
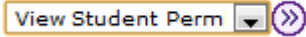
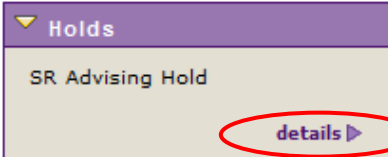
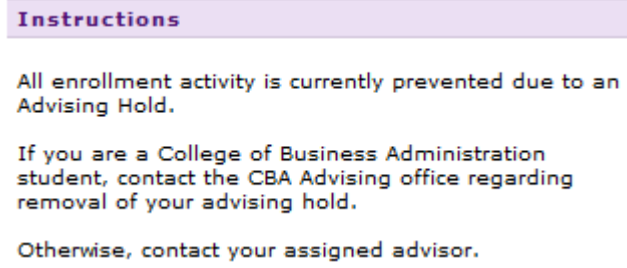
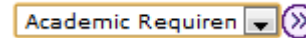

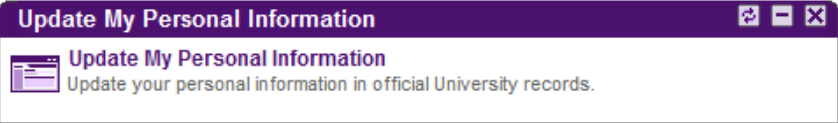



Common Student Questions/Answers

Question	Answer
<p>How do I access my Student Center?</p>	<p>Log into <i>My Universe</i>. Click the Go to My Student Center link on the <i>My Page</i> tab.</p>
<p>How do I access Registration (Enrollment)?</p>	<p>In <i>Student Center</i>, click the Enroll link on the left.</p>
<p>How do I know when I am supposed to register?</p>	<p>Your registration date displays on Student Center in the Enrollment Dates box. Click the details link for more information, such as time.</p> 
<p>Where can I view/accept my financial aid?</p>	<ul style="list-style-type: none"> • View - In <i>Student Center</i>, click the View Financial Aid link on the left under the Finances section. • Accept/Decline - In <i>Student Center</i>, click the Accept/Decline Financial Aid link on the left under the Finances section.
<p>How do I grant permission for financial aid to apply to misc charges?</p>	<p>In <i>Student Center</i>, under the <i>Finances</i> section, select View Student Permissions and click the Go icon.</p> 
<p>Where can I view any holds I might have?</p>	<p>View holds in the Holds box on Student Center. Click the details link for a full description and action needed.</p>  <p>Example of Instructions within details:</p> 
<p>How can I run my Academic Advisement report?</p>	<p>In <i>Student Center</i>, under the <i>Academics</i> section, select Academic Requirements from the drop-down box and click the Go icon.</p> 
<p>How can I find my Advisor's name and contact information?</p>	<p>In <i>Student Center</i>, on the right side, view your Advisor in the Advisor box. Click the details link for contact information.</p>

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How do I print my weekly schedule?	To print your weekly schedule, follow these tips for browsers: <ul style="list-style-type: none"> • Internet Explorer – Click the Printer Friendly Page link. Click the Print button on the browser toolbar. • FireFox – Click the Printer Friendly Page link. Right-click on the bottom frame, select This frame, Print frame.
How can I find my u-bill? How can I print my u-bill?	In <i>Student Center</i> , under the <i>Finances</i> section, the Account Summary displays the current and future due amounts. To view details, click the Account Inquiry link. To print your u-bill, select the <i>charges due</i> tab, scroll down, click the View U-Bill link for the bill you wish to view/print.
Where can I view my grades?	Once grades have been posted, view them in Student Center, under the <i>Academics</i> section, select Grades from the drop-down box and click the Go icon. 
What are the Planner and Shopping Cart used for?	The Planner feature allows you to add courses, from the catalog, (e.g. Comm 1000 – Oral Comm) you wish to take in a specific term (e.g. Fall 2011). You can plan out your courses at a high-level and move those courses into the Shopping Cart . The Shopping Cart is used to add class sections, from the schedule of classes, for a specific term you wish to enroll in. Once the schedule of classes is available you may add class sections to your shopping cart and view class details, including any consent (approval needed to enroll) and pre-requisites prior to registration.
Where can I see my checklist (To Do List)	In <i>Student Center</i> , on the right side, view your checklist items in the To Do List box.
Where do I submit a student request?	<ul style="list-style-type: none"> • Undergraduate – Contact the Registrar’s Office • Graduate – Complete online. In <i>MyUNiverse</i>, select the Student Request (Grad Stdts) link on <i>My Page</i> in the Student Center pagelet or, in the Forms and Requests pagelet on the <i>Resources</i> tab.
How do I restrict my directory information to third parties?	In <i>My UNiverse</i> , on the <i>My Page</i> tab, in the Update My Personal Information pagelet, click the Update My Personal Information link. 
How can I create a Third Party or Parent Account?	In <i>My UNiverse</i> , on the <i>My Page</i> tab, in the Third Party Accounts pagelet, click the Manage 3rd Party Accts link.
Where can I update my address?	In <i>My UNiverse</i> , on the <i>My Page</i> tab, in the Update My Personal Information pagelet, click the Update My Personal Information link.
Does the system time out?	The time out follows the My Universe time out threshold. If there is no activity, a warning message displays after 20 min.

Question	Answer
<p>What if I have system issues or what if the system says I'm not authorized?</p>	<p>Because the system is web-based, sometimes issues occur due to cache or cookies. To resolve, close all MyUNiverse windows. Access MyUNiverse and clear your cache before logging in:</p> <ul style="list-style-type: none"> • Internet Explorer and Firefox browser users, simply press CONTROL + SHIFT + DELETE on your keyboard. Select the appropriate categories and click the Delete button. • Safari browser users, select Empty Cache in the Safari menu. To delete cookies, select Preferences, Bookmarks, Show Cookies, Remove. <p>If issues persist, contact the Computer Consulting Center.</p>
<p>Why do I see a spinning wheel in the upper right corner of the screen?</p> 	<p>The Processing icon displays in the upper right corner when the system is processing information. For example, you will see this icon when you perform a search and the system is gathering results to return.</p>
<p>Where can I find instructions Student Center?</p>	<p>Before you click the Go to my Student Center link, click the Help ? icon in the upper right corner of the Student Center pagelet.</p> <p>Personalize: Content Layout Thu, Mar 24, 11 7:34 AM</p> 