

# *Fayetteville Technical Community College*

## **NEW STUDENTS**

### **A GUIDE TO SELF-SERVICE**

This instructional guide will help you navigate the steps to access your student self-service, recover your username & password, contact your academic advisor, register for classes, print your schedule, and more.



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## What is Student Self-Service?

Fayetteville Technical Community College offers an online self-service connection for students to review and plan their program of study. Student planning is a roadmap for students to track their progress from program approval to program completion.

Student Planning allows students direct contact with their Academic Advisors. Advisors are there to guide the student through their degree program from start to finish. They will help the student choose the appropriate classes to take and assist with any questions you have regarding your degree or the classes.

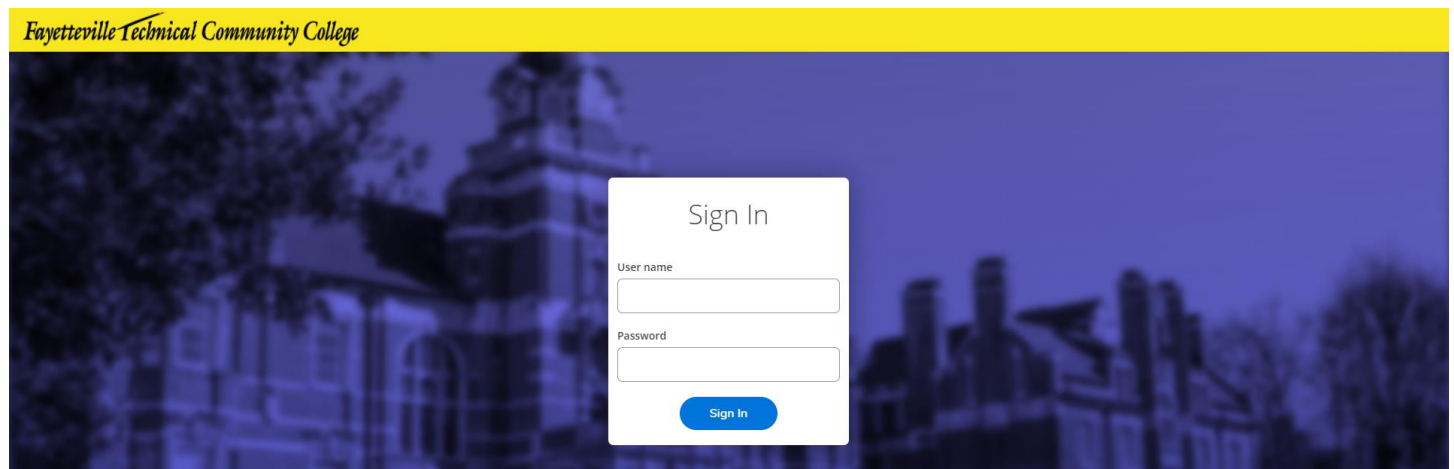
## How to Login to Self-Service

As a new student, in order to access Self-Service, you must first register for the Self-Service Password Reset (SSPR) here:

<https://www.faytechcc.edu/mis/self-service-password-reset/>

After you have completed the SSPR and reset your password, you can then login to Self-Service.

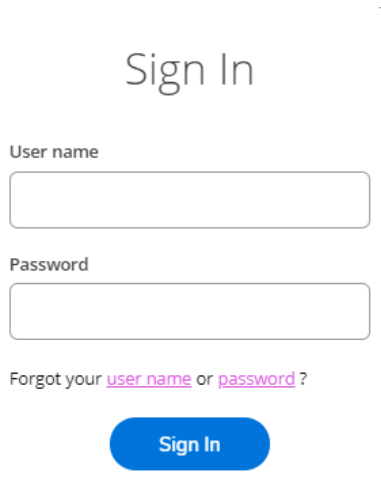
1. Go to [Self-Service](#)
2. Login using your User Name & Password



## How to Get My User Name?


Generally, every student receives a letter in the mail with instructions on how to login to Self-Service and is provided with their User Name. If you have not received your letter you can look up your User Name using the following steps:

1. Go to [Self-Service](#)
2. Click on **Forgot your User Name**



A sign-in form with the title "Sign In" at the top. Below the title are two input fields: "User name" and "Password". Below the "Password" field is a link that says "Forgot your [user name](#) or [password](#) ?". At the bottom of the form is a blue button labeled "Sign In".

3. Complete the form and hit submit  
**Remember - you must enter in an email we have on file, the most common one to use would be your student email account** (ex. [Doej0000@student.faytechcc.edu](mailto:Doej0000@student.faytechcc.edu))



Enter the following information. If your account can be identified, an email will be sent with your user name information.

First Name

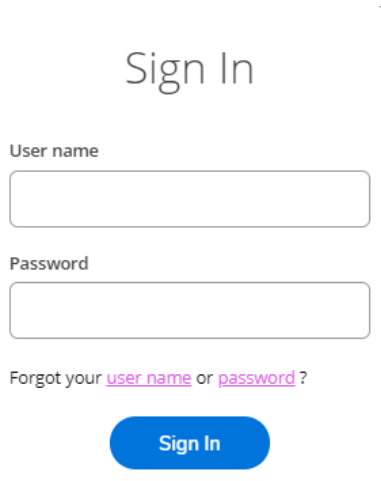
Last Name \*

Email Address \*

Submit

## How to Reset My Password?

1. Go to [Self-Service](#)
2. Click on **Forgot your password**



Sign In

User name

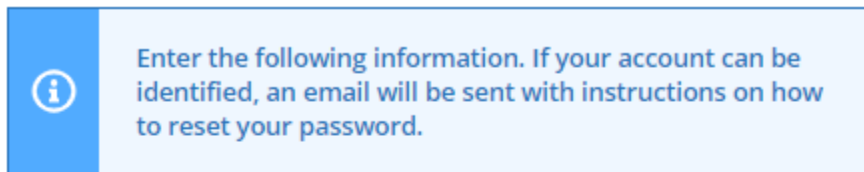
Password


Forgot your [user name](#) or [password](#) ?

Sign In

3. Enter in your User Name and Email Address

**Remember - you must enter in an email we have on file, the most common one to use would be your student email account** (ex. [Doej0000@student.faytechcc.edu](mailto:Doej0000@student.faytechcc.edu))



 Enter the following information. If your account can be identified, an email will be sent with instructions on how to reset your password.









User Name \*

Email Address \*

Submit

## How to Contact My Academic Advisor


1. Login to [Self-Service](#)
2. Click on **Student Planning**


 <b>Student Finance</b> Here you can view your latest statement and make a payment online.	 <b>Financial Aid</b> Here you can access financial aid data, forms, etc.
 <b>Tax Information</b> Here you can change your consent for e-delivery of tax information.	 <b>Employee</b> Here you can view your tax form consents, earnings statements, banking information, timecards and leave balances.
 <b>Student Planning</b> Here you can search for courses, plan your terms, and schedule & register your course sections.	 <b>Course Catalog</b> Here you can view and search the course catalog.
 <b>Grades</b> Here you can view your grades by term.	 <b>Graduation Overview</b> Here you can view and submit a graduation application.

3. Click on **Go to Plan & Schedule**

Steps to Getting Started

There are many options to help you plan your courses and earn your degree. Here are 2 steps to get you started:

**1**  
**View Your Progress**  
Start by going to My Progress to see your academic progress in your degree and search for courses.  
[Go to My Progress](#)

**2**  
**Plan your Degree & Register for Classes**  
Next, take a look at your plan to see what you've accomplished and register your remaining classes toward your degree.  
[Go to Plan & Schedule](#)

4. Click on **Advising Tab**

Schedule Timeline Advising Petitions & Waivers

< Summer 2021 >


[Filter Sections](#) [Save to iCal](#) [Print](#)


[Register Now](#)

Planned: 0 Credits Enrolled: 3 Credits Waitlisted: 0 Credits

On this screen you will see your Advisor's Name and contact information

My Advisors

 Bodden, Carlos G. (Program)

 Crouch, Bryan A. (Program)

[Request Review](#)

Compose a Note

[Save Note](#)

Last review requested on 3/24/2020  
Course Plan last reviewed on 5/11/2020 by Marsh, Christopher C.

To contact your advisor, click on their name to open an E-Mail Correspondence.

- Please be aware that the “compose a note” section does not notify your advisor
- For the quickest response, please email your advisor
- If you are having issues contacting your advisor you can reach out to registration and records for assistance: [registrar@faytechcc.edu](mailto:registrar@faytechcc.edu)

# How to Register for Classes

- 1. Login to [Self-Service](#)
- 2. Select **Student Planning**

Hello, Welcome to Colleague Self-Service!

Choose a category to get started.

**Student Finance**  
Here you can view your latest statement and make a payment online.

**Financial Aid**  
Here you can access financial aid data, forms, etc.

**Tax Information**  
Here you can change your consent for e-delivery of tax information.

**Employee**  
Here you can view your tax form consents, earnings statements, banking information, timecards and leave balances.

**Student Planning**  
Here you can search for courses, plan your terms, and schedule & register your course sections.

**Course Catalog**  
Here you can view and search the course catalog.

**Grades**  
Here you can view your grades by term.

**Graduation Overview**  
Here you can view and submit a graduation application.

- 3. Select **Go to Plan & Schedule**

Steps to Getting Started

There are many options to help you plan your courses and earn your degree. Here are 2 steps to get you started:

1

**View Your Progress**  
Start by going to My Progress to see your academic progress in your degree and search for courses.  
[Go to My Progress](#)

2

**Plan your Degree & Register for Classes**  
Next, take a look at your plan to see what you've accomplished and register your remaining classes toward your degree.  
[Go to Plan & Schedule](#)

- 4. Enter the course title and number in the search bar (example ENG-111)

Plan your Degree and Schedule your courses

Schedule

Timeline

Advising

Petitions & Waivers

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Summer 2021

Register Now

FTCC

Registration & Records

Revised Aug 2023

5. In the Filter Results toolbar, under **Terms**, make sure the correct term is selected

Filter Results

Hide

Availability

☐ Open and Waitlisted Sections
 ☐ Open Sections Only

Subjects

☐ Eng-English (2)

Locations

☐ Main Campus (1)
 ☐ Online (1)

Terms

☐ Fall 2021 (1)
 ☐ Spring 2021 (1)
 ☐ Summer 2021 (1)

6. Select **View Available Sections for**

ENG-112 Writing/Research in the Disc (3 Credits)

Add Course to Plan

This course, the second in a series of two, introduces research techniques, documentation styles, and writing strategies. Emphasis is placed on analyzing information and ideas and incorporating research findings into documented writing and research projects. Upon completion, students should be able to evaluate and synthesize information from primary and secondary sources using documentation appropriate to various disciplines.

**Requisites:**  
Take ENG-111 - Must be completed prior to taking this course.

[View Available Sections for ENG-112](#)

7. Scroll through the available sections and find the class you want to register for. Take note of the Seats available, Times, Locations, and Instructors.

Spring 2021

<a href="#">ENG-111-0009</a> <div>Add Section to Schedule</div>			
Writing and Inquiry			
Seats	Times	Locations	Instructors
6	W 11:00 AM - 12:50 PM 1/11/2021 - 5/12/2021	Main Campus, Virtual College Center 219 Classroom Hours	Benenhaley, A
	TBD 1/11/2021 - 5/12/2021	Main Campus, Distance Education Virtual Rm. INET Classroom Hours	Benenhaley, A
<a href="#">ENG-111-0010</a> <div>Add Section to Schedule</div>			
Writing and Inquiry			
Seats	Times	Locations	Instructors
8	T 11:00 AM - 12:50 PM 1/11/2021 - 5/12/2021	Main Campus, Virtual College Center 219 Classroom Hours	Chapa, D
	TBD 1/11/2021 - 5/12/2021	Main Campus, Distance Education Virtual Rm. INET Classroom Hours	Chapa, D



8. Once you have determined which section you'd like to take, select **Add Section to Schedule**

<b>ENG-112-1901</b> Writing/Research in the Disc Runs from 5/24/2021 - 7/20/2021				<a href="#">Add Section to Schedule</a>
Waitlisted	Times	Locations	Instructors	
0	M/T/W/Th/F/Sa/Su TBD 5/24/2021 - 7/20/2021	Online, Distance Education Virtual Rm. INET Classroom Hours	Zahran, S	

<b>ENG-112-1902</b> Writing/Research in the Disc Runs from 5/24/2021 - 7/20/2021				<a href="#">Add Section to Schedule</a>
Seats	Times	Locations	Instructors	
3	M/T/W/Th/F/Sa/Su TBD 5/24/2021 - 7/20/2021	Online, Distance Education Virtual Rm. INET Classroom Hours	Zahran, S	

9. Take note of requisites for the course and that you do meet those requirements, then select **Add Section**

Section Details

**ENG-111-0009 Writing and Inquiry**  
Spring 2021

**Instructors** Benenhaley, A ([benenhaa@faytechcc.edu](mailto:benenhaa@faytechcc.edu))

**Meeting Information** W 11:00 AM 12:50 PM  
1/11/2021 - 5/12/2021  
Main Campus, Virtual College Center 219 (Classroom Hours)  
1/11/2021 - 5/12/2021  
Main Campus, Distance Education Virtual Rm. INET (Classroom Hours)


**Dates** 1/11/2021 - 5/12/2021


**Seats Available** 6 of 18 Total

**Credits** 3

**Grading** Graded

**Requisites**

 Take One Set: Set 1: DRE-097 Set 2: ENG-002 Set 3: BSP-4002 - Must be completed prior to taking this course.

 Take ENG-011 - Must be taken either prior to or at the same time as this course.

**Course Description** This course is designed to develop the ability to produce clear writing in a variety of genres and formats using a recursive process. Emphasis includes inquiry, analysis, effective use of rhetorical strategies, thesis development, audience awareness, and revision. Upon completion, students should be able to produce

Close [Add Section](#)

10. If the class has a waitlist you will see this warning. You can either look for a section with available seats or add yourself to the waitlist.


### Section Details

**PSY-150-1901 General Psychology**  
Summer 2021

**Instructors** Greenlee, M ([greenlem@faytechcc.edu](mailto:greenlem@faytechcc.edu))

**Meeting Information** M, T, W, Th, F, Sa, Su  
5/24/2021 - 7/20/2021  
Online, Distance Education Virtual Rm. INET (Classroom Hours)

**Dates** 5/24/2021 - 7/20/2021

 **This section has a waitlist.**


**Seats Available** 0 of 30 Total

**Waitlisted** 0

**Credits** 3

**Grading** Graded ▼

#### Requisites

 **Take 1 group; #Take DRE-097(S23642); #Take ENG-002; From rule RMINP1; - Must be completed prior to taking this course.**

**Course Description** This course provides an overview of the scientific study of human behavior. Topics include history, methodology, biopsychology, sensation, perception, learning, motivation, cognition, abnormal behavior, personality theory, social...

Close

Add Section

11. Once you have added the section, it will be placed as “planned” on your schedule  
12. Return to Plan & Schedule to fully register

Search for Courses and Course Sections

Search for courses...

[Back to Plan & Schedule](#)

#### Filter Results

Hide

##### Availability

- ☐ Open and Waitlisted Sections  
☐ Open Sections Only

##### Subjects

- ☐ Art-Art (1)

##### Locations

- ☐ Main Campus (1)  
☐ Online (1)

##### Terms

- ☐ Fall 2021 (1)  
☐ Spring 2021 (1)  
☐ Summer 2021 (1)

Filters Applied: None

#### ART-111 Art Appreciation (3 Credits)

This course introduces the origins and historical development of art. Emphasis is placed on the relationship of design principles to various art forms including but not limited to sculpture, painting, and architecture. Upon completion, students should be able to identify and analyze a variety of artistic styles, periods, and media.

Add Course to Plan



This course is planned.

Requisites:

None

[View Available Sections for ART-111](#)

Page 1 of 1

# Select Register Now

Schedule

Timeline

Advising

Petitions & Waivers

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Summer 2021

Register Now

Filter Sections







Save to iCal

Print


Planned: 0 Credits   Enrolled: 3 Credits   Waitlisted: 0 Credits


# How to Drop a Class


1. Login to [Self-Service](#)
2. Select **Student Planning**





Hello, Welcome to Colleague Self-Service!  
Choose a category to get started.


**Student Finance**  
Here you can view your latest statement and make a payment online.


**Tax Information**  
Here you can change your consent for e-delivery of tax information.


**Student Planning**  
Here you can search for courses, plan your terms, and schedule & register your course sections.

**Grades**  
Here you can view your grades by term.

**Financial Aid**  
Here you can access financial aid data, forms, etc.

**Employee**  
Here you can view your tax form consents, earnings statements, banking information, timecards and leave balances.

**Course Catalog**  
Here you can view and search the course catalog.


**Graduation Overview**  
Here you can view and submit a graduation application.

3. Select **Go to Plan & Schedule**


Steps to Getting Started

There are many options to help you plan your courses and earn your degree. Here are 2 steps to get you started:

1

**View Your Progress**  
Start by going to My Progress to see your academic progress in your degree and search for courses.  
[Go to My Progress](#)

2

**Plan your Degree & Register for Classes**  
Next, take a look at your plan to see what you've accomplished and register your remaining classes toward your degree.  
[Go to Plan & Schedule](#)

4. Click the Drop button on the class you want to drop

**\*\*Remember, you can only drop a class on or before the census date (10% point) of the class.**

- Students who drop before the start date will receive a 100% refund
- Students who drop from the 1<sup>st</sup> day of classes – Census Date receive a 75% refund

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Summer 2021

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Filter Sections

Save to iCal

Print

[ENG-111-1F01: Writing and Inquiry](#)

✓ Registered, but not started

Credits: 3 Credits  
Grading: Graded  
Instructor: Grundy, L  
5/24/2021 to 7/20/2021

Meeting Information

Drop

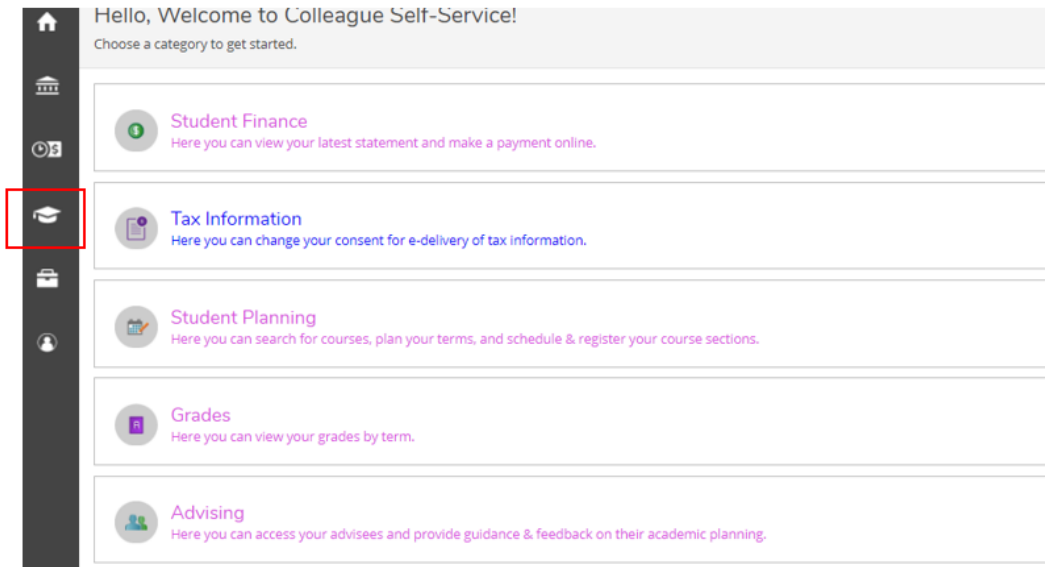
View other sections

	Sun	Mor
8am		
9am		
10am		
11am		
12pm		
1pm		
2pm		
3pm		

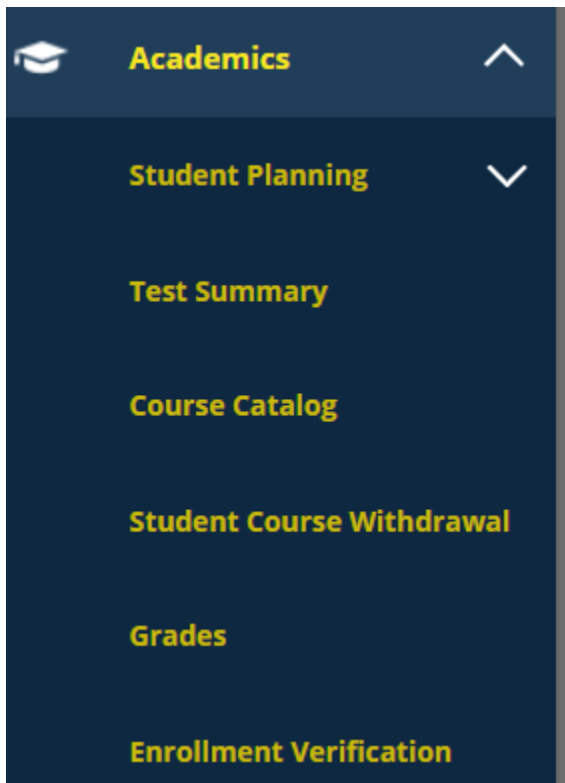
## How to Withdraw from a Class

**\*\*Remember, Students who withdrawal from a class are still responsible for the full cost of the class. The class will not be counted towards the student's GPA, but will still show up on the transcript with a W grade.**


1. Login to [Self-Service](#)
2. Click on the Academics hat in the left tool bar



3. Select Student Course Withdrawal



4. Login using your Username & Password



Log in

Username

Password

Login

5. Select the button beside the class you want to withdraw from
6. Use the drop-down box to enter in your reason for withdrawal
7. Enter in your last date of attendance
8. Check the “I Agree that the information above is correct and consent to be withdrawn from the section listed for the current term.”
9. Select Submit



Logout

## Student course withdrawal Sections

Current Term: 2019SU

5/28/2019 - 7/23/2019

Section name	Section title	Credits	Instructor
<input type="radio"/> CSC-153-0001	C# Programming	3.00	Charles Bryan
<input type="radio"/> CTS-285-0001	Systems Analysis & Design	3.00	Anthony Cameron

Reason

Last date of attendance









☐ I Agree that the information above is correct and consent to be withdrawn from the section listed for the current term.

Submit

## How to Pay for Classes?


1. Login to [Self-Service](#)
2. Click on **Student Finance**

Welcome to Colleague Self-Service!  
Choose a category to get started.

 <b>Student Finance</b> Here you can view your latest statement and make a payment online.	 <b>Financial Aid</b> Here you can access financial aid data, forms, etc.
 <b>Tax Information</b> Here you can change your consent for e-delivery of tax information.	 <b>Employee</b> Here you can view your tax form consents, earnings statements, banking information, timescards and leave balances.
 <b>Student Planning</b> Here you can search for courses, plan your terms, and schedule & register your course sections.	 <b>Course Catalog</b> Here you can view and search the course catalog.
 <b>Grades</b> Here you can view your grades by term.	 <b>Graduation Overview</b> Here you can view and submit a graduation application.

Here you will see your Account Summary

Click on **Make a Payment**

Account Summary		
View a summary of your account		
Account Overview		
Amount Overdue	\$0.00	
Total Amount Due	\$0.00	 <a href="#">Make a Payment</a>
Total Account Balance	\$0.00	<a href="#">Account Activity</a>
<a href="#">Fall 2020CE3</a>	\$0.00	
<a href="#">Spring 2020</a>	\$0.00	



# How to Print My Schedule

1. Login to [Self-Service](#)
2. Select **Student Planning**

Hello, Welcome to Colleague Self-Service!  
Choose a category to get started.

**Student Finance**  
Here you can view your latest statement and make a payment online.

**Financial Aid**  
Here you can access financial aid data, forms, etc.

**Tax Information**  
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Here you can search for courses, plan your terms, and schedule & register your course sections.

**Course Catalog**  
Here you can view and search the course catalog.

**Grades**  
Here you can view your grades by term.

**Graduation Overview**  
Here you can view and submit a graduation application.

3. Select **Go to Plan & Schedule**

Steps to Getting Started

There are many options to help you plan your courses and earn your degree. Here are 2 steps to get you started:

**1**  
**View Your Progress**  
Start by going to My Progress to see your academic progress in your degree and search for courses.  
[Go to My Progress](#)

**2**  
**Plan your Degree & Register for Classes**  
Next, take a look at your plan to see what you've accomplished and register your remaining classes toward your degree.  
[Go to Plan & Schedule](#)

4. Select **Print**

Summer 2021

Planned: 0 Credits Enrolled: 3 Credits Waitlisted: 0 Credits

**ENG-111-1F01: Writing and Inquiry**  
✓ Registered, but not started  
Credits: 3 Credits  
Grading: Graded  
Instructor: Grundy, L  
5/24/2021 to 7/20/2021  
Meeting Information  
Drop  
View other sections

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
8am							
9am							
10am							
11am							
12pm							
1pm							
2pm							
3pm							

Summer 2021

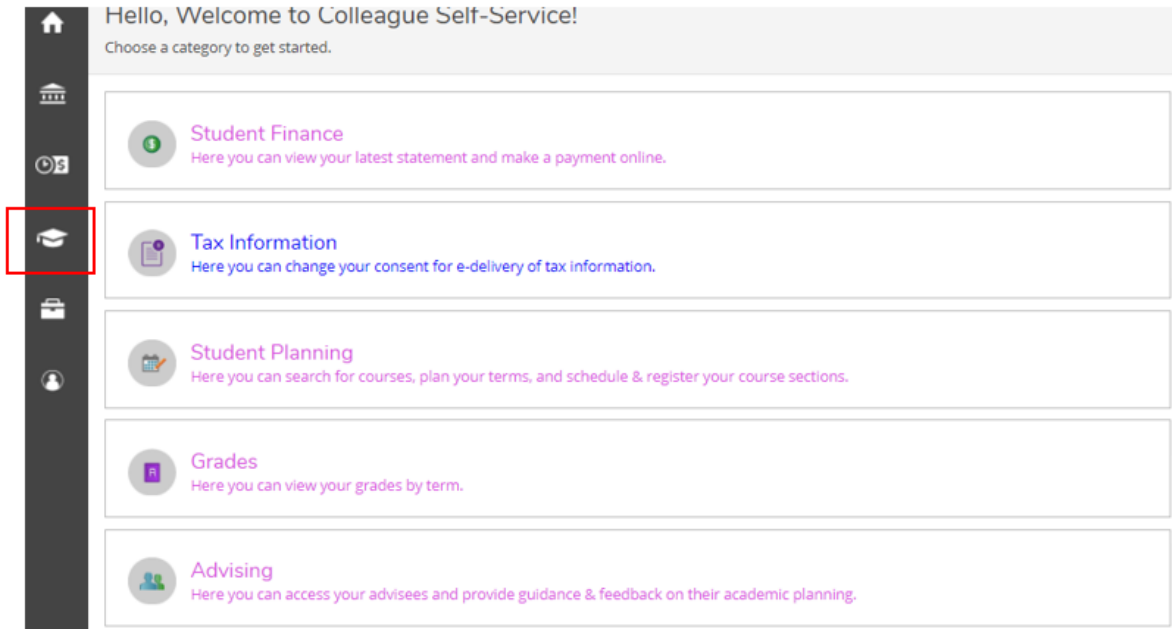
Planned: 0 Credits Enrolled: 3 Credits Waitlisted: 0 Credits

Schedule Details

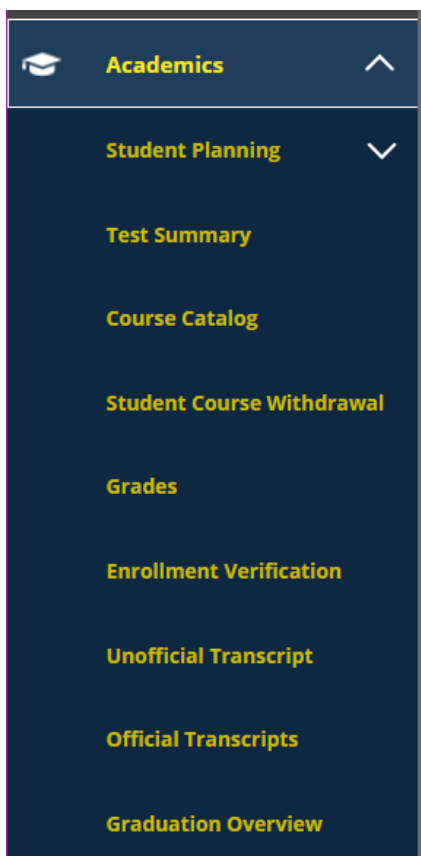
Status	Course Title	Time	Location	Instructor
Registered, but not started	ENG-111-1F01: Writing and Inquiry	MTWThFSaSu TBD 5/24/2021 - 7/20/2021	Distance Education Virtual Rm., INET	Grundy, L

## How to Get an Enrollment Verification

1. Login to [Self-Service](#)
2. Click on the **Academics hat** in the left tool bar

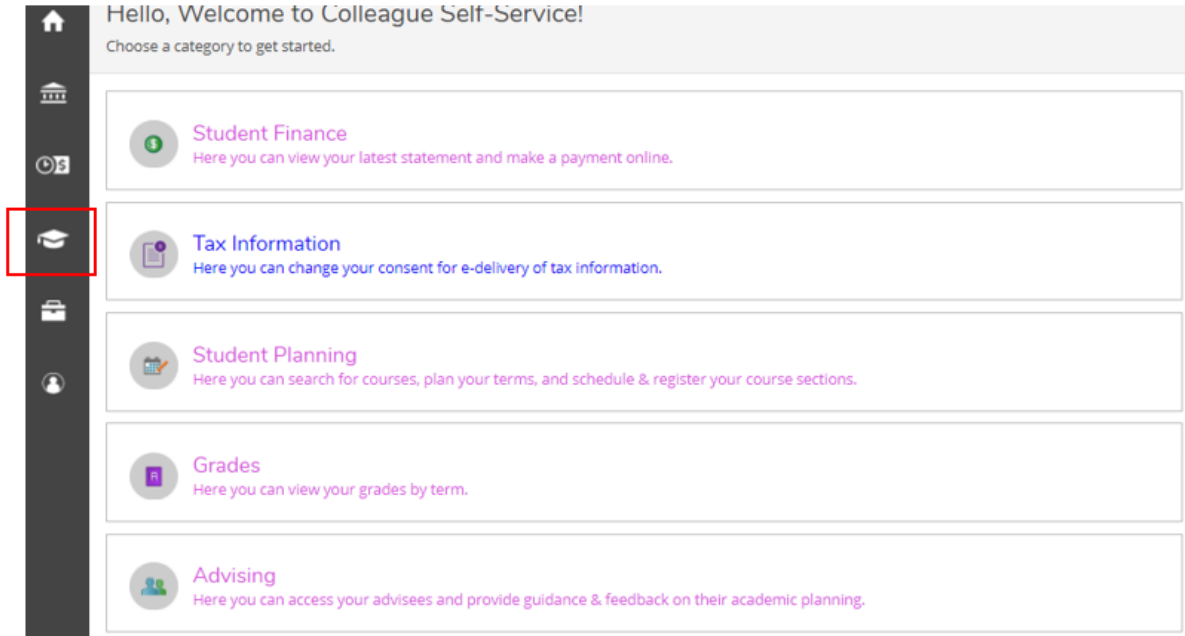


3. Select **Enrollment Verification**

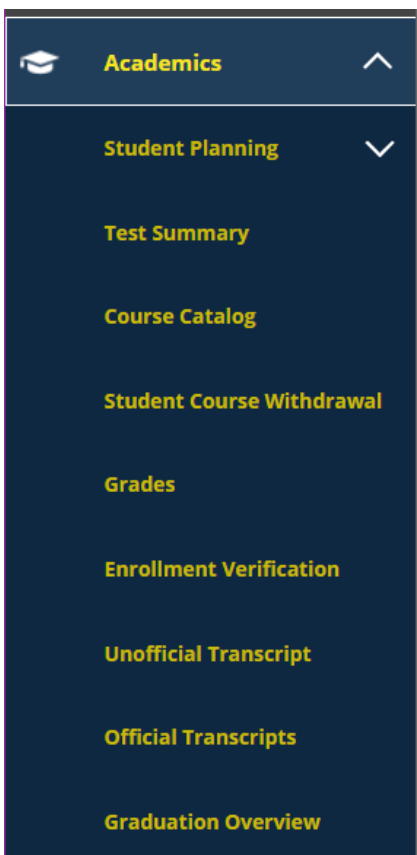


## How to Get an Unofficial Transcript

1. Login to [Self-Service](#)
2. Click on the **Academics hat** in the left tool bar

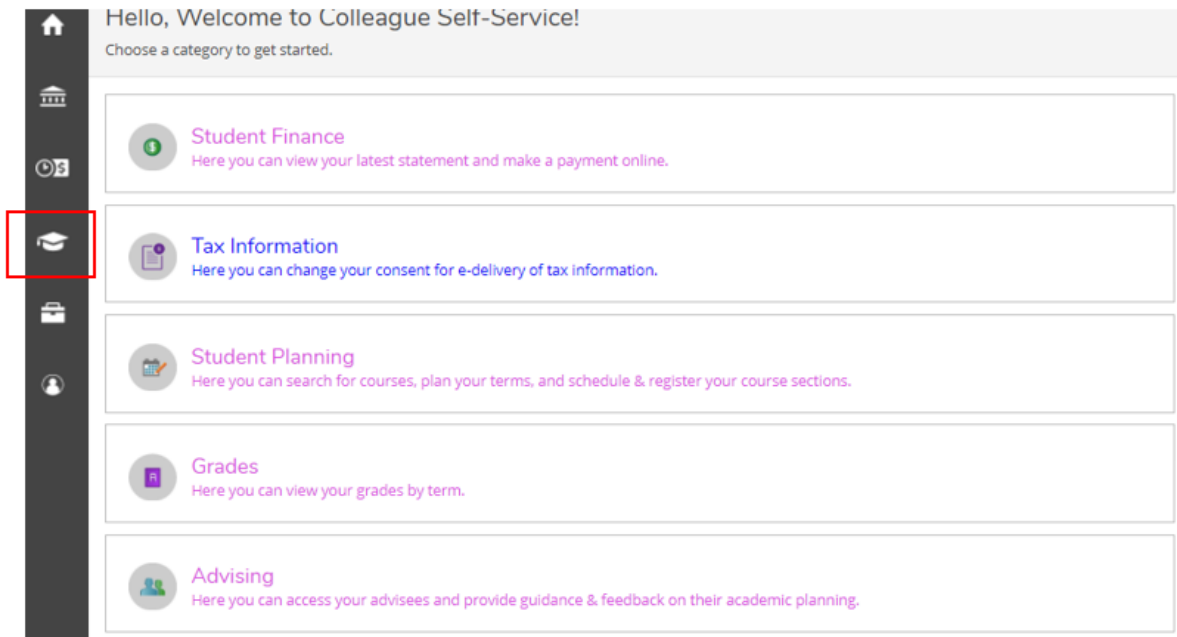


3. Select **Unofficial Transcript**

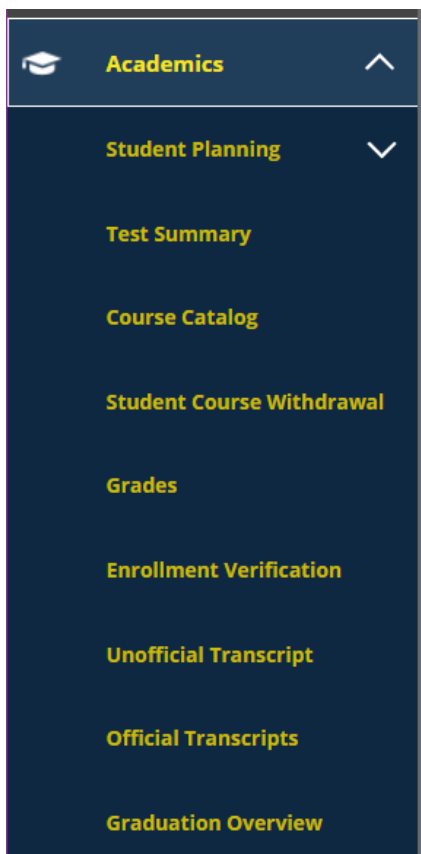


## How to Get an Official Transcript

1. Login to [Self-Service](#)
2. Click on the **Academics hat** in the left tool bar



3. Select **Official Transcript** – you will be redirected to the National Student Clearing House Transcript Ordering Center.



System Messages

Important Information: There may be delays or disruptions processing transcript requests by institutions closed due to the Coronavirus. Please check the school's website for closure information.

Important Information: MAIL ALERT: Due to the evolving pandemic, there are notable delays in US and International mail delivery. There are also some international jurisdictions where mail cannot be delivered. Please visit <https://about.usps.com/newsroom/service-alerts/international/welcome.htm> for updates. We recommend selecting electronic delivery if offered by your school.

Order a Transcript

Enter the school you want to request your transcript from

[Advanced Keyword Search](#)


CONTINUE


# How to Apply for Graduation


- 1. Login to [Self-Service](#)
- 2. Select **Graduation Overview**


Hello, Welcome to Colleague Self-Service!


Choose a category to get started.


**Student Finance**  
Here you can view your latest statement and make a payment online.


**Financial Aid**  
Here you can access financial aid data, forms, etc.


**Tax Information**  
Here you can change your consent for e-delivery of tax information.

**Employee**  
Here you can view your tax form consents, earnings statements, banking information, timecards and leave balances.

**Student Planning**  
Here you can search for courses, plan your terms, and schedule & register your course sections.

**Course Catalog**  
Here you can view and search the course catalog.

**Grades**  
Here you can view your grades by term.

**Graduation Overview**  
Here you can view and submit a graduation application.

- 3. Find the program you want and select **Apply**

Graduation Application

Please click on one of the apply links below to apply for graduation. For more information about our graduation and commencement process please visit [Commencement Information](#)

[Review My Academic Progress](#)

Program of Study	Major	Application Status
Associate in General Education	Associate in General Education	<a href="#">Apply</a>
Information Technology/Network Administration	Information Technology	<a href="#">Apply</a>

- 4. Complete the graduation application form
- 5. Select proceed to payment
- 6. Make the \$25 payment online

# For Additional Assistance



**Registrar's Office**  
Tony Rand Student Center (TRSC)  
Room 124, 2201 Hull Road  
Fayetteville, NC 28303



**Phone Number**  
**910-678-8476**



**Office Hours Monday - Friday**  
**8:00 AM - 5:00 PM**



**Email**  
**registrar@faytechcc.edu**

**Thank you for choosing Fayetteville Technical Community College.**