestate.edu)

**MSU Program Coordinator**
1801 College Drive N  
Devils Lake, ND 58301  
1.800.443.1313 ext. 21587  
Local: 701.662.1587  
[jade.erickstad@mayvillestate.edu](mailto:jade.erickstad@mayvillestate.edu)
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.4635.

1. Go to https://helpdesk.ndus.edu/ndusaccount/
2. To claim your account, click the **Claim an NDUS Account** button as shown below.

   ![NDUS Account Info](image)

3. Input your Emplid and 8-digit birthdate in the fields provided. Click **Continue**.

4. Check **I Agree** then click **Continue** to proceed.

   ![I Agree Button](image)

5. A confirmation message displays indicating that your account has been activated. Click the **Continue** button again to proceed.

   ![Confirmation Message](image)
CREATING A PASSWORD

Next, you will be prompted to input a new password.
1. As you attempt to create a new password, messages display to indicate whether your password meets the listed criteria as well as overall password strength. Note that you cannot copy/paste your password into the confirm password box. It must be manually typed to confirm the password match. Keep in mind you can click the show/hide (eyeball) button to display the characters being typed.
2. When you have correctly completed this procedure, the **Change Password** button becomes available. Click it when finished.
3. As your password is being processed in the system, a dialog box appears. Once processed, another box will appear indicating you have successfully changed your password.
4. Click the **Continue** button to proceed to the next steps.

SETTING SECURITY QUESTIONS

Next, you will be prompted to select three security questions. These questions will be used to grant you access to your NetIQ account in the event that you forget your password.

1. Click **Please select a question item from this list** - produces a list of security questions.
2. Answer each question in the field provided beneath. Note you can unmask the field information by clicking the show/hide (eyeball) button. Shown is an example of what the screen will look like when finished. Click **Save Answers** to continue.

3. A thank you message will appear confirming your security questions have been saved successfully. Clicking **Continue** produces a dialog box. Once you have reached this dialog box, you have completed the process of claiming and setting up your NDUS account.

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](http://www.mayvillestate.edu)
2. Click on the **SharePoint** link and login.
3. Once logged in, click the link for Campus Connection.
4. Login to ConnectND.
5. From your homepage, click **Manage Classes**.

6. Click on **Class Search and Enroll** – you can search for the term and institution you want or find it on the list.

7. To select a class, type in the search for classes area what class you would like, then click the >> to search.
Register for Classes

8. Click on the class to open the available class selections.

9. Choose the class you would like.

10. Click **Next**.

11. Review your class preferences then click **Accept**.

If the class is full you can turn on the waitlist option. You will be notified if the class opens up.
Register for Classes

12. If you want to enroll, click **Next**.

13. To finish enrolling in the class, click **Submit**.

14. Click **Yes**.

15. If you want to add the class to your cart, select **Add to Shopping Cart** and click **Next**.

16. To submit, click **Yes**.

17. To view your shopping cart, click on the **Shopping Cart** tab on the left.
Register for Classes

18. To enroll in the classes in your shopping cart, click on the *Shopping Cart* tab on the left, check each class you want to enroll in, then click **Enroll**.

![](image)

19. Click Yes.

20. If all requisites have been met and there are no holds, you will be enrolled.

![](image)

21. To see your class schedule, click the *My Weekly Schedule* tab on the left.

![](image)
Financial Obligation Agreement

1. Login to ConnectND. On your homepage, click on the **Navbar**.

2. Select the **Navigator**

3. Select **Self Service**
Financial Obligation Agreement

4. Select **Campus Finances**

5. Select **Sign Fin Obligation Agreement**
Financial Obligation Agreement

6. Select your **Institution** and **Effective Term**, then click **Submit**

7. Select **Accept**
# Refund Schedule

## IMPORTANT DATES

<table>
<thead>
<tr>
<th>Fall Semester, 2019</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>August 26</strong></td>
<td>Orientation/Registration</td>
</tr>
<tr>
<td></td>
<td>Classes begin at 4:00 pm*</td>
</tr>
<tr>
<td><strong>August 27</strong></td>
<td>First full day of classes</td>
</tr>
<tr>
<td><strong>September 2</strong></td>
<td>Labor Day – NO CLASSES</td>
</tr>
<tr>
<td><strong>September 4</strong></td>
<td>Last day to register or add a class</td>
</tr>
<tr>
<td></td>
<td>Last day to drop a class without a record</td>
</tr>
<tr>
<td><strong>September 11</strong></td>
<td>Final bill payment</td>
</tr>
<tr>
<td><strong>September 13</strong></td>
<td>Application for graduation due for spring</td>
</tr>
<tr>
<td><strong>September 23</strong></td>
<td>Enrollment census date</td>
</tr>
<tr>
<td><strong>November 11</strong></td>
<td>Veterans Day – NO CLASSES</td>
</tr>
<tr>
<td><strong>November 15</strong></td>
<td>Last day to withdraw from term or drop with record</td>
</tr>
<tr>
<td><strong>November 27-29</strong></td>
<td>Thanksgiving – NO CLASSES</td>
</tr>
<tr>
<td><strong>December 2</strong></td>
<td>Classes resume</td>
</tr>
<tr>
<td><strong>December 16-20</strong></td>
<td>Final Exam Week</td>
</tr>
<tr>
<td><strong>December 23</strong></td>
<td>Grades due at 12:00 noon</td>
</tr>
</tbody>
</table>

For a complete list of refund dates for all class sessions, please check out the full schedule available at [https://mayvillestate.edu/paying-school/business-office/refunds/](https://mayvillestate.edu/paying-school/business-office/refunds/)

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, Debi O’Brien, Administrative Assistant at 701-788-4842, or by email: debra.obrien@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 [https://mayvillestate.edu/about-msu/reports-policies/](https://mayvillestate.edu/about-msu/reports-policies/)
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 the 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 F19] 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 [Jade Erickstad]. 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-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 the “S” icon at the top of the page 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 Skye Carpenter in the MSU Business Office at 800.437.4104 ext. 34757 or email at skye.k.carpenter@mayvillestate.edu.

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](http://www.FAFSA.ed.gov)

How do I access my financial information?
- Go to the MSU website and click the “S” icon at the top 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.

**HOW DO I USE THE MSU WEBSITE?**

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

- Online course materials through Blackboard
- MSU Email
- The MSU Byrnes-Quanbeck Library
- Your student information through ConnectND
- SharePoint

You will need your username, ID number and password to gain access to Blackboard, 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 "SharePoint".
To access Blackboard, MSU Email or ConnectND:

1. Go to the MSU website at www.mayvillestate.edu and click the “S” link at the top right-hand side 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 SharePoint, please contact the MSU Service 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 NDUS login will allow you to access the library catalog and databases.

If you have questions about library services, please contact:

Shannon Hofer
shannon.hofer@mayvillestate.edu
701-788-4815 or 800-437-4104, Ext. 34815

BEGINNING A COURSE

Login to Mayville State University’s course management system, Blackboard, to locate your courses. To get to Bb visit https://online.mayvillestate.edu and login using your NDUS account username and password.

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.
Blackboard Student Tutorial

To gain access to Blackboard, Mayville State’s Learning Management system, you must have successfully claimed your NDUS User ID. Claim your account at: https://helpdesk.ndus.edu/ndusaccount

Google Chrome and Mozilla Firefox are the preferred browsers to use when accessing Blackboard.

You may access Mayville State’s Blackboard home page at https://online.mayvillestate.edu Please bookmark this page so that it can be easily accessed in the future.

To login, enter your username and password. Your Blackboard Username is identical to your NDUS User ID which was given to you when you claimed your account.

Once you are logged in, click the My MASU or Courses tab at the top of the page. Each course you are enrolled in for the current semester will be listed*. To go to a course’s page, click on the desired course name from the list. If you have forgotten your username or password, please go to https://helpdesk.ndus.edu for assistance.

*Please Note: Your courses may not be listed until the first day of classes

Please login to Blackboard one week prior to the start of classes to ensure any problems are addressed.

Your courses will be listed and available in Blackboard by 9:00am (CT) on the first day of classes. If you have a problem accessing your courses at that time or have any other questions, please contact Alissa Perkins, Distance Programs Support Specialist, at 1.800.437.4104 ext. 34645 or alissa.perkins@mayvillestate.edu.

We also recommend that you take some time to practice working with Blackboard and learn about being a student at Mayville State University in the Student Orientation Course located in your list of courses in Blackboard. This optional course will be available at least one week prior to the start of the semester. It is not required and there is no cost associated with the Student Orientation Course.
**Proctor 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 the LMS. Many online instructors require proctored exams and/or quizzes. Some instructors may require you to submit your proctor for approval by completing and submitting the Office of Extended Learning Proctor Approval Form online.

**ProctorU** is an online proctoring service that uses live proctors as well as technology and reporting tools to prevent academic integrity violations. ProctorU offers 24/7 on-demand testing and technical support. Instructors may require you to use ProctorU or they may allow you to use ProctorU as your proctor choice. There is a charge to use this service; prices are listed on the ProctorU webpage. You may use Financial Aid to pay for it; contact the MSU Bookstore for details.

If your instructor requires the Extended Learning Proctor Approval Form, you will be notified of the need to submit a proctor for approval at the start of the semester. If your instructor includes ProctorU as an option, and you choose to use it, you will need to submit ProctorU via the Proctor Approval Form. **Please follow the steps below to submit your proctor form:**

1. Before completing the form, speak to your proctor and gather their contact information.
2. Go to the Mayville State website at www.mayvillestate.edu and click on the “S” icon at the top right of the page.

3. You will be taken to the screen shown below. Click **Continue Login** after you read the information about usernames and passwords here.

   - Your username must be in the following format: first.last@ndus.edu or first.last
   - Your password is the same one you use for Campus Connection, Moodle, and Blackboard.
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 Blackboard.

Example Username: NDUS\jane.doe  
Example Password: Comets2020

5. Click OK

6. Once in Sharepoint, click Sites in the top right menu navigation.

7. Click Departments and Offices.

8. Click Extended Learning from the site list.
9. Click Submit Proctor on the left-hand menu.

10. A pop-up window will appear with proctor criteria. Read through the terms and click either I Agree or I Disagree (if you do not agree, you will not be able to submit your proctor info).

11. 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 10 days 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.

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 (Yahoo or Hotmail addresses are not acceptable). Some examples are:

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

A proctor must NOT be:

- A friend or relative of the student
- Someone enrolled in the course or another undergraduate student, including work study students in a campus office or tutoring center.
- Someone living at the same address as the student

Failure to comply with the above conditions will significantly affect the student's grade and his or her ability to take Mayville State courses in the future.

Future correspondence concerning exams will come directly from the course instructors.

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.
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:
- Success Strategies for Online Students
- Time Management
  [http://managementhelp.org/prsn_prd/time_mng.htm](http://managementhelp.org/prsn_prd/time_mng.htm)
- How to Use Outlook Calendar

• **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.studygs.net/crtthk.htm](http://www.studygs.net/crtthk.htm)
- One Note Demo
  [https://aka.ms/itsca?id=871](https://aka.ms/itsca?id=871)
- MSU Resources
  [https://www.mayvillestate.edu/student-resources/information-technology-services/](https://www.mayvillestate.edu/student-resources/information-technology-services/)
- Hoonuit
  [https://www.atomiclearning.com/highed/home](https://www.atomiclearning.com/highed/home)
- Starfish
  [https://mayvillestate.edu/academics/starfish/](https://mayvillestate.edu/academics/starfish/)
Tips for Success as an 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.

  **BlackBoard**
  [https://online.mayvillestate.edu/](https://online.mayvillestate.edu/)

  **Firefox Download**

  **Java Download**

  **Flash Player Download**

• **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/student-resources/information-technology-services/](https://www.mayvillestate.edu/student-resources/information-technology-services/)

  **Student Success Center**
  [https://mayvillestate.edu/student-resources/student-success-center/](https://mayvillestate.edu/student-resources/student-success-center/)

  **Academic Advising Center**
  [https://mayvillestate.edu/student-resources/academic-advising/](https://mayvillestate.edu/student-resources/academic-advising/)

  **MSU 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 Mayville State University 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.
Success Strategies for Online Students

GETTING STARTED

<table>
<thead>
<tr>
<th>Communicate with your advisor before registration each semester.</th>
<th>Understand that online courses are very reading and writing intensive.</th>
<th>Expect to invest 3+ hours of preparation per week for each 1 credit.</th>
</tr>
</thead>
<tbody>
<tr>
<td>You must be self-directed, organized and disciplined.</td>
<td>You need time management skills to balance school, family, and work obligations.</td>
<td>Be aware of technical requirements necessary for online courses, such as webcam and headphones.</td>
</tr>
<tr>
<td>Microsoft Office is provided free of charge. Be sure to download this to your computer.</td>
<td>Activate your Mayville State University email account.</td>
<td>Check Bookstore information to be sure books and software are correct.</td>
</tr>
<tr>
<td>Login to Blackboard.</td>
<td>Walk through the Student Orientation course in Blackboard.</td>
<td></td>
</tr>
</tbody>
</table>

WHAT TO DO ON DAY 1

<table>
<thead>
<tr>
<th>You will receive a syllabus at the beginning of the semester to carefully review. It is critical that you understand the format of the course from day one.</th>
<th>Find out how you should address your professors (Dr., Mr., Ms., Professor, etc.).</th>
<th>Know how to use the Starfish early warning system.</th>
</tr>
</thead>
</table>

ONGOING ACTIONS

You have access to campus resources, such as Smarthinking, the Writing Center, Counseling, Student Success Center (including Disability Support Services) and the Library. However, you must be proactive to obtain these services.

Dedicate time to reviewing materials before completing assignments

Be proactive about seeking help. You can schedule face-to-face meetings with professors in addition to email and phone communication. Instructors have scheduled office hours.

You are expected to independently prepare for class requirements.

Monitor your Mayville State University email several times per week.

Respond to Starfish notifications that are sent to your Mayville State University email.

Seek out ways to connect with other students to enhance your learning experience.

Watch and respond to emails from your advisor.

Call or set up an appointment with your instructor if you have questions or are struggling in classes.

Check your MSU Email!
PLANNING FOR SUMMER SCHOOL SUCCESS

- ✓ Check financial aid before registering for classes.
- ✓ Summer courses are condensed and extremely fast-paced. Expect approximately 10-12 hours a week for an 8 or 10 week course and 15-20 hours a week for a 5 week course.
- ✓ There is no time to fall behind in the summer session. If you are struggling, contact the instructor immediately and seek support services.
- ✓ Plan out your day as far as your full-time job, family time, homework time, etc.
- ✓ Pay very close attention to withdrawal dates. If your summer plans change, make sure to drop your classes prior to the first day of the term.

RESOURCES

<table>
<thead>
<tr>
<th>Office of Extended Learning</th>
<th>Academic Records/Registrar</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://mayvillestate.edu/msu-online">https://mayvillestate.edu/msu-online</a></td>
<td><a href="https://mayvillestate.edu/academics/academicrecords">https://mayvillestate.edu/academics/academicrecords</a></td>
</tr>
<tr>
<td>701-788-4667</td>
<td>701-788-4774</td>
</tr>
<tr>
<td><a href="mailto:extendedlearning@mayvillestate.edu">extendedlearning@mayvillestate.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information Technology Services</th>
<th>Mayville State Bookstore</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://mayvillestate.edu/its">https://mayvillestate.edu/its</a></td>
<td><a href="http://www.mayvillestatebookstore.com">www.mayvillestatebookstore.com</a></td>
</tr>
<tr>
<td>1-800-437-4104 ext. 34739</td>
<td>701-788-4823</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Blackboard</th>
<th>Microsoft Office 365 Download:</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://online.mayvillestate.edu">https://online.mayvillestate.edu</a></td>
<td><a href="http://mayvillestate.edu/to/its/office">http://mayvillestate.edu/to/its/office</a></td>
</tr>
<tr>
<td>701-788-4645</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Smarthinking – Free Online Tutoring</th>
<th>Starfish</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://services.smarthinking.com">http://services.smarthinking.com</a></td>
<td><a href="https://mayvillestate.starfishsolutions.com">https://mayvillestate.starfishsolutions.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hoonuit – Online Video Tutorials</th>
<th>Financial Aid Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://learnit.hoonuit.com">https://learnit.hoonuit.com</a></td>
<td><a href="https://mayvillestate.edu/financialaid">https://mayvillestate.edu/financialaid</a></td>
</tr>
<tr>
<td>701-788-4675</td>
<td>701-788-4767</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Success Center/Disability Support Services</th>
<th>Counseling</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://mayvillestate.edu/student-resources/studentsuccess-center">https://mayvillestate.edu/student-resources/studentsuccess-center</a></td>
<td><a href="https://mayvillestate.edu/studentresources/counseling">https://mayvillestate.edu/studentresources/counseling</a></td>
</tr>
<tr>
<td>701-788-4675</td>
<td>701-788-4772</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Byrnes-Quanbeck Library</th>
<th>Career Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://mayvillestate.edu/library">https://mayvillestate.edu/library</a></td>
<td><a href="https://mayvillestate.edu/studentresources/career-services">https://mayvillestate.edu/studentresources/career-services</a></td>
</tr>
<tr>
<td>701-788-4819</td>
<td>701-788-5254</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Writing Center</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://mayvillestate.edu/student-resources/writing-center/">https://mayvillestate.edu/student-resources/writing-center/</a></td>
<td></td>
</tr>
<tr>
<td>701-788-5240</td>
<td></td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>General Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>On-Campus Courses</strong></td>
</tr>
<tr>
<td><strong>Distance Courses</strong></td>
</tr>
</tbody>
</table>

**Chromebooks, Chrome OS devices, iPads, and mobile devices such as iOS or Android phones or tablets do NOT meet the technology requirements.**

<table>
<thead>
<tr>
<th>Windows PC (Preferred)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
</tr>
<tr>
<td><strong>Processor</strong></td>
</tr>
<tr>
<td><strong>Memory</strong></td>
</tr>
<tr>
<td><strong>Storage</strong></td>
</tr>
<tr>
<td><strong>Video</strong></td>
</tr>
<tr>
<td><strong>Browser</strong></td>
</tr>
</tbody>
</table>

**Mac **

**Certain courses may require the purchase of additional software for Mac computers**

<table>
<thead>
<tr>
<th>Mac **</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
</tr>
<tr>
<td><strong>Processor</strong></td>
</tr>
<tr>
<td><strong>Memory</strong></td>
</tr>
<tr>
<td><strong>Storage</strong></td>
</tr>
<tr>
<td><strong>Video</strong></td>
</tr>
<tr>
<td><strong>Browser</strong></td>
</tr>
<tr>
<td><strong>Additional Software</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Recommendations/Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**DOWNLOADS**

- [Google Chrome](#)
- [Firefox](#)
- [Java](#)
- [Flash Player Download](#)
- [Adobe Reader Download](#)

**INTERNET ACCESS**

- Distance learners must secure their own Internet Service. Consult local listings for Internet Service Providers. 256Kbs or higher [achieved via DSL, Cable service, or wireless services]

**MSU SERVICE DESK**

[https://www.mayvillestate.edu/student-resources/information-technology-services/](https://www.mayvillestate.edu/student-resources/information-technology-services/)
Office 365 Information and Email Access

Mayville State University has migrated email to the Office 365 cloud service. The steps involved with accessing your MSU email account have changed. Please read the following tutorials for more information.

Your username for Outlook Web Access is your Campus Connection username followed by @ndus.edu. For example, if your Campus Connection username is john.doe, you must use john.doe@ndus.edu as your email username. Your password for Outlook Web Access is your Campus Connection password.

- **Office 365 Outlook Web Access** (see paragraph above)
- **Install Microsoft Office**

### 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/](https://masu.ra.ndus.edu/portal/public/).

Once here, select All MaSU Knowledge from the drop-down menu (in the upper left) to get a full set of instructions on various topics.
Mayville State University Email Policies

MSU EMAIL SYSTEM M1901.3
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.
Mayville State University Email Policies

5. Users shall not infringe on the intellectual property of others. All users shall use software only in accordance with applicable license agreements.
   
   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.
Emergency Notification System

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. 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.

8. 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.

9. 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

<table>
<thead>
<tr>
<th>Dr. Keith Stenehjem</th>
<th>Vice President for Academic Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Keith.Stenehjem@mayvillestate.edu">Keith.Stenehjem@mayvillestate.edu</a></td>
<td>701.788.4755</td>
</tr>
<tr>
<td>Old Main 112A</td>
<td>800.437.4104 / Extension: 34755</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ashley Hanson</th>
<th>Executive Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Ashley.A.Madson@mayvillestate.edu">Ashley.A.Madson@mayvillestate.edu</a></td>
<td>701.788.4711</td>
</tr>
<tr>
<td>Old Main 112</td>
<td>800.437.4104 / Extension: 34711</td>
</tr>
</tbody>
</table>

**OFFICE IS RESPONSIBLE FOR:**

- All academic programs of the University
- Responsible for all faculty-workloads, course overloads, etc.
- Process student evaluations of faculty
- Maintaining current file of syllabi for all courses
- Academic suspension and probation notification
- Maintain University Catalog
- Acknowledge students on the Dean’s List
- Responsible for all HLC, CAEP, CCNE accreditation visits
- Develop articulation agreements with other high schools, two year colleges, tribal colleges and universities
- The following areas report to the Vice President of Academic Affairs:
  - Chief Information Officer
  - Division Chairs/Division Faculty
  - Library
  - Academic Records/Registrar
  - Extended Learning
# Academic Success Center

<table>
<thead>
<tr>
<th>Katie Richards</th>
<th>Director of Student Success &amp; Disabilities Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:katie.richards.2@mayvillestate.edu">katie.richards.2@mayvillestate.edu</a></td>
<td>701.788.4675</td>
</tr>
<tr>
<td>Classroom Building 109</td>
<td>800.437.4104 / Extension: 34675</td>
</tr>
</tbody>
</table>

**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.
- Accuplacer 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:

- Skype for Business
- 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 Chat Room.
- The Forums on your 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 with a tutor, follow these steps when working with your Blackboard courses:

1. Login into your Blackboard account
2. Click on Student Resources
3. Scroll down to the Smarthinking link
4. You will then have 4 options to choose from
5. Click on to work with a tutor
6. Then click on the subject area that you would like help in.
7. Start using the whiteboard by writing a question.

**Need help with your Math, Science or Business coursework?**

Connect with a live tutor by choosing the subject area in which you need help under **Drop In Tutoring**. Then use the whiteboard to start a chat session with a professional tutor and type your question. After you have typed your question(s) or problem(s), click the **Enter Question** button. You may have to wait a few minutes to get connected but once you do, you'll have the tutor's full and undivided attention! You can also load graphics and PDFs into the whiteboard so if the problem that you need help with includes a drawing or graphic, choose the "Share Document" icon in the
whiteboard. Using that tool, you can upload screenshots, pictures, or PDF copies of your textbook, making it easier for you and the tutor to communicate.

**Technical Requirements**

- Minimum Operating System Version: Windows XP, Max OS-X (10.4)
- Minimum Browser Version:
  - Windows - Internet Explorer 9, Firefox 12, or Google Chrome 20
  - Macintosh - Safari 5 or Firefox 12
- Internet Connection: 56k or greater
- Security: Cookies/Javascript enabled and pop-ups allowed for "smarthinking.com"
- Technical Support Web: [http://www.smarthinking.com/support](http://www.smarthinking.com/support)

---

### Using the Whiteboard

There are a variety of special tools displayed across the top of the screen. Each of these is described below.

- **Clicking on the Rich Editable Text icon** allows you to type text in the whiteboard so that you can chat with the tutor. When you start a session, this function is already selected by default. Just click anywhere in the whiteboard that you want to type.

- **Clicking on the Superscript icon** (or pressing the Alt + ↑ keys simultaneously) moves the cursor into the "exponent" or "superscript" position. To move the cursor back to the normal position, click the Rich Editable Text icon again (or just press the Alt + ↓ keys simultaneously).

- **The Share Document tool** allows you to bring PDF, PNG, GIF and JPG files to the whiteboard to share with your tutor. This is helpful because you could take a screenshot or picture of the problem on which you’re working and show it to the tutor.

- **Use the Math Symbol tool** to access any of these special math symbols (and many more).

- **Instead of typing your question or expression or using the Math Symbols, you can use the Free Hand tool** to simply write in the whiteboard as if you were using a pencil on a sheet of paper.

- **The Pointer tool** allows you to place an arrow on the whiteboard to direct the tutor’s attention to a particular piece of the content that has been placed there.

For more detailed information about how to use the various tools in the whiteboard, click the **Step by Step SMARTTHINKING Student Handbook** link here or towards the bottom of your Smarthinking account page.

To see when live tutors are available to chat with you, click the **Live Hours** link here or on your Smarthinking account page (Please note that times are shown in Eastern Time).
Academic Records

Heather Hoyt
Director of Academic Records/Registrar
Heather.Hoyt@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

JoAnna Strand
Records Assistant
Joanna.Strand@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

TRANSCRIPTS

Mayville State University has authorized the National Student Clearinghouse to provide an online transcript ordering service for us. This service allows the convenience of ordering official transcripts securely via the web at any time, day or night. It also provides notices regarding your transcript request and the ability to check your order status history online.

In order to use the online transcript service, a valid credit/debit card and an email account are needed. Credit cards will only be charged after transcript orders have been completed. A charge of $7.25 is required per transcript. This charge applies to all transcripts sent via regular mail or picked up.
To order a transcript, log into National Student Clearinghouse at https://tsorder.studentclearinghouse.org/school/select and follow the step-by-step instructions.

To request a transcript if you do not have a credit/debit card and/or valid e-mail address, complete the Transcript Request Form and send it along with payment to:

Mayville State University
Office of Academic Records
330 Third St. NE
Mayville, ND 58257

Current and former students with Campus Connection access (includes all students who attended Mayville State University from Fall 2003 to present) may view and print an "unofficial" transcript free of charge by logging into Campus Connection and clicking on Self Service, Academic Records and then View Unofficial Transcript.

A transcript cannot be issued if you have an outstanding account balance (financial hold). Contact the Mayville State Business Office at 1-800-437-4104, ext. 34758 to resolve the issue.

Any questions may be directed to the Office of Academic Records at 1-800-437-4104, ext. 34641.

REGULAR PROCESSING OPTIONS

- **Mail**: $7.25 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**: $7.25 per transcript. Transcript will be ready for pick up in 3-5 business days. Photo ID is required for pickup.

IMPORTANT NOTICE REGARDING TRANSCRIPTS BETWEEN NORTH DAKOTA PUBLIC COLLEGES AND UNIVERSITIES (NDUS)

If you are requesting your Mayville State University transcript to be sent to any of the following institutions for admission as a student:

- Bismarck State College
- Dakota College at Bottineau
- Dickinson State University
- Lake Region State College
- Minot State University
- North Dakota State College of Science
- North Dakota State University
- University of North Dakota
- Valley City State University
- Williston State College

It is not necessary to request transcripts through this site. Instead, the NDUS college or university to which you have applied will be able retrieve your academic transcript from Mayville State University at no charge to you. You will, however, be notified if you have any holds on your academic transcripts for outstanding debt owed to a NDUS college or university. No refunds will be granted for individuals who inadvertently request transcripts to be exchanged between NDUS colleges and universities via this site. This new transcript exchange process does not apply to any transcript requests submitted prior to August 13, 2018, and refunds will not be provided for those requests.
## Academic Advising Center

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teri Wright</td>
<td>Director of Academic Advising</td>
<td><a href="mailto:Teri.Wright@mayvillestate.edu">Teri.Wright@mayvillestate.edu</a></td>
<td>701.788.5251</td>
<td>Old Main 101</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>800.437.4104 / Extension: 35251</td>
</tr>
<tr>
<td>Susan Cordahl</td>
<td>Academic Advisor – Business &amp; Liberal Arts</td>
<td><a href="mailto:Susan.Cordahl@mayvillestate.edu">Susan.Cordahl@mayvillestate.edu</a></td>
<td>701.788.5255</td>
<td>Old Main 101</td>
</tr>
<tr>
<td></td>
<td>Veterans Certifying Official</td>
<td></td>
<td></td>
<td>800.437.4104 / Extension: 35255</td>
</tr>
<tr>
<td>Megan Vig</td>
<td>Academic Advisor – Math &amp; Science</td>
<td><a href="mailto:Megan.Vig@mayvillestate.edu">Megan.Vig@mayvillestate.edu</a></td>
<td>701.788.5254</td>
<td>Old Main 101</td>
</tr>
<tr>
<td></td>
<td>Career Services Coordinator</td>
<td></td>
<td></td>
<td>800.437.4104 / Extension: 35254</td>
</tr>
<tr>
<td>Remington Werner</td>
<td>Academic Advisor – Education &amp; HPER</td>
<td><a href="mailto:Remington.Werner@mayvillestate.edu">Remington.Werner@mayvillestate.edu</a></td>
<td>701.788.5253</td>
<td>Old Main 101</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>800.437.4104 / Extension: 35253</td>
</tr>
</tbody>
</table>

The mission of the Academic Advising Center at Mayville State University is to offer high quality, intentional academic advising to on-campus students such that students feel supported along their educational path. The office collaborates with academic divisions and administrative units to support on-campus students and faculty advisors in meeting student advising needs by establishing a cohesive advising and student success model.

The Academic Advising Center assists Extended Learning with advising of online students as well. We are available to serve as an advising resource for all Mayville State students.
**Bookstore**

<table>
<thead>
<tr>
<th>Pam Soholt</th>
<th>Director of the Bookstore</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Pam.Soholt@mayvillestate.edu">Pam.Soholt@mayvillestate.edu</a></td>
<td>701.788.4729</td>
</tr>
<tr>
<td>Campus Center 133</td>
<td>800.437.4104 / Extension: 34729</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cheryl Angen</th>
<th>Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Cheryl.Angen@mayvillestate.edu">Cheryl.Angen@mayvillestate.edu</a></td>
<td>701.788.4823</td>
</tr>
<tr>
<td>Campus Center 134</td>
<td>800.437.4104 / Extension: 34823</td>
</tr>
</tbody>
</table>

**MSU Bookstore Online Catalog:**  [www.mayvillestatebookstore.com](http://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

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jami Hovet</td>
<td>Vice President for Business Affairs</td>
<td><a href="mailto:Jami.Hovet@mayvillestate.edu">Jami.Hovet@mayvillestate.edu</a></td>
<td>701.788.4761</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Old Main 110</td>
<td>800.437.4104 / Extension: 34761</td>
<td></td>
</tr>
<tr>
<td>Skye Carpenter**</td>
<td>Accounts Receivable Technician</td>
<td><a href="mailto:Skye.K.Carpenter@mayvillestate.edu">Skye.K.Carpenter@mayvillestate.edu</a></td>
<td>701.788.4757</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Old Main 108</td>
<td>800.437.4104 / Extension: 34757</td>
<td></td>
</tr>
<tr>
<td>Lois Karlstad</td>
<td>Accounts Payable Technician</td>
<td><a href="mailto:Lois.Karlstad@mayvillestate.edu">Lois.Karlstad@mayvillestate.edu</a></td>
<td>701.788.4758</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Old Main 108</td>
<td>800.437.4104 / Extension: 34758</td>
<td></td>
</tr>
</tbody>
</table>

**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.
As a distance student, you will have immediate access to the virtual library available at https://mayvillestate.edu/student-resources/library/. 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 https://mayvillestate.edu/student-resources/library/
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: [https://mayvillestate.edu/student-resources/library/](https://mayvillestate.edu/student-resources/library/)
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:**

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>8:00 am – 10:00 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8:00 am – 5:00 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>6:00 pm – 10:00 pm</td>
</tr>
<tr>
<td>Holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>

**SUMMER HOURS:**

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Friday</td>
<td>7:30 am – 4:30 pm</td>
</tr>
<tr>
<td>Saturday - Sunday</td>
<td>Closed</td>
</tr>
<tr>
<td>Holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>
## Career Services

<table>
<thead>
<tr>
<th>Megan Vig</th>
<th>Academic Advisor/Career Services Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Megan.Vig@mayvillestate.edu">Megan.Vig@mayvillestate.edu</a></td>
<td>701.788.5254</td>
</tr>
<tr>
<td>Old Main 101</td>
<td>800.437.4104 / Extension: 35254</td>
</tr>
</tbody>
</table>

### Career Services is dedicated to helping you with:
- Major and career exploration
- Assistance with resume, cover letter, and interview preparation
- Mayville State Jobs Network Resource

Website: [www.mayvillestate.edu/careers](http://www.mayvillestate.edu/careers)
Email: careerservices@mayvillestate.edu
Phone: 701.788.5254
Counseling Services

<table>
<thead>
<tr>
<th>Kristi Lentz</th>
<th>Director of Counseling &amp; Freshmen Retention Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Kristi.Lentz@mayvillestate.edu">Kristi.Lentz@mayvillestate.edu</a></td>
<td>701.788.4772</td>
</tr>
<tr>
<td>Classroom Building 115C</td>
<td>800.437.4104 / Extension: 34772</td>
</tr>
</tbody>
</table>

**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
Admissions/Student/Veteran Services

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew J. Pflipsen</td>
<td>Vice President for Student Affairs</td>
</tr>
<tr>
<td><a href="mailto:Andrew.Pflipsen@mayvillestate.edu">Andrew.Pflipsen@mayvillestate.edu</a></td>
<td>701.788.4770</td>
</tr>
<tr>
<td>Old Main 112C</td>
<td>800.437.4104 / Extension: 34770</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jim Morowski</td>
<td>Director of Admissions</td>
</tr>
<tr>
<td><a href="mailto:James.Morowski@mayvillestate.edu">James.Morowski@mayvillestate.edu</a></td>
<td>701.788.4619</td>
</tr>
<tr>
<td>Old Main 107B</td>
<td>800.437.4104 / Extension: 34619</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debi O’Brien</td>
<td>Administrative Assistant</td>
</tr>
<tr>
<td><a href="mailto:Debra.Obrien@mayvillestate.edu">Debra.Obrien@mayvillestate.edu</a></td>
<td>701.788.4842</td>
</tr>
<tr>
<td>Old Main 107</td>
<td>800.437.4104 / Extension: 34842</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mindy O’Connor</td>
<td>Admissions Coordinator</td>
</tr>
<tr>
<td><a href="mailto:Mindy.Oconnor@mayvillestate.edu">Mindy.Oconnor@mayvillestate.edu</a></td>
<td>701.788.4635</td>
</tr>
<tr>
<td>Old Main 107C</td>
<td>800.437.4104 / Extension: 34635</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Katherine Nelson</td>
<td>Admissions Coordinator</td>
</tr>
<tr>
<td><a href="mailto:Katherine.Nelson.2@mayvillestate.edu">Katherine.Nelson.2@mayvillestate.edu</a></td>
<td>701.788.4763</td>
</tr>
<tr>
<td>Old Main 107A</td>
<td>800.437.4104 / Extension: 34763</td>
</tr>
</tbody>
</table>

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**
- Processing applications for admission
- Answering questions regarding admissions status
- Disciplinary issues
- **Student withdrawals from the University**
- Referral services for personal, academic and social difficulties
- Advisement of Student Senate
- Veterans services point of contact

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.

| Disability Support Services | CB109 | 701.788.4675 | Katie.Richards.2@mayvillestate.edu |

VETERANS SERVICES
Susan Cordahl is Mayville State’s Veterans Certifying Official and point of contact for Veterans Services. You can reach her at Susan.Cordahl@mayvillestate.edu or by phone at 701.788.5255.
Financial Aid

<table>
<thead>
<tr>
<th>Shirley Hanson</th>
<th>Director</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Shirley.M.Hanson@mayvillestate.edu">Shirley.M.Hanson@mayvillestate.edu</a></td>
<td>701.788.4767</td>
</tr>
<tr>
<td>Old Main 106</td>
<td>800.437.4104 / Extension: 34767</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Heather Johnson</th>
<th>Financial Aid Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Heather.Johnson.4@mayvillestate.edu">Heather.Johnson.4@mayvillestate.edu</a></td>
<td>701.788.4893</td>
</tr>
<tr>
<td>Old Main 106</td>
<td>800.437.4104 / Extension: 34893</td>
</tr>
</tbody>
</table>

**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](http://www.fafsa.ed.gov)
Information Technology Services

<table>
<thead>
<tr>
<th>Dean Kostuck</th>
<th>Service Desk Manager/IVN Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Dean.Kostuck@mayvillestate.edu">Dean.Kostuck@mayvillestate.edu</a></td>
<td>701.788.4739</td>
</tr>
<tr>
<td>Library B06</td>
<td>800.437.4104 / Extension: 34739</td>
</tr>
</tbody>
</table>

Email: service.desk@mayvillestate.edu
Website: https://mayvillestate.edu/student-resources/information-technology-services/

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

<table>
<thead>
<tr>
<th>Dr. Brian Van Horn</th>
<th>President</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Brian.Vanhorn@mayvillestate.edu">Brian.Vanhorn@mayvillestate.edu</a></td>
<td>701.788.4754</td>
</tr>
<tr>
<td>Old Main 113</td>
<td>800.437.4104 / Extension: 34754</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mary Trudeau</th>
<th>Executive Administrative Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Mary.Trudeau@mayvillestate.edu">Mary.Trudeau@mayvillestate.edu</a></td>
<td>701.788.4754</td>
</tr>
<tr>
<td>Old Main 113</td>
<td>800.437.4104 / Extension: 34754</td>
</tr>
</tbody>
</table>

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
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 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, Skype for Business 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 Writing Center as part of their writing assignments.

mayville.mywconline.com

Having trouble logging in? Enter your email address below and then click "Change Password."
The system will email you with instructions for changing your password.

For more information about how to sign up for a writing center appointment, please visit our website: https://mayvillestate.edu/student-resources/student-success-center/writing-center/
Advising/Academic Policies
# Advising at a Distance

<table>
<thead>
<tr>
<th>You should...</th>
<th>Contact and keep in touch with your advisor.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your advisor should...</td>
<td>Notify you of office hours.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You should...</th>
<th>Make and keep appointments or call if it is necessary to change or cancel an appointment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your advisor should...</td>
<td>Keep appointments or call if it is necessary to change or cancel an appointment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You should...</th>
<th>Have specific questions in mind for advising sessions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your advisor should...</td>
<td>Provide accurate and specific information.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You should...</th>
<th>Have necessary materials (schedule of courses, forms, etc) for advising sessions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your advisor should...</td>
<td>Have on hand resource material (catalog, advisor’s handbook, etc).</td>
</tr>
<tr>
<td>You should...</td>
<td>Ask about other sources of information.</td>
</tr>
<tr>
<td>Your advisor should...</td>
<td>Suggest other sources of information.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You should...</th>
<th>Be open concerning schoolwork, study habits, academic progress, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your advisor should...</td>
<td>Listen to you and help you solve your problems.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You should...</th>
<th>Build a schedule free of conflicts in time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your advisor should...</td>
<td>Check your schedule for appropriate selection of courses.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You should...</th>
<th>Make decisions concerning careers, choice of majors and selection of courses.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your advisor should...</td>
<td>Suggest options concerning careers, choice of majors and selection of courses.</td>
</tr>
</tbody>
</table>

## 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 2019-2020 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

http://mayvillestate.smartcatalogiq.com/

ADDITIONAL RESOURCES RECOMMENDED TO YOU

<table>
<thead>
<tr>
<th>Department</th>
<th>Location</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Extended Learning</td>
<td>OM104</td>
<td>701.788.4667</td>
<td><a href="mailto:ExtendedLearning@mayvillestate.edu">ExtendedLearning@mayvillestate.edu</a></td>
</tr>
<tr>
<td>IT Help Desk</td>
<td>Library B06</td>
<td>701.788.4739</td>
<td><a href="mailto:Help.Desk@mayvillestate.edu">Help.Desk@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Academic Advising Center</td>
<td>OM101</td>
<td>701.788.5251</td>
<td><a href="mailto:Teri.Wright@mayvillestate.edu">Teri.Wright@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Blackboard</td>
<td>OM104</td>
<td>701.788.4645</td>
<td><a href="mailto:Alissa.Perkins@mayvillestate.edu">Alissa.Perkins@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Business Office</td>
<td>OM108</td>
<td>701.788.4757</td>
<td><a href="mailto:Lois.Karlstad@mayvillestate.edu">Lois.Karlstad@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Career Services</td>
<td>OM101</td>
<td>701.788.4899</td>
<td><a href="mailto:Megan.Vig@mayvillestate.edu">Megan.Vig@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Counseling Services</td>
<td>CB115D</td>
<td>701.788.4772</td>
<td><a href="mailto:Kristi.Lentz@mayvillestate.edu">Kristi.Lentz@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Disability Support Services</td>
<td>CB109</td>
<td>701.788.4675</td>
<td><a href="mailto:Katie.Richards.2@mayvillestate.edu">Katie.Richards.2@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Financial Aid Office</td>
<td>OM106</td>
<td>701.788.4678</td>
<td><a href="mailto:Shirley.M.Hanson@mayvillestate.edu">Shirley.M.Hanson@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Nurse</td>
<td>Berg105</td>
<td>701.788.4865</td>
<td><a href="mailto:Student_Health@mayvillestate.edu">Student_Health@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Records Office</td>
<td>OM114</td>
<td>701.788.4774</td>
<td><a href="mailto:Heather.Hoyt@mayvillestate.edu">Heather.Hoyt@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Student Services</td>
<td>OM107</td>
<td>701.788.4842</td>
<td><a href="mailto:Debra.Obrien@mayvillestate.edu">Debra.Obrien@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Veterans</td>
<td>OM101</td>
<td>701.788.5255</td>
<td><a href="mailto:Susan.Cordahl@mayvillestate.edu">Susan.Cordahl@mayvillestate.edu</a></td>
</tr>
<tr>
<td>Writing Center Services</td>
<td>Library</td>
<td>701.788.4720</td>
<td><a href="mailto:Erin.Kunz@mayvillestate.edu">Erin.Kunz@mayvillestate.edu</a></td>
</tr>
</tbody>
</table>
# 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.

<table>
<thead>
<tr>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Confirm your class schedule in ConnectND.</td>
<td>• Returning students use this time to reconnect with your advisor and let them know how your classes are going.</td>
</tr>
<tr>
<td></td>
<td>• Be aware of drop/add dates and other deadlines and talk with your advisor now about any potential schedule changes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>October-November</th>
<th>January</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Contact your advisor to plan for spring semester.</td>
<td>• Contact your advisor if you have questions or concerns about your fall semester grades or if you need to change your class schedule.</td>
</tr>
<tr>
<td>• Contact your advisor if you receive Starfish warnings</td>
<td></td>
</tr>
<tr>
<td>• Register for spring classes.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>March</th>
<th>April-May</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Contact your advisor for annual planning – you will review your academic goals and make a plan for the coming year.</td>
<td>• Register for summer and fall classes.</td>
</tr>
</tbody>
</table>

## CHANGING AN ADVISOR

Please contact Misti Wuori, Director of Extended Learning, at 701-788-4631 or Misti.Wuori@mayvillestate.edu or Teri Wright, Director of Academic Advising at 701-788-5251 or Teri.Wright@mayvillestate.edu to request a change in advisor.

## ACADEMIC CALENDAR 2019-2020:

### Fall Semester, 2019

- August 26 Orientation/Registration
  - Classes begin at 4:00 pm*
- August 27 First full day of classes
- September 2 Labor Day – NO CLASSES
- September 4 Last day to register or add a class
- September 4 Last day to drop a class without a record
- September 11 Final bill payment
- September 13 App. for graduation due for spring
- September 23 Enrollment census date
- November 11 Veterans Day – NO CLASSES
- November 15 Last day to withdraw term/drop w/ record
- November 27-29 Thanksgiving – NO CLASSES
- December 2 Classes resume
- December 16-20 Final Exam Week
- December 23 Grades due at 12:00 noon

### Spring Semester, 2020

- January 13 Orientation/Registration
  - Classes begin at 4:00 p.m.*
- January 14 First full day of classes
- January 20 Martin Luther King, Jr. Day – NO CLASSES
- January 23 Last day to register or add a class
- January 29 Final bill payment deadline
- February 7 App. for graduation due for summer
- February 10 Enrollment census date
- February 17 Presidents Day – NO CLASSES
- March 16-20 Spring Break
- March 23 Classes resume
- March 27 App. for graduation due for fall
- April 9 Last day to withdraw term or drop w/ record
- April 10-13 Easter Break – NO CLASSES
- April 14 Classes resume
- May 11-15 Final Exam Week
- May 16 Commencement
- May 19 Grades due at noon
- May 25 Holiday-Memorial Day

### Summer Semester – 2020

- May 26 Fast Track Sessions begin
- May 26 Ten-Week Session begins
- May 26 First-Five-Week Session begins
- May 26 Eight-Week Session begins
- July 1 Second Five-Week Session begins
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 Academics from the menu. From the drop down menu select “Academic Records.”

2. Click “Click HERE for How To Instructions and Forms.”

3. Proceed to log into SharePoint with your student credentials.

4. 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

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.

To find more information on how to access and utilize the ARR, please contact the Office of Academic Records or check out their website at https://mayvillestate.edu/academics/academic-records/.

Frequently Asked Questions about the ARR

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.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Interpretation</th>
<th>Honor Points Per Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Excellent</td>
<td>4</td>
</tr>
<tr>
<td>B</td>
<td>Above Average</td>
<td>3</td>
</tr>
<tr>
<td>C</td>
<td>Average</td>
<td>2</td>
</tr>
<tr>
<td>D</td>
<td>Passing</td>
<td>1</td>
</tr>
<tr>
<td>F</td>
<td>Failure</td>
<td>0</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td>0</td>
</tr>
<tr>
<td>S</td>
<td>Satisfactory</td>
<td>0</td>
</tr>
<tr>
<td>U</td>
<td>Unsatisfactory</td>
<td>0</td>
</tr>
<tr>
<td>AU</td>
<td>Audit</td>
<td>0</td>
</tr>
</tbody>
</table>

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 Friday of the eighth week into the following term. With instructor approval, a student may be granted a one-time extension (a maximum of an eight week 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 on 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 achieve a higher grade.
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:

• Students must have an overall 2.00 grade point average in order to qualify.
• 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.
• The S/U option is not available for required essential studies or professional courses.
• Students may not change to, or from an S/U option after the last day to add classes.
• Prior learning 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.
• S/U credit will not be used in determining honor points or honor point ratio.
• The traditional “C” or better will be considered satisfactory “S.”

Other courses in which S/U credit may be earned are listed in each department of this 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.

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.
Academic Standing

Academic Probation
An academic probation is issued when a student who entered the grading period (summer, fall or spring) on good standing or academic warning earns a cumulative GPA below the minimum 2.00. Students placed on academic probation should not enroll in more than 15 credits for the following semester (or 7 credits for the summer session) without permission of the student's academic advisor. An academic probation appears on the student's official academic transcript and on the unofficial transcript. An advisor hold is placed on the student's record, and may only be removed after the student has met with their advisor. Students are notified of their academic probation status via unofficial transcript in Campus Connection, Starfish 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.

Academic Suspension
Academic suspension is issued when a student enters a grading period (summer, fall or spring) on academic probation and earns below the minimum cum and term GPA at the close of the semester (term). If a student has a term GPA of <.50 an academic suspension is issued. The academic suspension recognizes that the academically deficient student did not demonstrate an improvement in their GPA. An academic suspension appears on the student's academic transcript. Attempted credits include all courses (except withdrawals) on a student's record, including repeated courses, ASC courses, “Fs”, incompletes, etc.

Students who are suspended from the University did not meet the minimum academic standards and are informed of this action via unofficial transcript in Campus Connection, Starfish and through the student's personal campus email. Transfer and returning students must meet the above academic standards for admission to the University. 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.

The student may verify their suspension status and semester grades via their transcript on "Campus Connection." If students encounter any difficulty viewing the grades/transcript, please contact the MSU Help Desk at (701) 788-4739.

Non-degree students are not considered for suspension from Mayville State University.

Suspension Appeal
Students have the right to appeal their first and second suspension for failure to meet the academic standards of the University. A student with a third suspension does not have the right to appeal.

1. Should a student choose to appeal, please provide a typewritten letter of appeal detailing the reasons for the academic performance, no later than 4:00 PM on the date indicated on the MSU website under Academic Standing. The submission date is a hard deadline, nonnegotiable and no exceptions will be considered.
2. Email the appeal letter to: MASU.AcademicAffairs@mayvillestate.edu or deliver to the Office of Academic Affairs located in Old Main #112.
3. If there are any questions concerning this process, please contact the Office of Academic Affairs at (701) 788-4711.

If a student does not exercise their right to appeal the suspension, he or she will be eligible to reapply for admission to the University at the conclusion of two semesters (two grading periods, summer, fall and spring).

An academic suspension by a student requires a two term (semester) suspension. There are three terms or semesters (summer, fall and spring) per year. A suspended student who returns after completing the suspension time period may be readmitted on probation and is not required to follow the appeal process.

This academic appeal process is NOT associated with the financial aid suspension appeal. If you have been placed on financial aid suspension, please contact the Office of Financial Aid at MASU.Aid@mayvillestate.edu regarding any possible financial disqualification or warning action.

Armed Service Credit
Mayville State University is a current member of the Servicemembers 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: [https://ndus.edu/lets-get-started/pre-college-credits/](https://ndus.edu/lets-get-started/pre-college-credits/)

**Advanced Standing Credit**
Credit by examination (Advanced Standing) for Mayville State courses is available in some programs. Interested students should consult with the discipline faculty involved to determine if this option is available. The last day to register for credit by examination is the same as the last day to register or add a class.

**Advanced Placement Credit**
Students who have completed certain College Entrance Examination Board (CEEB) advanced placement courses in high school and who have earned a minimum score of 3 on the Advanced Placement Examinations will be awarded college credit as follows:

CEEB should forward examination scores directly to the Office of Academic Records.

**CLEP Credit**
The College Level Examination Program (CLEP) is one of the accepted means by which a student may establish college credit. It is a national program that affords the student an opportunity to obtain college recognition for his/her formal or informal preparation prior to attending college. Generally, colleges and universities accept CLEP credit; however, students who plan to transfer to another institution should first check to see what the limitations of the receiving school might be.

A student must be enrolled at Mayville State University to receive CLEP credit. Students may not take CLEP subject exams after enrolling in that course.

Contact the Office of Academic Records in Old Main 114 for additional information about CLEP.

**Prior Learning Assessment (PLA)**
Students who have achieved a significant degree of educational growth in disciplines offered by Mayville State University through professional, cultural, or community activities may seek to be granted credit for prior learning. A student may earn a maximum of 30 semester hours of credit by examination, including Prior Learning Assessment (PLA), CLEP credit, advanced-standing credit, etc. Students who believe they are eligible for PLA must complete an application form available at the Office of Academic Records who will assist in identifying the appropriate academic discipline and a faculty member representing that area. The student and faculty advisor work to develop the validating documentation. This evidence is, in turn, reviewed by the discipline faculty and by the Curriculum Committee before a final decision is made by the Vice President for Academic Affairs. Credit awarded under this program is considered the same as transfer credit and may not be used to satisfy the 30-hour resident requirement. This credit will only be awarded with an "S" satisfactory grade and placed on the transcript when the student has successfully completed one semester of resident work. A student must be currently enrolled to receive prior learning credit. When credit is granted the transcript will be noted as ‘Prior Learning Credit.’
**Starfish Retention Solutions - Early Alert Reporting System**

The Mayville State campus uses Starfish Early Alert and Starfish Connect software, which promotes student success through coordination and communication among students, instructors, advisors, and campus support service departments. If you are experiencing difficulties in a course (attendance concerns, low test scores or participation, in danger of failing, etc.), your instructor may send an email to your mayvillestate.edu email account through the Starfish system. The short message will tell you about any concerns and the next steps to take to resolve the issue. Your advisor, the Director of Student Success, and/or your instructor will work with you to create success strategies to address any difficulties you are having. In addition, if your instructor observes that you are doing well in their course, you may also receive “kudos” from them acknowledging your efforts.

Starfish may involve taking advantage of various campus support services, such as academic tutoring or advising. If an instructor, advisor, or the Director of Student Success recommends that you use campus support services, your instructor, your advisor, or the Director of Student Success will redirect you to that support office so they will be better prepared to assist you. Starfish provides essential notices by email, so please check your mayvillestate.edu account frequently and respond quickly if you receive an email from Starfish.

If you need assistance with the Starfish software, you can email starfish@mayvillestate.edu with any questions or concerns. Someone will assist you as soon as they can to resolve any issues.
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:

<table>
<thead>
<tr>
<th>Type of Record</th>
<th>Responsible Official</th>
<th>Persons who have Access</th>
<th>Purpose of Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions File</td>
<td>Director of Admissions</td>
<td>Academic Advisors</td>
<td>Admissions &amp; Advising</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Academic Records Admissions</td>
<td></td>
</tr>
<tr>
<td>Credential File</td>
<td>Director of Career Services</td>
<td>Career Services</td>
<td>Job Placement</td>
</tr>
<tr>
<td>Permanent Academic Records</td>
<td>Director of Academic Records</td>
<td>Academic Advisors Academic Records</td>
<td>Academic Evaluation</td>
</tr>
<tr>
<td>Advising File</td>
<td>Director of Admissions</td>
<td>Academic Advisors Academic Records</td>
<td>Student Evaluation &amp; Advising</td>
</tr>
<tr>
<td>Student Accounts</td>
<td>Vice President for Business Affairs</td>
<td>Business Office</td>
<td>Accounting</td>
</tr>
<tr>
<td>Student Financial Aid File</td>
<td>Director of Financial Aid</td>
<td>Financial Aid</td>
<td>Administrative &amp; Record Keeping</td>
</tr>
<tr>
<td>Transcript Requests</td>
<td>Director of Academic Records</td>
<td>Academics Records</td>
<td>Administrative</td>
</tr>
<tr>
<td>Veteran Files</td>
<td>Director of Veterans Affairs</td>
<td>Student Services</td>
<td>VA Counseling &amp; Correspondence</td>
</tr>
</tbody>
</table>

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: [http://www.mayvillestate.edu/about-msu/consumer-information/](http://www.mayvillestate.edu/about-msu/consumer-information/) 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 107C [Phone: 701.788.4875]. Andrew J. Pflipsen, 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 Skye Carpenter, Accounts Receivable Technician in Old Main 108 [701.788.5265]. Financial billing issues related to policy or university procedures should be directed to Jami Hovet, 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 Andrew J. Pflipsen, 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 Heather Hoyt, 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 Andrew J. Pflipsen, Vice President for Student Affairs and Institutional Research
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 Andrew J. Pflipsen, Vice President for Student Affairs and Institutional Research [701.788.4770].

5. Student athletes who have questions or concerns about eligibility or athletic awards should contact the respective coach. Issues related to institutional or NAIA policies or institutional procedures should be directed to Ryan Hall, Athletic Director [701.788.4706].

6. Students who have concerns about technology related issues; i.e. laptop, access to computing resources, etc. should contact the Service Desk in Library B06 [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].

7. Students who have concerns about alumni status, alumni information or contributions to the university should contact the Executive Foundation Director [701.788.4787].

8. Students, parents or alumni who have questions or concerns about alumni status, alumni information or contributions to the university should contact the 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.

https://mayvillestate.edu/msu-online/student-complaint-process/

Misti Wuori, Director of Extended Learning
701.788.4631
misti.wuori@mayvillestate.edu