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PowerCampus Self-Service Student Guide

Release 8.4



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Introduction to PowerCampus Self-Service

This user guide focuses on how students can use PowerCampus Self-Service to access and update their information. Using a Web browser, students can create their academic plans, register for courses, access course materials, view their grades, and more.

All students will first view the PowerCampus Self-Service *Home* page, which can be used to access general information for all users. Depending on how your school's system is set up, the *Login* window at the left will either display a **lock** icon or **User Name** and **Password** fields.



Introduction to PowerCampus Self-Service

Taking a Look at the Home Page

The *Home* Page gives you a first look at the basic design of the Web pages. Here is a description of the Web page from top to bottom:

Web Page Area	Description
Links	<p>These links will appear at the top of every page:</p> <ul style="list-style-type: none"> • Select Cart to display your shopping cart, which will list any course sections you may have chosen. • Select Help to display information about the current Web page. <p>After you log in:</p> <ul style="list-style-type: none"> • The Log Out link will also be displayed at the top of every page. • If your school is also running the PowerCampus Portal, a link to the Portal will also be displayed at the top of every page.

Search	<p>You can search for Course Sections that are available for a specified year, term, and session, or search for courses in the Catalog.</p> <ol style="list-style-type: none"> 1. Specify what you want to search, courses in the Catalog or Course Sections. 2. You have the option to enter a keyword for the course (<i>Art</i>, for example). <ul style="list-style-type: none"> • If you enter a keyword, the system will list ALL courses with the specified keyword. • If you do not enter a keyword, the system will prompt you to enter more information to narrow your search. 3. Select Search. <p>After you log in, you may also be able to search for information about people who are listed in the alumni, faculty, staff, and student Directories. When you search for a name, the system will list all the people with the specified name who are listed in each of the directories for which you have access.</p>
Tabs	<p>Select the tab that corresponds to the function you want to perform. For example, if you wanted to register for courses, you would choose the Register tab.</p>
Menu Items	<p>Once you select a tab, the corresponding list of menu items will appear under the tabs.</p>
Options	<p>Once you select a menu item, the corresponding options for that menu item will appear along the left pane, and the associated Web page will appear to the right.</p>

Once students log in, they can access information that applies to them. For example, view their academic plan, financial information, grades, and so on.

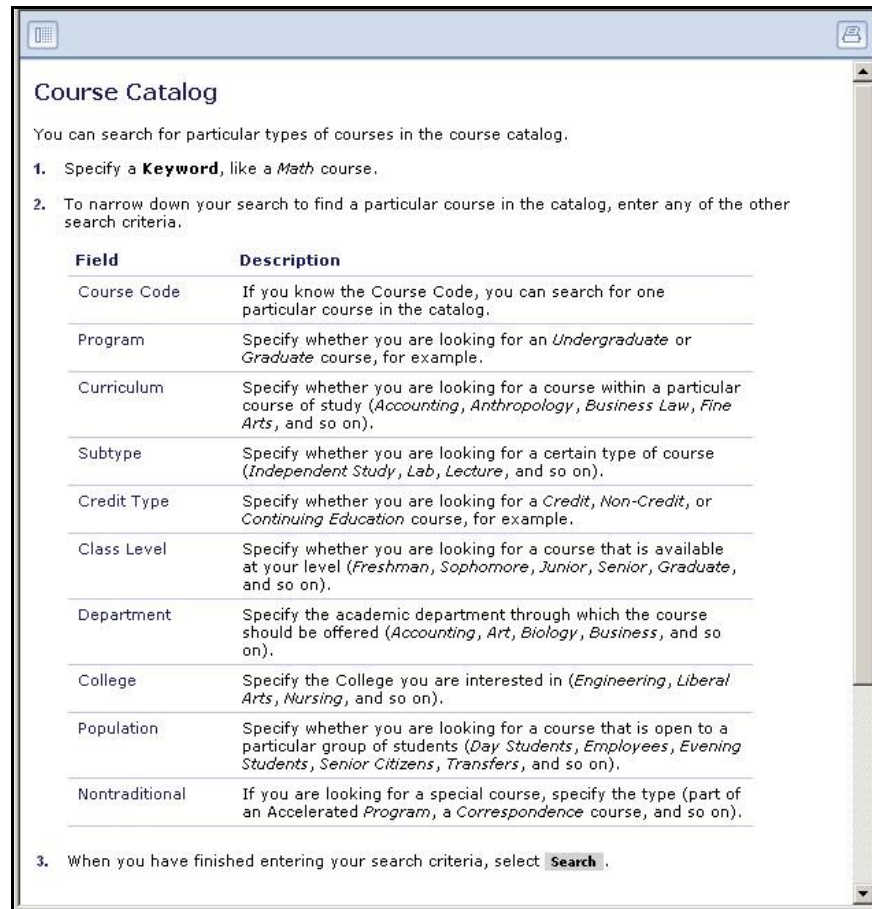
[Using the On-line Help](#)

Using the On-line Help



If you have a question about the Web page you are currently viewing, you can display the help text for that page.

1. Select the **Help** link at the top of the page.
2. From the *Help* drop-down list, select **Help for this page**.


3. Review the information on the *Help* window. For example:

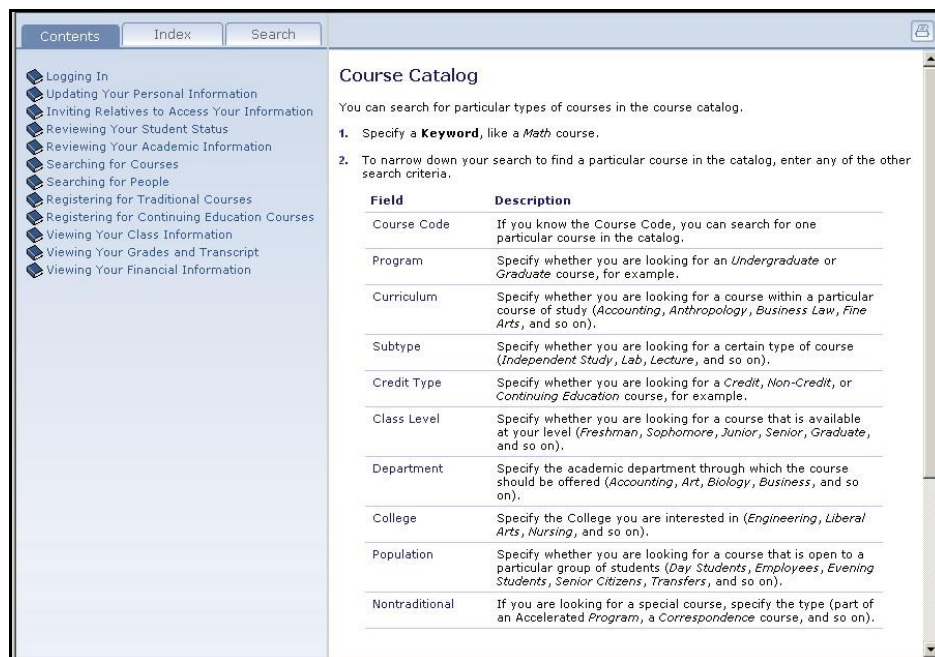


4. After reading the help text for the current page, you can either:

- Select  in the upper-right corner of the *Help* window to close the window, or
- Select  in the upper-left corner of the *Help* window to open the entire On-line Help System.

Using the On-line Help

5. If you select , the **Help** window will display a table of **Contents** which lists How-To procedures for accomplishing many tasks. For example:



6. When the On-line Help System is open, you can select links in the table of **Contents** until you display the desired How-To procedure. For example:



You can also select the **Index** or **Search** tab to find information.

Logging Into Self-Service

In order to access most of the Self-Service features, you must first identify yourself as a valid Self-Service user. Depending on how your school's system is set up, you will either need to **log in** with your user name and password, or follow other steps to **sign in**.

- *Logging In*
- *Signing In*

Logging In

Using the account information we e-mailed you, please log into Self-Service.

1. In the *Login* window, enter your **User Name**.
2. Enter your **Password**. *If You Forget Your Password*, a new password will be e-mailed to you after you correctly answer your security question.
3. Select **Log In**.

Signing In

Using your Rockford University Credentials please follow these steps to sign into Self-Service.

1. Select the **Log In** icon.
2. If prompted, choose the **Location** that was listed in the e-mail we sent you, and then select **Continue to Sign In**.
3. Enter your **User Name**.
4. Enter your **Password**.
5. Select **Sign In**.

If You Forget Your Password

Please contact IT or use the password reset tool at <http://password.rockford.edu>

Searching for Courses

You can search for **Course Sections** that are available for a specified term, or search the **Course Catalog** for courses offered for a specified class level, curriculum, credit type, and so on.

- [Searching for Available Course Sections](#)
- [Searching for Courses in the Course Catalog](#)

Searching for Available Course Sections

You can search for the course sections that are available for a specified course and term.

1. Perform a basic or an advanced course section search.

<i>For</i>	<i>Follow These Steps</i>
Basic Search	Either: <ul style="list-style-type: none"> • In the Search field at the top of any Web page, select Course Sections, enter a keyword (for example, <i>Math</i>), and select Search, or • Select the Search tab and then the Section Search menu item. Then specify a Keyword, Course Code, or academic period for the courses you want to find, and select Search.
Advanced Search	<ol style="list-style-type: none"> 1. Select the Search tab. 2. Select the Section Search menu item. 3. On the <i>Section Search</i> page, select Advanced Search 4. Enter all the information you know about the course sections you want to find. You can enter part of the course information and use the _ wildcard to search for course sections. For example: <ul style="list-style-type: none"> • Com would find all <i>Composition</i> and <i>Computer</i> courses. • Com_101 would find the <i>Composition 101</i> and <i>Computer 101</i> courses. 5. Select Search.

[Searching for Courses](#)

[Searching for Courses in the Course Catalog](#)

2. On the *Course Section Results* page, view the list of courses which match your search criteria.

<i>Select</i>	<i>To</i>
Course Code	Display the <i>Course Search Details</i> page with all the information about the course. When you are finished viewing the course section details, select Back to return to the Section Results page.
Add to Cart	Add the open course to your shopping cart, if it is available for registration.
Add to Waitlist	Add your name to the waitlist for the closed course, if it is available.
Instructor Name	Display the instructor's contact information.

- If many course sections match your search criteria, use the drop-down lists above the list of courses to narrow down your search.

Searching for Courses in the Course Catalog

You can search for particular types of courses in the course catalog.

- If you want to perform a **quick search** for courses in the catalog, follow these steps:
 - From the drop-down list at the top of any page, select **Catalog**.
 - Enter at least part of the course name or subject type you are looking for (like *Math*).
 - Select **Search**.
 - Continue with Step 3.
- If you want to perform a more **advanced search**, follow these steps:
 - Select the **Search** tab.
 - Select the **Catalog** menu item.
 - On the *Course Catalog* page, enter any of the following search criteria.

<i>Field</i>	<i>Description</i>
Course Code	If you know the Course Code, you can search for one particular course in the catalog.
Program	Specify whether you are looking for an <i>Undergraduate</i> or <i>Graduate</i> course, for example.
Curriculum	Specify whether you are looking for a course within a particular course of study (<i>Accounting, Anthropology, Business Law, Fine Arts</i> , and so on).
Subtype	Specify whether you are looking for a certain type of course (<i>Independent Study, Lab, Lecture</i> , and so on).

Credit Type	Specify whether you are looking for a <i>Credit, Non-Credit, or Continuing Education</i> course, for example.
Class Level	Specify whether you are looking for a course that is available at your level (<i>Freshman, Sophomore, Junior, Senior, Graduate, and so on</i>).
Department	Specify the academic department through which the course should be offered (<i>Accounting, Art, Biology, Business, and so on</i>).
College	Specify the College you are interested in (<i>Engineering, Liberal Arts, Nursing, and so on</i>).
Population	Specify whether you are looking for a course that is open to a particular group of students (<i>Day Students, Employees, Evening Students, Senior Citizens, Transfers, and so on</i>).
Nontraditional	If you are looking for a special course, specify the type (part of an <i>Accelerated Program, a Correspondence</i> course, and so on).

3. Review the list of courses which match your search criteria.

Select	To
Refine Search	Enter additional search criteria to narrow down the list of courses.
New Search	Search for a different type of course.
Course Code	Display more information about a course.
Find Course Sections	Search for available course sections for the course.

Registering for Traditional Courses

You can register for traditional courses within a specified academic period.

1. Select the **Register** tab.
2. Select the **Traditional Courses** menu item.
3. Select the **Period** for which you want to register.
 - If the status for the period is **OK to register**, select the **Period** and continue with the registration process.
 - If the status for the period is NOT **OK to register**, you are not authorized to register for this **Period** at this time. You can contact your advisor for more information.
4. Find the courses you want to take and add them to your cart. Refer to the instructions for *Finding Your Course Sections*.
5. Follow the instructions for *Verifying the List of Courses in Your Cart*.
6. See how your schedule looks. Refer to the instructions for *Checking Your Class Schedule*.
7. Pay for your courses. Refer to the instructions for *Registering for the Courses in Your Cart*.

Finding Your Course Sections

After you select the academic **Period** for which you want to register for courses, the system will check to see if Block Web Registration has been set up for that Period and your academic data.

- If **Block Web Registration** has been set up, the *Block Web Registration* page will appear, so you can register for groups of courses at one time. Continue with the instructions for *Choosing a Group of Courses*.
- If **Block Web Registration** has NOT been set up, continue with the instructions for *Choosing Individual Courses*.

Choosing Individual Courses

If the system does NOT display the *Block Web Registration* page after you select the **Period** for which you want to register for courses, follow these steps to choose your courses.

1. Select **Section Search**.

2. Enter your search criteria, and **Search** for the course sections you want to take.
3. View the list of course sections that match your criteria. If **too many course sections are listed**, get more specific:
 - Select **Refine Search**, or
 - Choose a specific *Period*, *Session*, *Department*, and so on from the dropdown lists at the top of the *Section Search Results* page.
4. Select the courses you want to take:
 - For any **open** course section you want to take, select **Add to Cart**.
 - For any **closed** course section you want to take, select **Add to Waitlist**.
5. Review the **Course Added** confirmation message that appears above the list of *Course Section Results*.
6. Continue searching for sections and adding the desired course sections to your schedule.
7. Continue the registration process by [Verifying the List of Courses in Your Cart](#).

Requesting Instructor Permission to Override Prerequisite

If you do not have the prerequisite for a course, you must ask the instructor for permission to take the course, **Request Permission** also appears for the course. You can request permission now or when you are viewing your cart.

1. Select **Request Permission**.
2. On the *Request Permission* window, view the list of prerequisites for the course,
3. In the **Comments** field, specify why you want to take this course.
4. Select **Send Request** to send your request to the instructor.

Once the instructor has evaluated your request, you will receive an email response. At that time you will need to return to your cart and complete the registration process for that course.

Verifying the List of Courses in Your Cart

1. After you add a course to your cart, you can choose to **View Cart**.
2. As necessary, update the list of courses in your cart:

<i>Select</i>	<i>To</i>
Add Section	Search for the course sections you want to add to your cart.

Remove	Remove a course that you no longer want to take.
Delete Session	Remove all the courses for the specified session.
Empty Cart	Remove all the courses for the specified year and term.

3. Select **View Schedule** to see how your schedule looks with the course sections that are in your cart (and those for which you are already registered or are on the waitlist).
4. When you are finished viewing your schedule, select **Close Window**.
5. When you are ready to register for the courses in your cart for an open registration period, select **Registration** (or **Register** on the *Cart* page).
6. Continue the registration process by [Registering for the Courses in Your Cart](#).

Checking Your Class Schedule

1. On the *Cart* page, select **View Schedule**.
2. View your schedule with the course sections that are in your cart (and those for which you are already registered or are on the waitlist).
3. When you are finished viewing your schedule, select **Close Window**.

Continue the registration process by [Registering for the Courses in Your Cart](#).

Registering for the Courses in Your Cart

1. Select **Registration** (or **Register** on the *Cart* page).
2. Select the academic **Period** for which you want to register. (You can only select a period for which the **Status** is **OK to register**.)
3. **Review** your **Schedule** to verify the course number, duration, session, number of credits, credit type, schedule, location, instructor, and status for each course.

Select	To
Course Number	Display more information about the course (registration type, fees, prerequisites, corequisites, available credit types, class size, status, and the student populations allowed to take the course).
Section Search	Choose another course.
Drop	Drop a course, for which you have already registered, if that course is allowed to be dropped.
Remove	Remove a course from your shopping cart.

View Schedule	Display your class schedule with the courses on the Registered Course list and in your Shopping Cart.
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- If the course list is correct, select **Next**.
- If the system was unable to register you for any of the courses, it will display messages above your shopping cart.

Message	Description
There are no seats available	After you added the course to your cart, other students registered for the course and the course became full. Remove the course from your cart. If your school uses waitlists, you can re-add the course to your cart and choose to Wait for a seat to open.
The course is only open to...	The course can only be taken by students who are in the specified Program, College, Department, Curriculum, Campus, and/or Class Level. Remove the course from your cart.

- On the *Finalize Registration* page, review the list of courses and the current **Status** for each course.

Status	Description
Registered	You are registered for the course.
Awaiting Advisor Approval	You have added the course to your schedule, but your registration in the course is still awaiting approval from your advisor.
Drop Request Denied	Your request to drop the registered course has been denied by your advisor.
Add Request Denied	Your request to add the course has been denied by your advisor.

- On the *Complete Registration* page, view your registration confirmation message.
- Select **View Schedule**. You may want to print this final schedule, so you have a printout to refer to as you walk around campus.

Viewing Your Class Information

From the **Classes** tab, you can view information about the courses on your schedule, access the Course Home Page for one of your registered courses, or display a list of your permission requests to take instructors' classes.

- [Viewing Your Class Schedule](#)
- [Accessing a Course Home Page](#)
- [Viewing Your Permission Requests](#)

Viewing Your Class Schedule

You can view a schedule of the classes for which you have registered, have been put on the waitlist, or have added to your shopping cart.

1. Select the **Classes** tab.
2. Select the **Schedule** menu item.
3. Select the **Student Schedule** option.
4. Specify whether you want to view your schedule in a **Text** list or on a calendar **Grid**.

	<i>Format</i>	<i>Description</i>
Text		The Text list displays ALL the course details, including the course title and instructor's name.
Grid		<p>The Grid shows your courses on a calendar for the week, so you can clearly see when each course meeting is scheduled. For each course meeting, the grid will display the course number, building name, and room number.</p> <ul style="list-style-type: none"> • If you are not taking any courses on Saturday or Sunday, select Hide Weekend to remove the Saturday and Sunday columns from the grid. • To view the details for ONE day, select that day of the week. For example, to view your course schedule for <i>Wednesday</i>, you would select Wednesday on the calendar grid.

5. Choose the time **Period** for the schedule you want to view.
6. Specify which courses you want to include in your schedule.
 - **Courses in your shopping Cart**
 - **Waitlisted Courses**
 - **Continuing Education** courses with a start date or end date in the future
7. Select **Submit**.

8. If you are viewing your schedule in a **Text** list, the system will display different information for the various types of courses on your schedule:

<i>For</i>	<i>The Schedule Will List</i>
Registered Courses	<p>Course title, instructor's name, number of credits, duration, schedule, and location</p> <p>A summary of the total number of registered courses and credits will also be displayed, along with your program, advisor, class level, and full- or part-time status.</p>
Waitlisted, Pending, or Holding Courses (optional)	<p>Course title, instructor's name, number of credits, duration, schedule, location, and Instructor Permission Status (if the course has a pre-requisite of instructor permission).</p>
<i>For</i>	<i>The Schedule Will List</i>
Courses in Shopping Cart (optional)	<p>Course title, instructor's name, number of credits, duration, schedule, location, and Instructor Permission Status (if the course has a pre-requisite of instructor permission).</p>
Continuing Education Courses (optional)	<p>Course information for a week. If the Continuing Education course varies by week, it will not be displayed on the grid.</p>

9. To find out more information about a course, select the course title.
10. If a *Course Home Page* has been created for one of your registered courses, you can access it when you are viewing your schedule in a text list. [Accessing a Course Home Page](#).

Viewing Your Grades and Transcript

From the **Grades** tab, you can view your grade report or your unofficial transcript, or request your transcript.

- [Viewing Your Grade Report](#)
- [Viewing Your Unofficial Transcript](#)
- [Requesting Your Transcript](#)

Viewing Your Grade Report

You can display your grades for a specified year and term.

1. Select the **Grades** tab.
2. Select the **Grade Report** menu item.
3. Select the academic **Period** for which you want to view your grades.
4. Select **Submit**.
5. View your grades for the specified academic period.

<i>Column</i>	<i>Description</i>
Session	The session in which you took the course.
Course	The course code and type.
Name	The course title. To view your activity grades for a course, select the Name of the course. For more details about your activity grades, refer to Viewing Your Activity Grades .
Credits	The number of credits you earned for completing the course.
Quality Points	The number of quality points you earned for completing the course. Quality points are used for calculating your Grade Point Average.
Midterm Grade	If your school uses midterm grading, this column will appear with your midterm grade.

Projected Grade If you have received a grade for at least one course activity, the system can calculate the final grade you are projected to earn for the course.

- ALL GRADED activities will be used to calculate your projected grade for a course. No activities are dropped.
- The system will display your projected **Score** for the course and the corresponding letter **Grade**.
- Your grades for any completed **Extra Credit** activities will be **added to** your calculated grade for the **required** course activities. If your grades for **extra credit** activities are entered **before** your grades for required activities, your projected grade may be higher than expected until all your activity grades are entered.
- Your projected grade will be listed UNTIL your final grade is submitted for the course.

Final Grade Your final grade for the course.

Comments Select **View** to display any comments that your instructor may have entered about your grade.

6. View your credits, GPA, and awards:

	<i>Field</i>	<i>Description</i>
Credits	Attempted	The number of credits for all the courses you have taken at this school.
	Earned	The number of credits you have earned by completing courses with passing grades.
GPA	Term	Your Grade Point Average for the specified term.
	Overall	Your Grade Point Average for all the courses you have completed at this school.

<i>Field</i>	<i>Description</i>
Awards	
Term	The number of awards you have received during the specified term.
Overall	The number of awards you have received while attending this school.

- If you want to print out your grade report, follow these steps:
 - Select **Print Report**.
 - Select **Print**.
 - Specify your printer options.

Viewing Your Unofficial Transcript

You can display your complete academic history at this school.

- Select the **Grades** tab.
- Select the **Unofficial Transcript** menu item.
- View your unofficial transcript, which is sorted by academic year and term, and includes:
 - A list of degrees you have been awarded.
 - A list of the honors and GPAs you have earned at other schools.
 - Your coursework, grades, and credits for each term you have attended this school. If you have repeated a course, the **Grade** will appear within brackets.
 - Depending on the school's current settings, your grades may be converted to a standard grade scale that can be used to compare grades at other institutions, and displayed on your transcript as **Alternate Grades**.
- If you want to print out a copy of your unofficial transcript, follow these steps:
 - Select **Print Transcript**.
 - Select **Print**.
 - Specify your printer options.

If you have completed your undergraduate coursework and have registered for graduate courses, a second transcript will appear after the first one.

Requesting Your Official Transcript

You can request that one or more copies of your transcript be sent to a specified person or organization.

1. Select the **Grades** tab.
2. Select the **Request Transcript** menu item.
3. Specify where you want us to send your transcript.

<i>Field</i>	<i>Description</i>
Name of Recipient	Specify the name of the person or organization to whom you want us to send your transcript.
House Number	The number that identifies the recipient's building location.
Address Line 1, 2, 3, 4	Enter the first line of the recipient's address on Address Line 1. Then, as needed, use the other address lines.
City	Specify the city in which the recipient is located.
State/Province	Specify the state or province in which the recipient is located.
Postal Code	Specify the zip or postal code for the recipient's location.
Country	Specify the country in which the recipient is located.
Number of Copies	Specify the number of copies of your transcript that you need us to send to the recipient.
Reason for Request	Specify why you need to send your transcript to the recipient. If you do not want us to process your transcript request now, also tell us when you want it sent. For example, you may want to wait until after graduation.

4. Select **Submit Request**.
5. Review the list of transcript requests.
6. Take note of the **Grand Total** to be paid for all the transcripts you have requested.
7. Follow the appropriate steps.

<i>To</i>	<i>Follow These Steps</i>
Complete your Transaction	<p>If you do not need to submit any other transcript requests, and you are ready to complete your transaction, follow these steps.</p> <ol style="list-style-type: none"> 1. If on-line payment is not required and you are not ready to make a payment now, select the Bill Me Later checkbox. 2. Select Continue. <ul style="list-style-type: none"> • If you selected Bill Me Later, the system will display a message to let you know that you will be sent a bill and an e-mail with the transaction details. • If you are paying with a credit card, continue with step 3. 3. When the payment vendor site is accessed, log in (if required). 4. Enter your credit card information and submit your payment. 5. When the <i>Payment Successfully Processed</i> page appears, select Close to return to the <i>Request Transcript</i> page.
Request More Transcripts	<p>If you need to enter another transcript request, follow these steps.</p> <ol style="list-style-type: none"> 1. Select Add More.... 2. Enter the information for your next transcript request.
Cancel your Transcript Requests	<p>If you decide NOT to submit any of the transcript requests currently listed on the page, select Cancel Transaction.</p>

Viewing Your Financial Information

From the Finances tab, you can choose to view your account balance and financial aid details.

- [Viewing Your Account Balance](#)
- [Making a Payment](#)
- [Viewing Your Billing Statement](#)
- [Viewing Your Financial Aid Details](#)

Viewing Your Account Balance

The *Balance* page provides an option to view details of your charges and credits for a specified period, along with a subtotal for any balance from other periods and the amount of financial aid anticipated.

1. Select the **Finances** tab.
2. Select the **Balance** menu item.
3. Choose the time **Period**.
 - Select a **Period** to display your account balance for a specified period, or
 - Select **All** to display your entire balance history.
4. Choose how much information you want to **View**.

<i>Select This View</i>	<i>To Display</i>
Detail by Charges and Credits	A list of the charges and credits recorded for the specified Period . If any taxes or Estimated Late Fees have been recorded, they will also be listed.
Detail by Summary Type	A list of all the transactions and the total amount recorded for each summary type. If any taxes or Estimated Late Fees have been recorded, they will also be listed.
Balance Summary	The total amounts for each summary type (for example, <i>tuition, student fees</i>).

5. Select **Change**.
6. View your balance.

Viewing Your Financial Information
Making a Payment

7. If the **Make a Payment** section is displayed under the **Options** section at the left, you can make a credit card payment toward your account balance.
 - Select the period you want to **Apply Payment To**.
 - Specify the **Amount** you want to charge to your credit card.
 - Select **Make a Payment**.
 - When the payment vendor site is accessed, log in (if required).
 - Enter your credit card information and submit your payment.
 - When the *Payment Successfully Processed* page appears, select **Close** to return to the *Balance* page.

Making a Payment

When you are viewing your account balance, you may be able to make a payment toward your account.

1. Select the **Finances** tab.
2. Select the **Balance** menu item.
3. View your balance.
4. Under the **Options** section at the left, locate the **Make a Payment** section.

Note: If the **Make a Payment** section is not displayed, you cannot make a credit card payment toward your account balance at this time.

5. Select the period you want to **Apply Payment To**.
6. Specify the **Amount** you want to charge to your credit card.
7. Select **Make a Payment**.
8. When the payment vendor site is accessed, log in (if required).
9. Enter your credit card information and submit your payment.
10. When the *Payment Successfully Processed* page appears, select **Close** to return to the *Balance* page.

Viewing Your Billing Statement

You can view any of the billing statements the bursar has chosen to publish.

1. Select the **Finances** tab.
2. Select the **Statement** menu item.
3. Choose the **Statement** you want to display.

Viewing Your Financial Aid Details

4. Select **View**.
5. Review your statement, which may include any of the following information.

<i>Statement Section</i>	<i>Description</i>
Charges	A list of the expenses you have incurred, including tuition and fees.
Credits	A list of the payments that have been applied to your balance, including loans and grants.
Anticipated Aid	A list of the financial aid amounts that we expect you to receive.
Payment Plan Information	If you have signed up for a payment installment plan, your payment due dates and amounts will be listed.

6. If you are ready to pay your balance, print your statement.
 - At the top of the Web Browser window, select **File**.
 - Select **Print....**
 - Select the **Printer** to be used to print your statement.
 - Select **Print**.
7. At the bottom of your statement, complete the payment form.
8. Detach the payment form from the bottom of your statement.
9. Mail the payment form to the school address listed on the form.

Viewing Your Financial Aid Details

You can display your financial aid details (necessary documents, packaging information, your loans, awards by academic year, and award messages).

1. Select the **Finances** tab.
2. Select the **Financial Aid** menu item.
3. Choose the financial aid award **Period**.
4. Select **Submit** to display the information.