EARLY ENROLLMENT

Orientation Handbook
Welcome to WVU Tech!

Congratulations on deciding to get a head start on your college education at WVU Institute of Technology! WVU Tech’s Early Enrollment program allows high school juniors and seniors to take college courses, which can be used as dual credit courses.

This handbook provides information you will need to get started, as well as answers for commonly asked questions related to Early Enrollment.

Please contact us with questions and concerns. We are here to help!
To begin, you will need your WVU ID (800xxxxxx) and username found in your acceptance letter from WVU Tech.

1. Go to login.wvu.edu
   Claim your account

2. Set up DUO
   (two-factor authentication)

3. Go to portal.wvu.edu
   (for eCampus & STAR access*)

4. Go to wvutech.bncollege.com
   (to purchase books**)  

5. Read the syllabus!
   Check your email
   @mix.wvu.edu!

*ECampus and course syllabi are available on the first day of class. **Please read syllabus prior to purchasing books for Meteorology, Computer Science, or Math courses. These courses use electronic books/access codes. Links are available in your course syllabus.

Contact WVU Tech Early Enrollment for assistance with your questions and concerns.
304-929-1685 | 304-929-1215 | TechEE@mail.wvu.edu
Detailed Instructions
WVU Login and Accessing eCampus

To log into WVU online resources—including eCampus, STAR, and MIX—you will need to activate your WVU account.

Before you can activate your account, you need your student ID number from the Admissions Office in your acceptance letter.

If you have not received or do not remember your WVU student ID number, then contact the Admissions Office at 304-929-0311.

1. How to Activate Your WVU ID

   Go to: login.wvu.edu
   Select: Claim Account

   Follow the instructions. Make sure to store your ID number (800******), user name and password in a safe place.

YOUR ACCESS TO WVU

If you are paid by both WVU and WVU Medicine, or you are a medical resident, manage your account at WVU Medicine.

- Forgot your password or need to change it? Confirm your identity and pass the required cybersecurity quiz first.
- Enter your information to claim your account, take the cybersecurity quiz and add recovery contact information.
- Former Students: Enter your WVU username and birthdate to create a new password and access WVU services, like MIX (G Suite) and STAR.
- If you don’t remember your WVUID number, enter your personal information to look it up.
- If you’ve already set up Duo two-factor authentication, you can print codes as a backup, add a token to your account or resync a token.
- If you’ve failed to log in too many times, confirm your identity to unlock your account.
- Log in to confirm that your personal email address and mobile phone number are current, and make changes if necessary.

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Detailed Instructions

Duo and Two Factor Authentication

For more information about Duo and how to download the application, visit this link: twofactor@wvu.edu.

What is two-factor authentication?

When you sign into a WVU system, such as WVU Portal, eCampus or DegreeWorks, two-factor authentication provides a second layer of security in addition to your Login password. All faculty, students and staff in all WVU locations are required to use two-factor authentication to access secure systems.

Visit the Two-Factor Authentication page for set-up instructions and more information. Need help? Call 304-293-4444

Bypass codes and Duo display tokens

If you don't have a smartphone or cannot use a smartphone in class, you can still log into eCampus, MiX and other WVU systems two other ways: Print out 10 passcodes and carry them with you, or purchase a Duo display token to generate codes on demand.

The printed codes, which you should store in a wallet or another secure location, will also help if your battery dies or you replace your phone. To get them:

1. Go to login.wvu.edu
2. Click My Login. Enter your Login credentials, then authenticate with Duo.
3. After logging in, you'll see a page with your account details. Click Generate Printable Bypass Codes near the bottom of the page.
4. You will get 10 codes. Each code may be used once. The next one won’t expire until you use it.

When these 10 codes are used up, you can repeat this process and print 10 more. However, you must have a device registered to your account to generate the codes.

DON'T use the Duo Mobile app to generate passcodes and write them down; those are for immediate use only. As soon as you generate a new one, the previous code expires. Duo display tokens cost $25 at any WVU Barnes & Noble bookstore. If purchasing online, search for the words "Duo Digipass" in the top right search box.

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Detailed Instructions
How to Obtain Your Textbooks

Be sure you are accessing the WVU Tech Bookstore!
The WVU Tech Bookstore has the textbooks for classes being taught each semester. Go online to the WVU Tech Bookstore to find the textbooks assigned for each of your classes.

Phone number to the WVU Tech Bookstore: 304.929.3106

Once you have access to the syllabus, you should buy your book(s).
Some courses require a book code.

Go to: wvutech.bncollege.com
1. Click on COURSE MATERIALS & TEXTBOOKS
2. Select (do not type in) the appropriate information for each of the following fields:
   a. Term (Spring or Fall)
   b. Department (i.e. ENGL)
   c. Course (i.e. 101)
   d. Section (i.e. T01)
   e. Select RETRIEVE MATERIALS

Find Course Materials
Complete info below for one or more courses to view the required and recommended course materials.

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Detailed Instructions
Logging into the Portal

Go to: portal.wvu.edu
Enter your WVU Username and Password to Login

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304-929-1685 | 304-929-1215 | TechEE@mail.wvu.edu
Detailed Instructions  
Portal.wvu.edu

Information about the WVU Portal

As a WVU student you will have access to a variety of online resources providing you with valuable information. The WVU Portal is a single sign-in entry to these resources which include:

- **eCampus**—access to your courses that are delivered online.
- **Duo Two Factor Authentication** - A security system to prevent unauthorized access.
- **STAR**—access to items related to your grades and registration such as the semester’s course schedule.
- **Schedule of Courses**— Not for Early Enrollment courses! To register for Early Enrollment Courses go to [WVUTech.edu/TechEE](http://WVUTech.edu/TechEE)
- **MIX Email**—access your WVU email account.

Your portal homepage will also provide you with links to campus-wide announcements, WVU Tech resources, a calendar, and a To-Do List.

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How to Access eCampus

Go to: portal.wvu.edu

a. Click on the eCampus link on your home page of the portal
b. Login using the credentials from the login.wvu.edu page
c. Under My Courses, in the middle column, all of your online eCampus courses will be listed. To access the course materials and content, click on the name of your course.

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eCampus—Tips, Tricks, and How-To’s

Back Up Your Work!

Make sure you do the following for ALL your deliverables for eCampus:

*Keep a backup copy on your computer or on a flash drive!*

This holds true even for items you key directly into eCampus, such as Journals, Discussions, Blogs, etc. So, after you key in your responses, copy-n-paste these items from eCampus into a Word document for backup purposes, or write the documents in Word and then cut and paste into eCampus.

Having a backup helps should eCampus access be interrupted.

Taking Exams and Quizzes Online

Note the date and time you started a quiz or exam inside of eCampus. If the system kicks you out before you complete the quiz or exam, this information helps instructor determine possible causes, for example:

- Was eCampus down for a known span of time while you were taking the quiz/exam?
- Was there inclement weather in your area that possibly disrupted service?

Submitting Assignments Inside of eCampus

Instructions for assignments are attached inside the Drop Box:

1. Click on the assignment.
2. Find the blue link; click on the blue link. The instructions for the assignment will open.
3. Click on CANCEL to exit the Drop Box.

To submit your assignment:

1. Click on the assignment.
2. Attach your document
3. Assignment Submission
4. Attach File > Browse My Computer
5. Add any comments you might have the instructor
6. Click SUBMIT

How to Use My Grades

To view your grades, feedback from your instructor, and the work you submitted, click on My Grades in the main menu. When My Grades opens you will see a list of the course assignments, due dates, and, if it has been graded, the grade will show on the right-hand side. The grade is a two-part number: Points Earned/Total Number of Points Possible.

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Along the top of the page is a horizontal list with four options:

1. **All**—Shows all the assignments for the course.
2. **Graded**—Shows only the assignments you have turned in that have been graded.
3. **Upcoming**—Shows assignments whose due dates are upcoming.
4. **Submitted**—Shows only the assignments that you have turned in that are ungraded.
5. To see the feedback from your instructor, click on the graded assignment you want to view.

**CAUTION:** The row showing the Total points earned can be confusing. This row shows the total points earned in relationship to the total points **POSSIBLE** for the number of assignments turned in.

For example, if there are a total of 1,000 total points possible that a student can earn in the class, the 1,000 points will **ONLY** show when **ALL** assignments have been turned in. If a student has turned in a total of 5 assignments and/or exams that, together, total 150 points and the student has earned 125 of those 150 points, the Total columns reports as follows: 125/150. This can be deceiving because if the student had actually only turned in 5 of 8 assignments due up to that point, the Total column **DOES NOT** show the possible points for the 8 assignments, rather, it shows only the points for the 5 assignments and/or exams turned in.

To find the total points possible for the course, look in the course syllabus or inside of eCampus under Course Information

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How to Enlarge the Main Menu and Table of Contents

**Main Menu**

To see the entire list of selections in the course, click on the File Folder icon located just above the course title. This will open the course menu in a separate window that you can move wherever it is most convenient for you.

**Table of Contents**

To widen the Table of Contents so you can see all the words in each listing, click on the vertical rectangular button. This button is the center icon located just under the words “Table of Contents.”

Organization of eCampus Courses Delivered by WVU Tech

**Course Homepage**

The course homepage has four important dialogue boxes:

- **Announcements**—When your instructor posts an Announcement it shows up here. Click on the link to open the announcement.
- **My Discussions**—When a new discussion comment/thread is posted, it shows up here. Once you have opened the discussion post, it no longer appears in this dialogue area.
- **My Messages**—When you receive a new message via Course Messages, it shows up in this dialogue box. Once you have read the message, it no longer appears in this dialogue area.
- **To Do**—The To Do is personalized to your activity in the course. Assignments with due dates appear here. Also, if you are late submitting an assignment, it will appear in the To-Do dialogue area.

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Learning Modules

The course content of online courses delivered by WVU Tech is organized in Learning Modules.

Each Learning Module contains:

- *Module Overview* which provides a brief description of what is being covered in the module
- Module Learning Objectives
- *List of Tasks* which tells you what you will do (also, check the course syllabus)
- *Lecture*

In addition, sometimes a Learning Module contains a *PowerPoint* presentation with talking points about the material covered in the module.

Learning activities are also presented inside of Learning Modules. Examples of activities and assignments are as follows:

- Blogs
- Discussion forums
- Journals
- Quizzes and exams
- Research project
- Web assignments
- Written paper

Redesign of online courses is on-going. Your particular online courses might not have all the elements as described in this handbook.

*Contact WVU Tech Early Enrollment for assistance with your questions and concerns.*

304-929-1685 | 304-929-1215 | TechEE@mail.wvu.edu
Troubleshooting: Process and Procedures

Q: I’m having a problem with my professor. What do I do?

A: If a student is having a problem with one of their professors or instructors, the student:

1. Must first try to resolve the matter with the faculty member.
2. After addressing the matter with the faculty member, if a student is not satisfied, the next step is to talk with the Department Chair.
3. If, after discussing the situation and trying to find resolution through the Department Chair, the student is still not satisfied, then talk with the Dean of the College.

As in any process, there are appropriate steps to follow in a specific order. For a full explanation of the Grades Appeal process, see the WVU Tech Course Catalog.

Contact WVU Tech Early Enrollment for assistance with your questions and concerns.

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“F” is Forever! Don’t Get an “F” in a Class When You Can Withdraw Instead

Once enrolled in a college course, if you decide not to complete it you need to OFFICIALLY withdraw from the class, not just disappear. Why?

If you do not officially withdraw from a course and you do not participate in the course, you will automatically receive an “F”. This “F” goes onto your college transcript and is factored into your Grade Point Average (GPA), pulling your GPA way, way down. That “F” can also affect your future financial aid possibilities.

To withdraw from a WVU Tech course, go to: https://techregistrar.wvutech.edu/registration/add-drop-withdrawal. Read the page and then click on “FORMS” on the middle right of the page. Then select the STAR Course Drop Request form. Fill out the form, including appropriate signatures. Then scan the document and email it to:

- WVU Tech Early Enrollment Office: TechEE@mail.wvu.edu

Withdrawing from class with a refund
If you withdraw before the end of the third week of class, you are eligible for a refund and the course will not appear on your transcript.

Withdrawing from class without a refund
If you withdraw after third week of class you are not eligible for a refund and the course will appear on your transcript as a "W".

My instructor isn’t responding to my emails

Check the course syllabus. At the top you will find contact information for your instructor. Are you sending emails to the email address listed on the course syllabus? If not, then that’s probably why the instructor is not responding; they don’t know it’s there.

Most instructors use their @mail.wvu.edu account; a few use their MIX (@mix.wvu.edu ) accounts. The address to the @mail.wvu.edu account looks like this: firstname.lastname@mail.wvu.edu. Sometimes, though, when an instructor has a common name they will change the firstname.lastname syntax to something else.

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I’m taking an online class and my instructor says they didn’t receive my work, but I sent it inside of eCampus. What do I do?

This is a tough one.

As a matter of good practice, after you submit an assignment or enter a graded Discussion post, etc., check My Grades inside of eCampus. At the top of the My Grades screen and you will see a list of items including “Submitted.” Click on “Submitted” to see all assignments that you have submitted to eCampus.

If the assignment you just uploaded or completed inside of eCampus does not show up here, then you need to contact your instructor right away. The instructor does have the capability of reopening a DropBox or adding additional attempts if need be.

As a general rule, when assignments that a student has attempted to deliver are not showing up inside of eCampus, instructors call the WVU Tech eCampus Point of Contact (POC). Currently, the WVU Tech POC is the Director of Assessment and Instructional Development.

I need a transcript. Where do I go?

The Registrar’s Office is responsible for maintaining student records. You can request a transcript either in person in the Registrar’s Office or online.

Who do I contact with questions about paying my bill?

Contact the Office of Student Accounts (304-929-0333). Payment is due before the first day of class. You can either bring payment directly to the cashier in the One-Stop Shop, pay by mail, or pay online:

To pay in person visit us at:
   One-Stop Shop
   Benedum Center
   609 South Kanawha Street
   Beckley, WV 25801

To pay by mail send payment to:
   WVU Institute of Technology
   Office of Student Accounts
   410 Neville St.
   Beckley, WV 25801
To pay online:

Paying your bill online is the fastest and easiest way to pay your bill. To pay your bill:

- In STAR, from the "Electronic Bill by Term," click the pay link at the top of the page or "PAY NOW " at the bottom of the bill.
- Choose one of two payment methods:
  - E-Check - Works just like a paper check, except you input the routing and account numbers for your checking account. Just like a paper check, these can be returned for insufficient funds or if your account or routing number are incorrect.
  - Credit Card - Input your credit card number, expiration date and CVV code on the back of the card. Visa, Mastercard, Discover and American Express all accepted for 2.25% convenience fee.
  - Please note - American Express can only be used on the STAR system. We do not accept American Express when paying in person.
- Input the value you wish to pay then follow your selected method. You will receive an email confirming payment. It may take 2-3 business days to see a debit in your checking account/credit card account.

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