

**STUDENT TECHNOLOGY HANDBOOK
ACADEMIC YEAR 2009-10**



**PREPARED BY THE
OFFICE OF INFORMATION &
INSTRUCTIONAL TECHNOLOGY**

**Customer Services Desk
Reese Student Union, RM 107**

229.430.4909

<http://www.asurams.edu/it>

helpdesk@asurams.edu

POTENTIAL. REALIZED

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Introduction

Welcome to Albany State University! You are embarking on a wonderful journey that will prepare you for your life ahead. We are pleased that you have decided to start that journey as an ASU Ram.

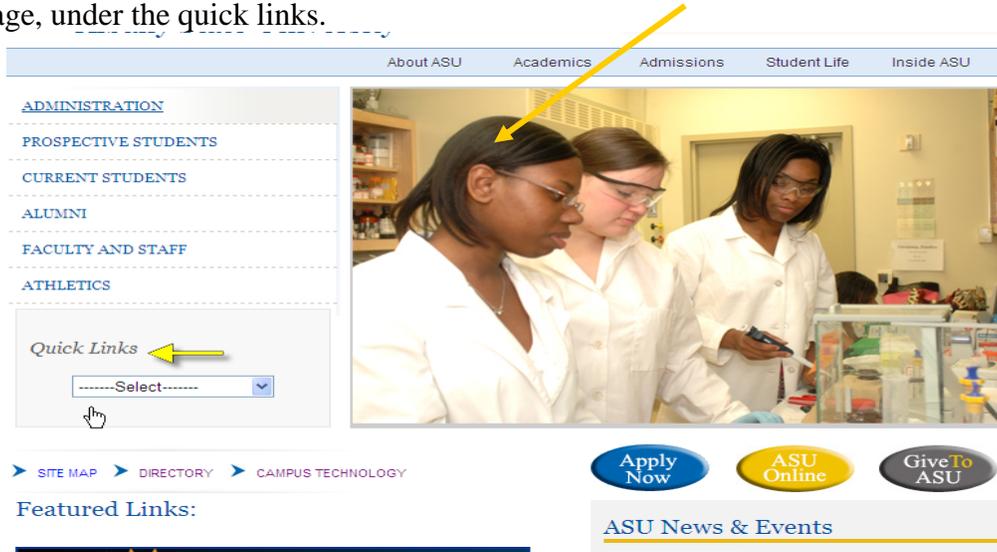
Here at Albany State, we are moving to make many of our processes automated for your convenience. This guide is meant to assist you in understanding and fully utilizing online student services on campus.

Throughout this document, you may be referred to a campus administrative office for support. The table below contains the web site address for common student services.

Division		Portal Home Page	
Office of The President		http://www.asurams.edu/	president
	<i>Athletics</i>	http://www.asurams.edu/	athletics
Office of Academic Affairs	<i>College of Arts & Humanities</i>	http://www.asurams.edu/	academicaffairs
	<i>College of Business</i>	http://www.asurams.edu/	coah
	<i>College of Education</i>	http://www.asurams.edu/	cob
	<i>College of Sciences & Health Professions</i>	http://www.asurams.edu/	coe
	<i>Continuing Education</i>	http://www.asurams.edu/	coshp
	<i>Graduate School</i>	http://www.asurams.edu/	continuinged
	<i>Library</i>	http://www.asurams.edu/	graduate
	<i>Registrars Office</i>	http://www.asurams.edu/	library
Office of Enrollment Mgmt and Student Affairs		http://www.asurams.edu/	registrars
	<i>Admissions</i>	http://www.asurams.edu/	studentaffairs
	<i>Housing</i>	http://www.asurams.edu/	admissions
Office of Fiscal Affairs	<i>Police</i>	http://www.asurams.edu/	housing
	<i>Financial Aid</i>	http://www.asurams.edu/	asupolice
	<i>Human Resources</i>	http://www.asurams.edu/	Fiscalaffairs
Office of Information & Instructional Technology		http://www.asurams.edu/	financialaid
Office of Institutional Advancement		http://www.asurams.edu/	hr
		http://www.asurams.edu/	it
		http://www.asurams.edu/	la

1. Banner Web Access

1. To access your RAM account and student self-service options, click on “Banner Web” from the Albany State Homepage, under the quick links.



2. You will be taken to the following page. Use your Ram ID for your User ID.

- **New and Transfer Students** – default password is birthdate in MMDDYY format
- **Returning Students** – your password is the same as when you were formerly enrolled. If you need your PIN reset, please contact the Technology Customer Services Desk.



Search

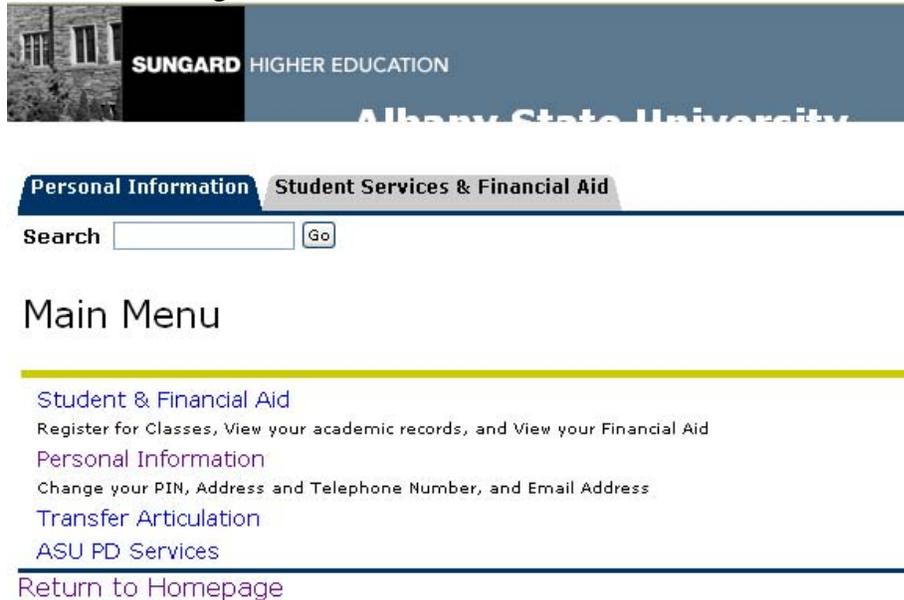
User Login

Please enter your Ram ID Number and your Personal Identification Number (PI

User ID:

PIN:

1. You will be taken to the following window. Click on Personal Information.



SUNGARD HIGHER EDUCATION
Albany State University

Personal Information Student Services & Financial Aid

Search

Main Menu

[Student & Financial Aid](#)
Register for Classes, View your academic records, and View your Financial Aid

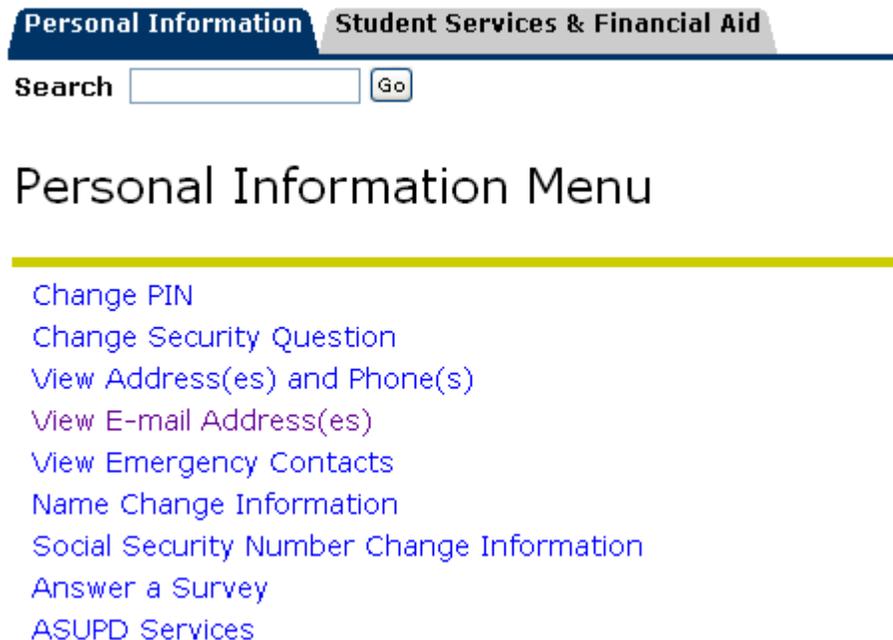
[Personal Information](#)
Change your PIN, Address and Telephone Number, and Email Address

[Transfer Articulation](#)

[ASU PD Services](#)

[Return to Homepage](#)

2. On this page, you can update information needed for your self-service account. Please make sure to set up your security question so that your account for Banner Web can be set by e-mail in the event that you forget your password...



Personal Information Student Services & Financial Aid

Search

Personal Information Menu

[Change PIN](#)

[Change Security Question](#)

[View Address\(es\) and Phone\(s\)](#)

[View E-mail Address\(es\)](#)

[View Emergency Contacts](#)

[Name Change Information](#)

[Social Security Number Change Information](#)

[Answer a Survey](#)

[ASUPD Services](#)

- *It is important to set up a security question you can remember. If you' forget your password, your password hint may help you to remember it. For your password hint, make sure your set up an answer to your memorable question.*
- *It is important that you update your address and phone information. Click on **View Address (es) and Phone(s)**. Student Financial Aid Refunds are issued on the **Higher One Card** that is sent to your mailing address on record. Make sure this information is correct.*
- *Set up your Emergency Contacts. We recommend Parents, Aunts/Uncles, Grandparents*

3. Make sure to **Submit** an address for all three address types.

For change of address information and USPS forms, [click here](#). Use your browser's Back button to return to this page.

Addresses and Phones

Mailing (Home address)	Phones
Current: 06/05/2002 to (No end date) 2109 Colquitt Ave Albany, Georgia 31707-5011 Dougherty	Primary: 229-4466869

Type of Address to Insert:

- Select
- Emergency
- Local (Current residence)
- Mailing (Home address)

4. To obtain your network account for access to e-mail and other campus services, click the option to **View E-mail Address(es)**. Please note that your network id is shown under the section for *ASU Exchange Student E-mail, Network ID*.

Personal Information | **Student Services & Financial Aid**

Search

View E-mail Address(es)

 Your active e-mail addresses are displayed in order by address type.

Your initial email password is your birth year (YYYY) plus the first four digits of your SSN.

[Click here for instructions on checking your email.](#)
[Click here to access your ASU email account](#)
[Click here for instructions on logging into the ASU network and computers.](#)

E-mail Addresses

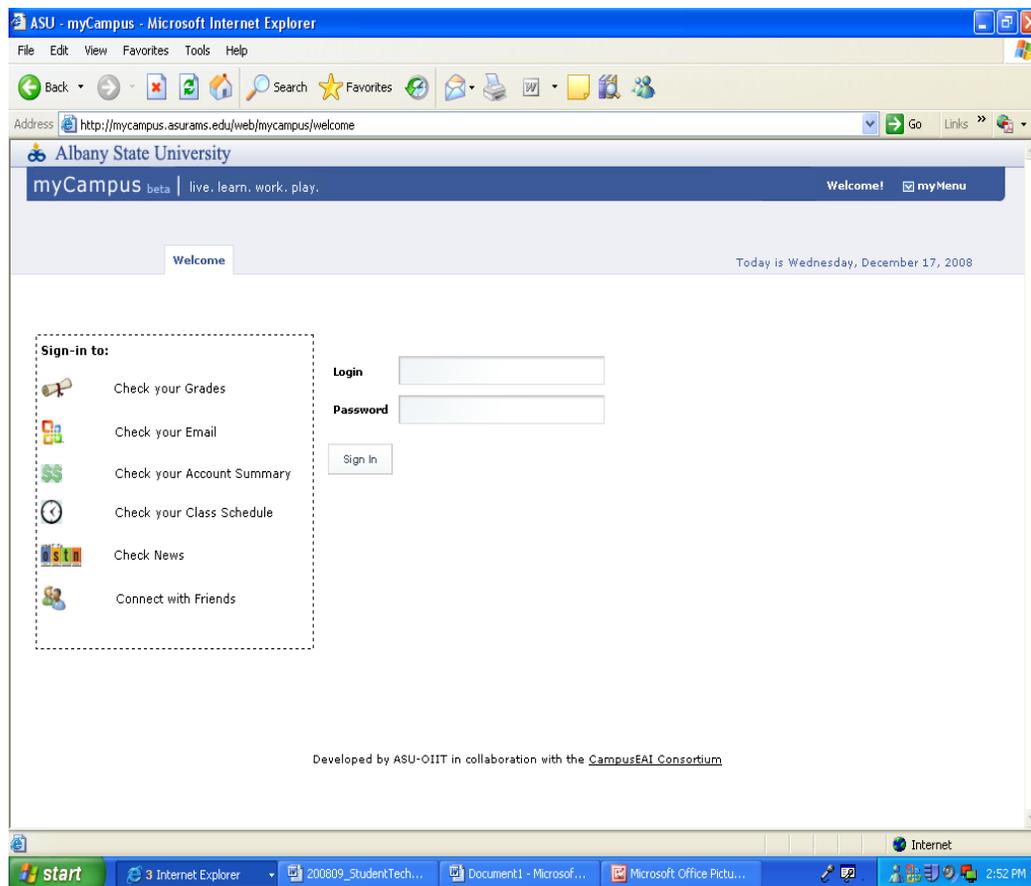
ASU Exchange Student Email	Preferred
Crystal.People@asurams.edu Comment: Your NETWORK ID is: cpeople	<input checked="" type="checkbox"/>

Department of Education Tape Download
 CRYSTALPEOPLE@HOTMAIL.COM

1.1 myCampus

myCampus is a new site that Albany State University launched in Spring 2009. This site can be used to access grades, email, account summaries, class schedule information, news, to connect with friends and much more. In order to access the site:

- a. The student would first go to the site shown below at mycampus.asurams.edu
- b. The student would then type in their assigned username and password



- c. After gaining access to the page the student now possess the ability to gain access to grades, class schedules, job opportunities, and many other programs the myCampus website offers.
- d. To go directly to myCampus from the ASU home page please click on the login tab at the very top of the screen. You can then enter your username and password directly into the fields on the tab.

1.2 Technology Support Services

1. MSDNAA Academic Membership provides you with free Microsoft Software in
 - a. www.asurams.edu
 - b. Under Current Students select Free Software.
 - c. To login, you will need the Account Credentials sent to your ASU E-mail account.
 - d. Accounts are created twice per semester, or upon request:
 - i. the first day of registration, and
 - ii. the last day to pay

2. For current information on campus technology programs and services, visit <http://www.potentialrealized.org/oiit/index.dot>.

3. Purchasing Programs for Students:

Service	Groups	Description
<p>MSDNAA</p> 	<p>Students, Faculty</p>	<p>The Microsoft Campus Agreement provides you access to the best-in-class software (excluding Office Productivity). You must have a valid ASU E-mail account in order to access this benefit).</p>
<p>Apple Store</p> 	<p>Faculty, Staff (Institutional Purchases)</p>	<p>Apple® and the University System of Georgia offer exceptional discounts to our member institutions. To access this benefit, you must have a valid network account. Once you have logged in, you will be redirected to an online store where iPods, MacBooks and all the latest offerings from the leader of technology innovation. <i>Please note you must be on campus or on the VPN to access this area.</i></p>
<p>Apple Store</p> 	<p>Students, Faculty, Staff (Personal Purchases)</p>	<p>Apple® and Albany State University offers you the a one-stop shop for purchasing from the technology innovation leader for your personal use.</p>
<p>ASU-OIIT Technology Training Center</p> <p>(Please go the OIIT Training Website for more information)</p>	<p>Students, Faculty, Staff</p>	<p>Visit the ASU-OIIT Technology Training Center for access to online courses for Microsoft Technology programs, Banner, Blackboard Vista (formerly Web CT). You must have a valid ASU e-mail account to obtain login credentials.</p>
<p>Dell Computers</p> 	<p>Students, Faculty, Staff</p>	<p>Dell Computers and the ASU-OIIT provide you with discounts on your personal purchases. You must pay by credit card and your ASU e-mail account must be used to confirm your affiliation with the institution.</p>
<p>CDWG</p>	<p>Students, Faculty, Staff</p>	<p>CDWG is a top leader and value-added reseller of technology. You must pay by credit card and use your ASU e-mail account must be used to confirm your affiliation with the institution</p>

2. General Purpose Campus Computer Labs

- ACAD 133
- JPL 108 - Go to lab for current listing of availability
- Harnett 106
- Peace 228
- HPER 242
- Simmons 327

Usage Guidelines

Student Tech Corps	Student technicians have been hired in ASU-OIIT. These students have been selected to serve and provide support for general access areas as well as the Technology Services group. The Student Tech Corps will check the labs, public area PC's and are responsible for ensuring that general issues impacting campus technology are reported.
Printing Services	For each student, \$5.00 of the student technology fee is allocated for printing. This provides for 100 pages in black and white or 50 pages color to be printed.
RAM Card Access	To expand access to the labs, RAM Card readers are being installed.
Security & Inventory	For your safety, do not share your password. If you notice someone destroying or improperly using equipment. Please report immediately using the contact information below.
Hours	<p>Fall / Spring: Labs will be available from 8:00am until 9:00pm Monday through Friday. JPL 108 will have separate working hours beyond those of the other labs. Lab monitors will be available in the labs after regular business hours.</p> <p>Summer: Labs will be available from 8:00am until 7:00pm Monday through Thursday and 8:00am until 5:00pm on Friday. Lab monitors will be available in HPER 242 and Hartnett 106 after normal business hours. Other labs will not be open after regular business hours.</p>
Paper / Ink	For paper and ink replenishment please contact the Customer service desk and provide the location and needs of the lab and someone will assist with the issue.

For services, contact the ASU-OIIT Customer Services Desk at 229.430.4909 or email helpdesk@asurams.edu

2.1. RAM Card and ID

Your RAM ID will serve as a unique identifier for you in the Albany State community. Social Security Numbers is not used for networked student services to identify Albany State students, faculty or staff.

As a new student you should have received your RamID in your admissions letter. Your RAM ID is a nine digit number in the following format: 906#####.

If you do not know your RamID, you can contact the Office of Admissions or call the Customer Services Desk at 229.430.4909.

- Your registration must be paid, before a RAM Card issued.
- Replacements are \$25.00 each
- The Ram Card allows access to resident halls, student activities events, athletic events, and café access

3. Student Communications

Check your Banner account regularly and be sure to keep your local mailing address, complete with apartment and building #'s, for Official University Communications. For general notice and communications, e-mail is preferred. All updates and reminders will be sent to the preferred e-mail account indicated in your personal information file.

3.1. Accessing computers on campus

Your network login information was created for you when you were accepted as a student. To login to computers on campus, you must provide a username and password.

- To find your network ID, login to Banner and View E-mail Address(es).
- Your default network password is set to **welcome1**. After your first login to setup your email account you will be prompted to change the password.

Access to campus wireless, ASU-WEB, is made available using your network account.

1. Access to wireless network is available using your ASU network account.
2. All wireless users are required to login.
3. Once a wireless network is selected you will be prompted to logon from the screen below.



Please take a moment to read the acceptable use policy below. All terms and conditions of the policy will be enforced and violations that occur while using the resources will be governed per the policy.

ASU Acceptable Use Policy
Revised June 2007
Albany State University

Purpose

To provide the Albany State University community with a set of guidelines

Username:

Password:

If you are experiencing problems accessing this wireless network, please contact the ASU Customer Service Desk at (229) 430-4909.

3.2. ASU Technology Policies

Access to the Internet and ASU network is available to students, faculty, staff, and approved guests whose duties require it for the conduct of University Business. Since all internet and network activities can (and will) be monitored, all students and personnel accessing the Internet and network shall have not expectation of privacy.

Acceptable Use: The University provides Internet and network access to facilitate the conduct of University business. Use of the Internet and ASU network shall not be done in a manner that interferes with the work or students, personnel, or the University's ability to perform its mission, and shall meet the conditions outlined in official University directives or goals.

For security and network maintenance purposes, authorized individuals within Information Technology (IT) may monitor equipment, systems and network traffic at any time. IT reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

3.3. Accessing your email account

Your ASU Email account and Network login information were created for you when you were accepted as a student. This information was sent to you in your Admissions letter.

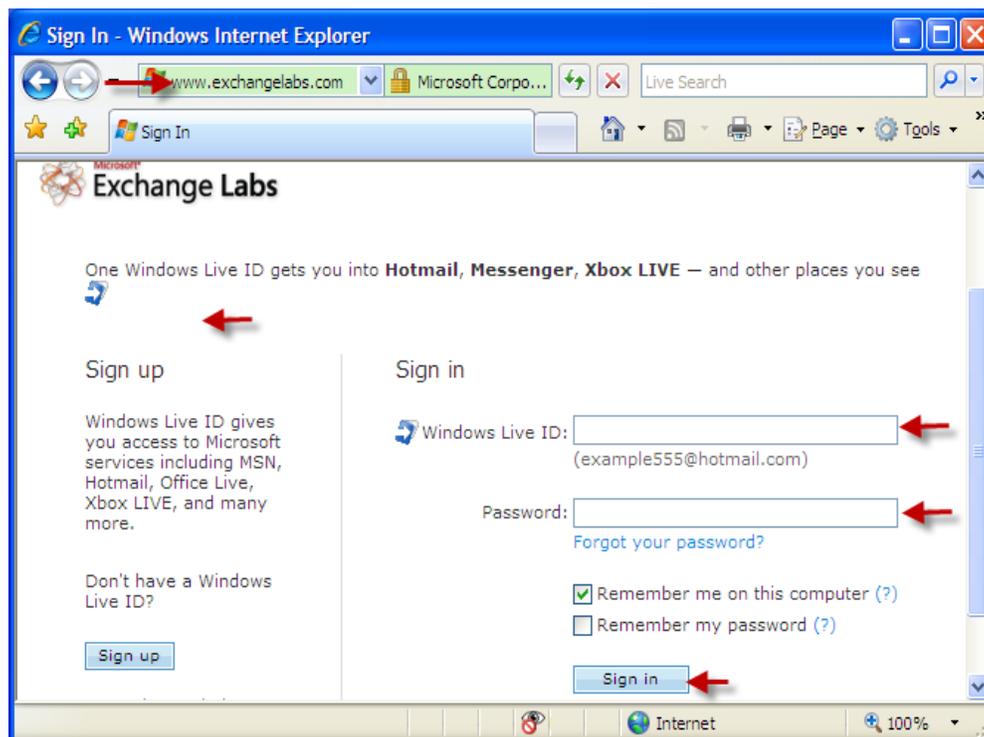
1. Open your web browser and type www.exchangelabs.com
2. Enter your NetworkID@students.asurams.edu in the Windows Live ID field
3. Enter your **Password**
4. Click **Sign In**

Example:

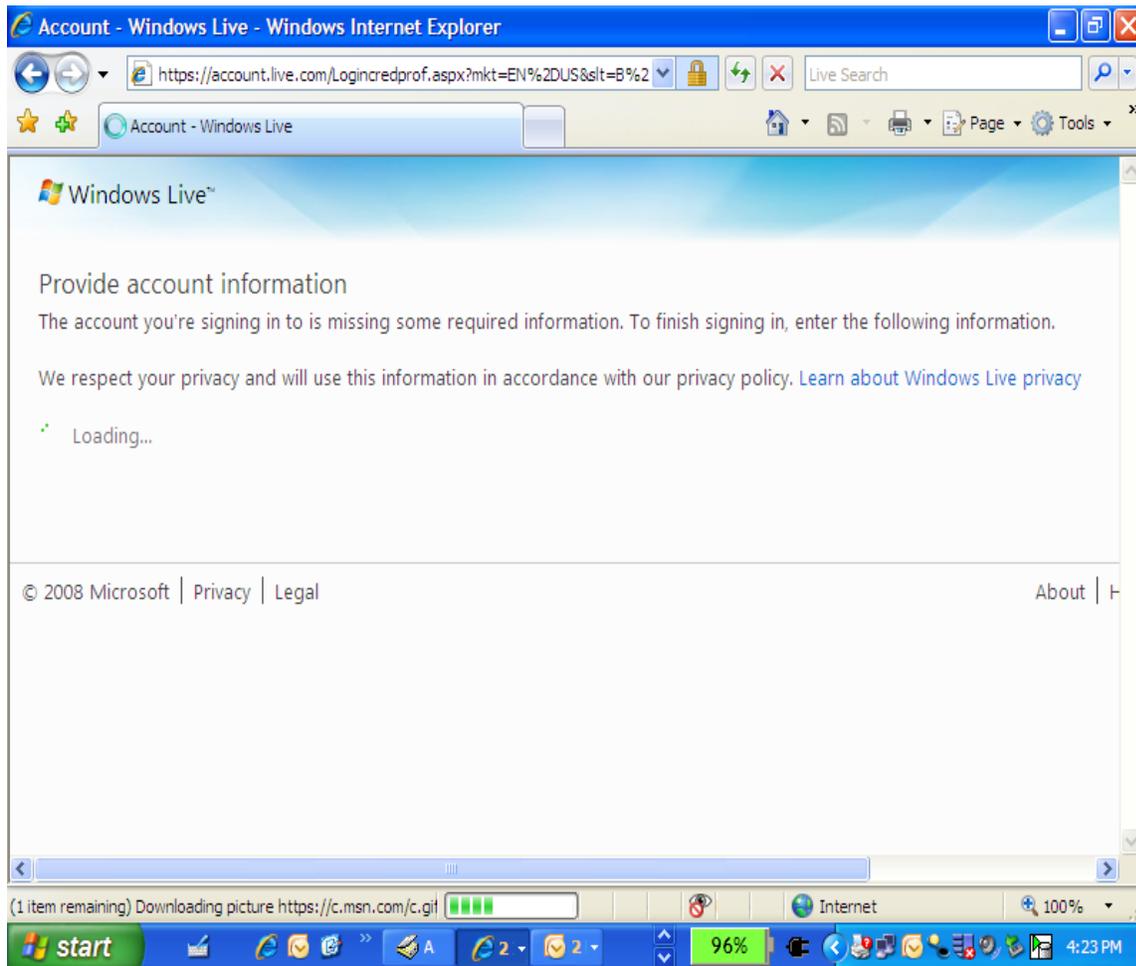
Windows Live ID: ahardy@students.asurams.edu

Password: welcome1

**Note: Your initial password is welcome1, you will be prompted to change it during the setup process when you first login.*



5. Once you login successfully, you will see the following screen indicating your page is loading...



Complete the form and change password

1. Type your current password: welcome1
2. Type a new password * **must be at least 6 characters**
3. Retype your new password
4. Click the drop down box to select a secret question
5. Type the answer to your secret question
6. Enter an alternate email address (DO NOT USE YOUR OLD ASU EMAIL ADDRESS)
7. Retype your alternate email address
8. Click the drop down box and select United States
9. Enter your birth year (4 digit year)
10. Click I accept



Windows Live™

Provide account information
The account you're signing in to is missing some required information. To finish signing in, enter the following information.
We respect your privacy and will use this information in accordance with our privacy policy. [Learn about Windows Live privacy](#)

*Required fields

Verify your information

Windows Live ID: **ahardy@students.asurams.edu**
[Sign in with another Windows Live ID](#)

*Password: **1**
[Forgot your password?](#)

Change your password

*Type new password: **2**
Six-characters minimum; case sensitive

Password strength:

*Retype new password: **3**
 Make my password expire every 72 days
[Get help with this](#)

Select a question and secret answer

*Question: **4**

*Secret answer: **5**
Five-character minimum; not case sensitive

Add an alternate e-mail address

Alternate e-mail address: **6**

Retype alternate e-mail address: **7**

Your information

*Country/region: **8**
Why is this required?

*Birth year: **9**
Example: 1999
Why is this required?

Review and accept the Agreements
Clicking **I accept** means that you agree to the [Windows Live service agreement](#) and [Privacy Statement](#).

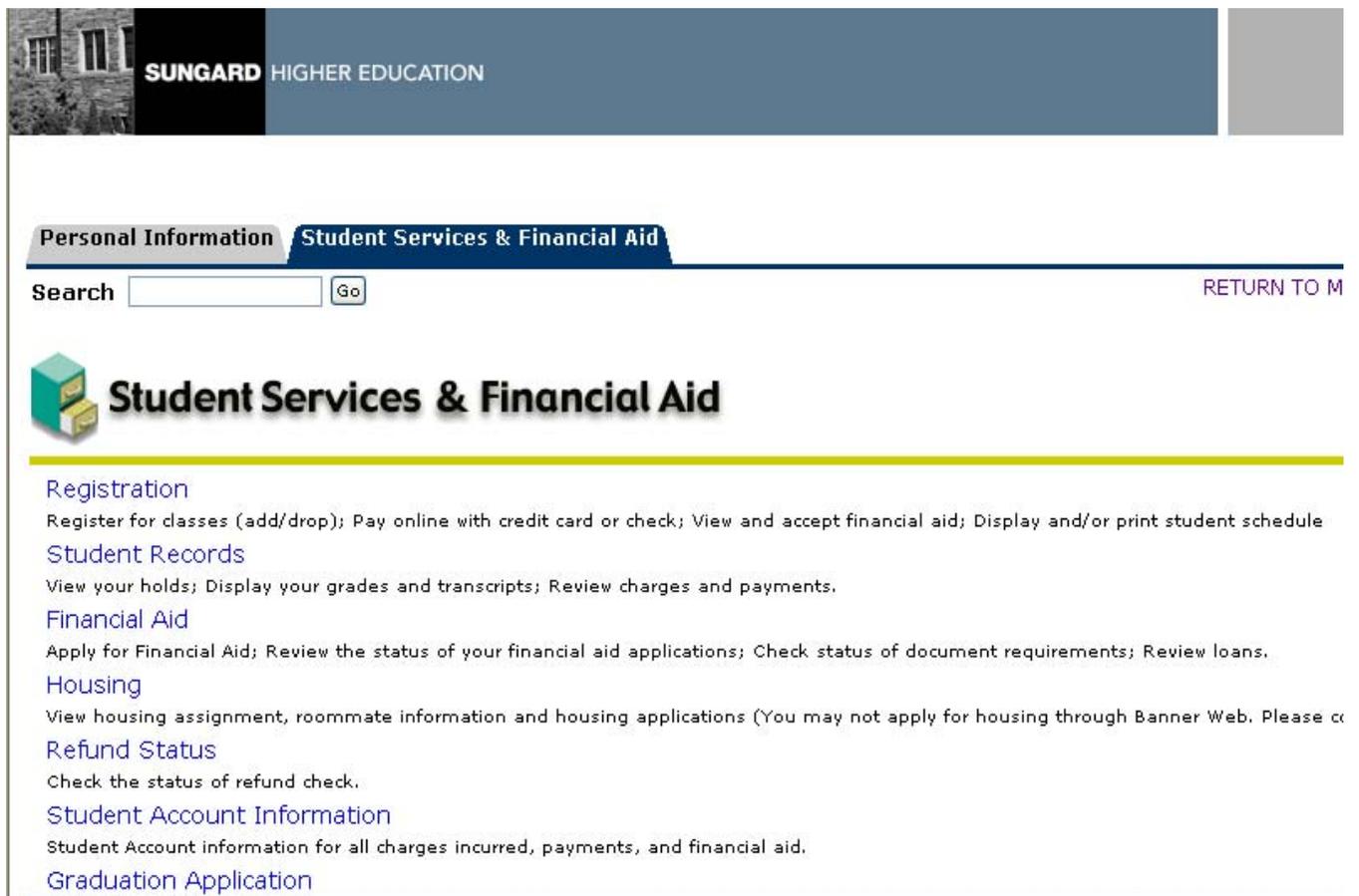
10

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4. Registration

Registration occurs several times per year. Essentially, there are three registration periods for each term. The Registrar's Office sends out notice on Banner Web Registration Dates. To access online services available during this period, login to Banner Web.

Below is the main page for **Student Services & Financial Aid**



SUNGARD HIGHER EDUCATION

Personal Information **Student Services & Financial Aid**

Search [RETURN TO M](#)

Student Services & Financial Aid

[Registration](#)
Register for classes (add/drop); Pay online with credit card or check; View and accept financial aid; Display and/or print student schedule

[Student Records](#)
View your holds; Display your grades and transcripts; Review charges and payments.

[Financial Aid](#)
Apply for Financial Aid; Review the status of your financial aid applications; Check status of document requirements; Review loans.

[Housing](#)
View housing assignment, roommate information and housing applications (You may not apply for housing through Banner Web. Please c

[Refund Status](#)
Check the status of refund check.

[Student Account Information](#)
Student Account information for all charges incurred, payments, and financial aid.

[Graduation Application](#)

4.1. Step One: Major Advisement

The first step to Registration is to visit with a Faculty advisor from your department. Your department and Advisor are assigned based on Major and is done at the colleges. Your Advisor can assist you with determining the appropriate courses based on your test scores, major and specific degree requirements.

4.2. Step Two: Class Selection

Once you have met with your advisor and determined the courses you must register for in the upcoming semester, you must log into Banner Web to schedule your classes. If you are a new Freshman here at Albany State, your registration period will be restricted to a certain time period.

1. Log into Banner Web from the ASU Homepage. Once you have logged into Banner, click on the **Student Services & Financial Aid** tab then select **Registration**



2. Click Check Your Registration Status.



The “**Check your Registration Status**” page will help you in determining if there are any outstanding items that need to be cleared up before you can register. The following window will appear.


SUNGARD SCT HIGHER EDUCATION

Personal Information | Student Services & Financial Aid

Search [RETURN TO MENU](#) [SITE MAP](#) [HELP](#) [EXIT](#)

Check Your Registration Status:

Spring Semester 2007
01/05/2007 04:26 pm

 Displayed below are various items which may affect your registration. Your Time Ticket, Holds, Academic Standing, Student Status, Class, and Curriculum may prevent registration or restrict the courses you will be permitted to select.

You may register during the following times

From	Begin Time	To	End Time
01/04/2007	01:00 pm	01/08/2007	06:00 pm

- You have no Holds which prevent registration.
- Your Academic Standing permits registration.
- Your Student Status permits registration.

Your Class for registration purposes is Freshman.

Curriculum Information

Current Program
Bachelor of Science

Level: Semester System Undergraduate
Program: BS Teach Field-Health & Phy Ed
College: College of Education
Campus: Albany State University
Major and Department: Health & Phys Education, Health, Phys Ed and Recreation

[[View Holds](#) | [Look-Up Classes](#)]

RELEASE: 7.2

As you can see, this is a Freshman student. He does not have any holds on his record and will be allowed to register between the dates and times listed above.

- Class Selection** - When you meet with your advisor, your advisor should supply you with a recommended set of courses to take for the semester. They may choose to give you these courses in the form of CRNs (Course Registration Numbers) or Subject/Course (ENGL 1101).

In order to actually register for classes you will need to go to **Add/Drop Classes**.

- The following window will appear. Select the subject and course number according to you're your Advisor has recommended. Once you find the course(s) , click **Submit** to add the class to your schedule. Repeat this process until you have selected all the courses in which you desire to enroll.

4.3. Step Three: Payment of Fees

Once you have chosen classes, you must complete registration. There are three ways to pay for your classes:

- Using Financial Aid (if awarded)
- Paying by Credit Card
- Paying by Check

4.3.1. Payment with Financial Aid

1. Logon to myCampus
2. Click on the Banner Web link in the icon group to the left
3. Click on **“Login to Secure Area”**
4. Enter your **User ID** and **Pin** and click **“Login”**
5. Click on the **“Student Services & Financial Aid”** link
6. Click on the **“Financial Aid”** link
7. Click on the **“Financial Aid Award Letter”** link
8. Click on **“Yes”** and click **“Submit”** if you consent to view your award letter online
9. Select the Term that you wish to view and click **“Submit”**
10. Select the **2008-2009 Award Year** and Click **“Submit”**
11. Scroll down to view your awards.

4.3.2. Payment via Credit Card or Check

1. Logon to myCampus
2. Click on the Banner Web link in the icon group to the left.
3. Click on **“Login to Secure Area”**
4. Enter your **User ID** and **Pin** and click **“Login”**
5. Click on the **“Student Services & Financial Aid”** link
6. Click Student Account Information.
7. Click Account Detail for Term.
 - Select the term (Fall Semester 2009).
 - Review your account detail for the term selected.
 - Scroll to the bottom of the page.
 - Select Pay by Check or Pay by Credit Card.
8. Select the term (Fall Semester 2009).
9. Click Submit.
 - Complete your check or credit card information.
 - If you’re paying by credit card, click Submit
 - If you’re paying by check, click Continue, review your information.
10. Click Done.

4.4. Frequently Asked Questions

- **Who do I contact if I can't access my email or get on the computers at ASU?**
Call 229-430-4909 (IT Customer Services Desk) or go to Reese Student Union, Room 107 for assistance
- **Who do I contact for help with my BannerWeb PIN?**
First, make sure that you have tried the "Forgot Pin" feature on the BannerWeb Sign in Page. If that does not work, call (229) 430-4909 or go to Reese Student Union, Room 107 for assistance
- **What do I do if my financial Aid award letter contains zeros?**
If your Financial Aid award letter contains zeros (as below), you may have outstanding information due to Financial Aid.

Based on this review, and you enrolling as a full-time student, we are pleased to TENTATIVELY offer these awards:

	Fall 2006	Spring 2007	Summer 2007	Total
	0.00	0.00	0.00	\$0.00
Total Awards	\$0.00	\$0.00	\$0.00	\$0.00

1. Check by going to **Student Services and Financial Aid** tab, then click
2. **My Overall Status of Financial Aid.**

Overall Status of Financial Aid 2006-2007 Award Year

01/05/2007
05:59 pm

 The following information is based on your status as a Ungrad Resident w/ Parent student receiving financial aid for the Fall/Spring Semesters.

You have unsatisfied **student requirements** for this aid year.

Your estimated **cost of attendance** is \$9,244.00.

Based on your **academic transcript**, the status of your **academic progress** is Not Yet Reviewed as of Fall Semester 2006.

[Select Another Aid Year](#)

- *Click on **Student Requirements** in order to determine what information is missing*
- *Financial Aid forms requested are located at <http://www.asurams.edu/financialaid>*

▪ **What do I do if I don't have an advisor? How do I determine who my advisor is?**

If you have declared a major, contact the appropriate College/department and tell them you need to speak to your advisor. Once you tell them your last name, they will connect you to your advisor. If you have not declared a major, you will need to call the Academic Advisement Center (229-430-3976) and ask to speak to your advisor. Once you tell them your last name, they will connect you to your advisor.

▪ **What do I do if I receive conflicts or problems adding classes?**

In the following example, this student has successfully registered for 4 (four) classes. However, there is a conflict with the other two classes. This student can:

1. Search for other classes in those subjects that are open and do not conflict with the classes she is already registered for; or
2. End her registration since she can only register for 13 hours of classes and she already has 12 hours.
3. Contact the Chair of her major department or the Dean of her school for assistance.

Add/Drop Classes:

Spring Semester 2007
01/05/2007 05:11 pm

 Use this interface to add or drop classes for the selected term. If you have already registered for the term, those classes will appear in the Class Registered Successfully section. Additional classes may be added in the Add Class table. To add a class enter the Course Reference Number (CRN) in the Add Class table. Classes may be dropped by using the options available in the Action field. If no options are listed in the Action field then the class may not be dropped. When add/drops are complete click Submit Changes.

If you are unsure of which classes to add, click Class Search to review the class schedule.

 **Please note that once charges have been accepted you are officially registered/enrolled for the term indicated. A withdrawal form will need to be completed to formally withdraw from all courses.**

IMPORTANT! You MUST [Click Here](#) to authorize the use of your financial aid awards to pay your college charges. Failure to do so will result in the delay of REFUND CHECK processing.

Current Schedule

Status	Action	CRN	Subj	Crse	Sec	Level	Cred	Grade Mode	Title
Web Registered on 01/05/2007	None	72089	ENGL	1101	01	Semester System Undergraduate	3.000	Normal	English Composition I
Web Registered on 01/05/2007	None	72157	GEOG	2101	WEU	Semester System Undergraduate	3.000	Normal	Principles of Geography
Web Registered on 01/05/2007	None	72173	HIST	1002	WEU	Semester System Undergraduate	2.000	Normal	Intro to African diaspora
Web Registered on 01/05/2007	None	72342	CHEM	1152K	02	Semester System Undergraduate	4.000	Normal	Survey of Chemistry II

Total Credit Hours: 12.000
Billing Hours: 12.000
Maximum Hours: 13.000
Date: 01/05/2007 05:11 pm

Registration Add Errors

Status	CRN	Subj	Crse	Sec	Level	Cred	Grade Mode	Title
CLOSED SECTION	72083	CSCI	1101	07	Semester System Undergraduate	3.000	Normal	Introduction to Computers
TIME CONFLICT WITH 72157	72880	ARAP	1100	WEU	Semester System Undergraduate	3.000	Normal	Art Appreciation

Add Classes Worksheet

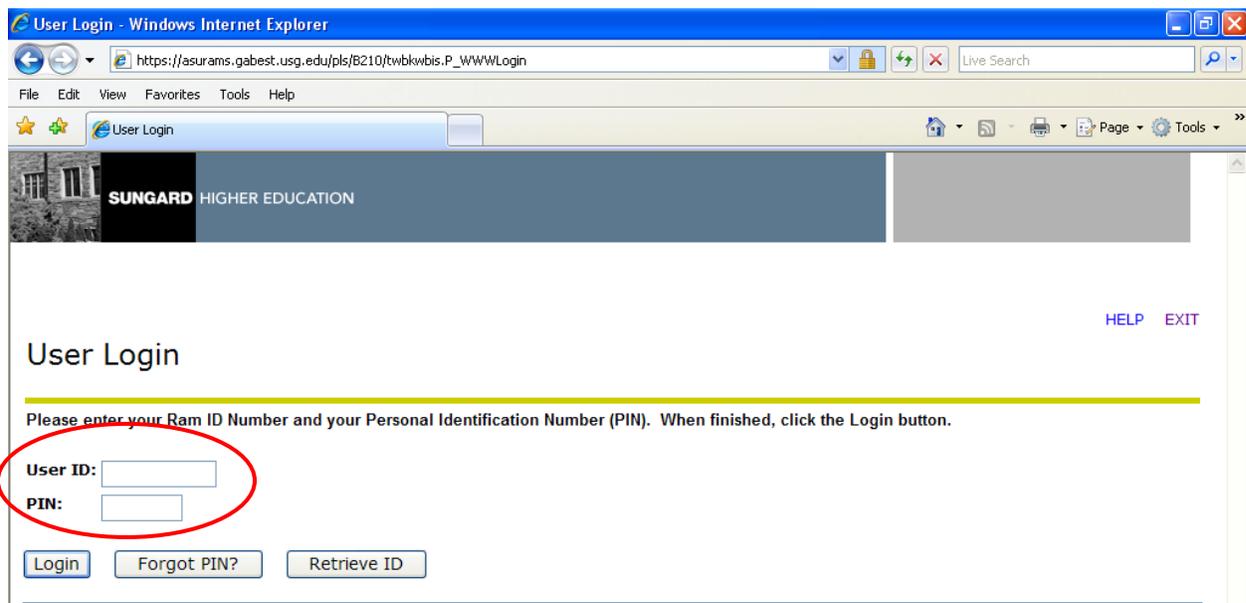
CRNs

<input type="text"/>									
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- **What do I do if I have carry over financial aid from a previous semester?**

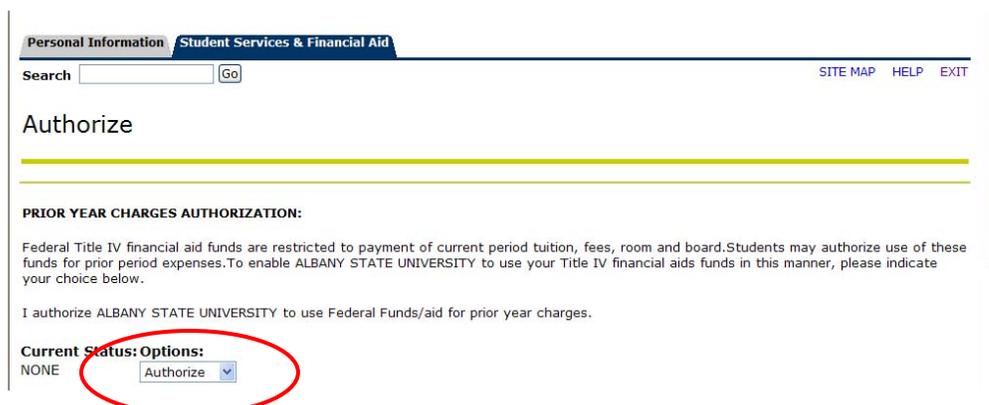
This is a common issue and when a user logs on to Banner Web they will automatically be prompted with the following series of screens to either authorize carryover funds or to do nothing and receive a refund once the funds have processed completely. The process below illustrates the steps for addressing this financial aid issue.

1. Login to Banner Web.



After login, you will be prompted to the screen below.

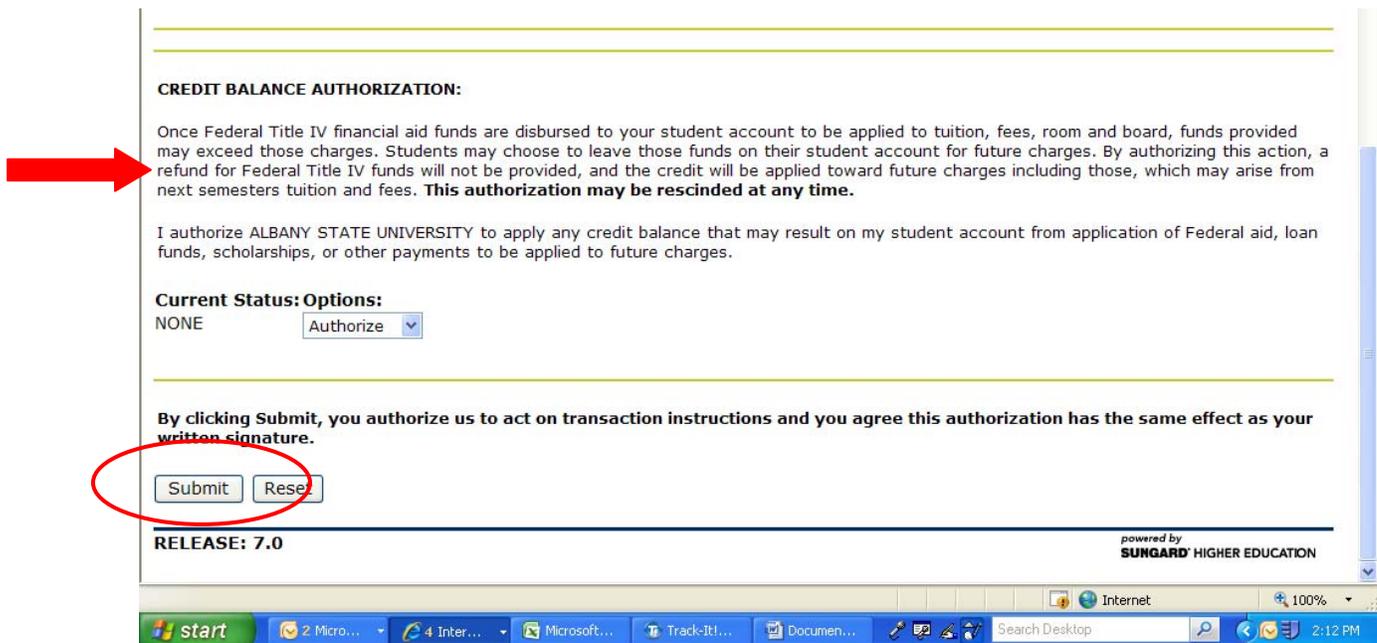
2. To authorize use of Federal Funds/aid for prior year charges, click on the dropdown and select “authorize”.



3. To authorize any credit balance that may result on your student account from the application of Federal aid, loan funds, scholarships, or other payments to be applied to future charges, click on the dropdown and select “authorize”.

Please note: by selecting “authorize”, if eligible, a refund will not be provided.

4. Click submit.



CREDIT BALANCE AUTHORIZATION:

Once Federal Title IV financial aid funds are disbursed to your student account to be applied to tuition, fees, room and board, funds provided may exceed those charges. Students may choose to leave those funds on their student account for future charges. By authorizing this action, a refund for Federal Title IV funds will not be provided, and the credit will be applied toward future charges including those, which may arise from next semesters tuition and fees. **This authorization may be rescinded at any time.**

I authorize ALBANY STATE UNIVERSITY to apply any credit balance that may result on my student account from application of Federal aid, loan funds, scholarships, or other payments to be applied to future charges.

Current Status: Options:
NONE

By clicking Submit, you authorize us to act on transaction instructions and you agree this authorization has the same effect as your written signature.

RELEASE: 7.0 powered by SUNGARD HIGHER EDUCATION

Windows taskbar: start, 2 Micro..., 4 Inter..., Microsoft..., Track-It..., Documen..., Search Desktop, 2:12 PM

5. ASU Online Programs and Courses

Albany State University uses both Blackboard Vista 8 and Moodle online Learning Management Systems for online courses. Blackboard Vista 8 is also used for hybrid (blended) courses and courses supplements.

5.1 Blackboard Vista 8

To access Blackboard Vista 8 please follow the instructions below:

1. Logon to myCampus
2. Click on the Blackboard icon to the left
3. On logon screen enter your username and password. The username and password for WebCT will be the same as your network ID and password to start.
4. Note.....After you change your network password it does not change your Blackboard password. The two are not connected.
5. The screenshot below is a sample of what the logon screen should look like.



Log In

User name:

Password:

To view a list of available courses or to create an account, visit the [Entry Page](#).

[Forgot your password?](#) Receive your user name and a new password via e-mail.

6. For assistance with basic troubleshooting issues with regard to Blackboard please contact the helpdesk at 229-430-4909 during regular business hours or email helpdesk@asurams.edu after hours. You can also reach the Georgia View 24 x 7 helpdesk as listed.

5.2 Blackboard Vista 8 - Quick Tips

In order to most effectively use Blackboard please follow these few simple tips.

1. Perform a browser check using the Browser check tool on the Blackboard Logon screen.
2. Ensure you have turned off all pop-up blockers on your computer.

Browser Check

Before logging in, it is highly recommended that you perform a browser check to see if your computer is properly configured to use the Blackboard Learning System.

Pop-up Blockers

The Blackboard Learning System sometimes uses small browser windows to deliver requested content. Some pop-up blockers incorrectly interpret these small windows as pop-ups and block them. If you have installed a pop-up blocker, turn it off while using the Learning System.

Java Security Certificate

After logging in to the Blackboard Learning System, you will be prompted to accept a Java Security Certificate. You must click **Yes** or **Always** to ensure that Learning System functionality using Java will work properly in your browser.

3. If you still experience problems, check for special web tool bars such as Google or AOL. They can be removed by going to the add/remove programs tab on your computer's control panel.
4. For additional assistance with Blackboard troubleshooting please use the Georgia View helpdesk and web resources (see below).

HELP at the Online Support Center 24/7

<http://help.view.usg.edu>

This will take you to the homepage of the Online Support Center. There you can get help with all of your online course questions :

- System Requirements
- Browser Checks
- Vista Tools
- Plug ins
- Galileo
- Pop-up Blockers
- Errors and other messages

5.3 Moodle (The Learning House)

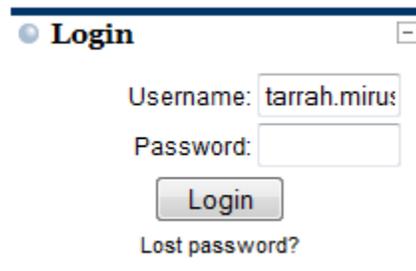
Moodle is a Learning Management System used for some of Albany State's fully online courses. This system works in a similar fashion to Blackboard, but offers faculty and students a different course outlay to work within. Faculty may choose to have courses in either Blackboard or Moodle at this time.

To logon to Moodle please follow the instructions below:

1. Go to online.asurams.edu and choose "Class Access" (OIIT plans to add Moodle integration to the myCampus portal in the future)



2. Logon using your third party ID and network default password. The logon fields are in the top right corner of the web page.



The image shows a login form with a blue header bar. Below the header, there is a section titled 'Login' with a small square icon to its right. Underneath, there are two input fields: 'Username:' with the text 'tarrah.mirus' and 'Password:' which is empty. Below the password field is a 'Login' button. At the bottom of the form is a link that says 'Lost password?'.

3. For assistance with Moodle please contact the ASU Customer Service Desk at 229-430-4909 or at helpdesk@asurams.edu during regular business hours. For more advanced assistance with Moodle please call The Learning House at 1-866-259-4329 or go to their web support page as seen below. The link to the support page is in the top right corner of the Moodle logon page.



LEARNINGHOUSE™
Your Online Education Partner

Help Center

Live Chat
eMail Support
Phone Support
Test Browser Settings

Welcome

Welcome to the Learning House Help Center.

Please click on the links on the left for technical help.

Live Chat: immediate online text-based chat assistance
Email Support: email-based assistance
Phone Support: toll-free phone support

6. Office of Information and Instructional Technology Web Page

For general information and additional details about much of the information in this document please go to the ASU - OIIT web page. For students specifically interested in learning more about campus technology and assisting with implementing new technologies on the campus please contact one of the OIIT divisions regarding becoming a student technician. Each semester student technicians assist and lead projects that have campus wide implications. We would love to consider you for one of these positions. Some experience with computers will be expected.

The OIIT Web Page is available at... <http://www.potentialrealized.org/oiit/index>.

