Quick Start Guide

Skip the rest of this document at your own risk!

Before you start, you need your acceptance letter from WVU Tech with your 800 number and user name, then:

Go to: login.wvu.edu to claim your account and set up Duo Two Factor Authentication.

Go to: portal.wvu.edu for links to your course (eCampus), and STAR (grades, account info, etc.).

Please note that you cannot access your course in eCampus until the first day of class.

Go to: wvutech.bncollege.com to purchase your books

Once the course starts READ the SYLLABUS and participate multiple times each week. Stuff happens, be ready! Make copies of everything you post in eCampus!

Check your ***@mix.wvu.edu email account often!

Remember to check WVUTech.edu/earlyenroll for more info.
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.

Helpful screen shot below:
Detailed Instructions
Duo and Two Factor Authentication

For more information about Duo go to this link:
twofactor@wvu.edu

Informative screen shot below:
Detailed Instructions
How to Obtain Your Textbooks

**DO NOT CONFUSE the WVU Bookstore in Morgantown with the WVU Tech Bookstore!**

The WVU Tech Bookstore has the textbooks for each class being taught each semester.

Go online to the WVU Tech Bookstore to find the textbooks assigned to each of your classes.

**You should do this as soon as you register, even before you have the course syllabus. In this way, you will be prepared the first day of class.**

Go to: wvutech.bncollege.com

1. Click on 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 - Early Enrollment sections are designated as HSCHOOL

**Phone number to the WVU Tech Bookstore:** 304.929.3106
Detailed Instructions
Logging into the Portal

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

See pointless screen shot below:
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/earlyenroll or 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.

See confusing screen shot below:
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.

See fuzzy screen shot below:
**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 backup helps you prove you did the work, should there be a eCampus crash.

**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.
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 it.

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.”

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**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.
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.
Troubleshooting: Process and Procedures

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

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.

https://provost.wvu.edu/governance/academic-standards-resources/detailed-appeal-procedures/appeal-of-a-final-grade
“F” is Forever! Don’t Get an “F” in a Class When You Can Withdraw Instead

An “F” stays on your transcript FOREVER.  

Don’t let this happen to you when you could have simply withdrawn from the course.

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.

Check the Academic Calendar inside of the WVU Tech Course Catalog to find the last day of the semester that you can withdraw from class WITHOUT getting an “F”.

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.
I’m taking an online class and my instructor says they didn’t receive my work, but I sent it in 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.

The online request form for transcripts is found at: https://techregistrar.wvutech.edu/academic-records/transcript-request

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 at 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.
- Chose 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.