Fayettevílle 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 <u>Self-Service</u>
- 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 <u>Self-Service</u>
- 2. Click on Forgot your User Name

Sign In
User name
Password
Forgot your user name or password ?
Sign In

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. <u>Doej0000@student.faytechcc.edu</u>)



First Name

Last Name *

Email Address *



Submit

How to Reset My Password

- 1. Go to <u>Self-Service</u>
- 2. Click on Forgot your password

1

Sign In
User name
Password
Forgot your <u>user name</u> or <u>password</u> ?
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)



User Name *

Email Address *

Submit

How to Contact My Academic Advisor

- 1. Login to Self-Service
- 2. Click on Student Planning



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:	Search for courses Q
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 Go to Plan & Schedule

4. Click on Advising Tab

Schedule Timeline Advising Petitions & Walvers	
Summer 2021	Register Now
Tilter Sections	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)	Request Review
Compose a Note	Last review requested on 3/24/2020 Course Plan last reviewed on 5/11/2020 by Marsh. Christopher C.
	A

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

How to Register for Classes

1. Login to Self-Service

2. Select Student Planning

۴	Hello, Welcome to Colleague Self-Service! Choose a category to get started.	
<u>िः</u> ()	• 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:	Search for courses Q
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	Plan your Degree & Register for Classes Hort. 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	Search for courses Q
Schedule Timeline Advising Petitions & Waivers	
Summer 2021	Register Now

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



6. Select View Available Sections for

ENG-112 Writing/Research in the Disc (3 Credits) Add Course to Add Cours	Plan es.
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			
ENG-111-0009 Writing and Inquiry			Add Section to Schedule
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
ENG-111-0010 Writing and Inquiry			Add Section to Schedule
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**

ENG-112-1901 Writing/Research in the Disc Runs from 5/24/2021 - 7/20/2021			Add Section to Schedule
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
ENG-112-1902 Writing/Research in the Disc Runs from 5/24/2021 - 7/20/2021			
Seats	Times	Locations	Instructors
3	M/T/W/Th/F/Sa/Su TBD	Online, Distance Education Virtual Rm. INET	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 a Spring 2021	nd Inquiry				
Instructors	Benenhaley, A (<u>benenhaa@faytechcc.edu</u>)				
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 I Summer 2021	Psychology	^
Instructors	Greenlee, M (<u>greenlem@faytechcc.edu</u>)	
Meeting Information	M, T, W, Th, F, Sa, Su 5/24/2021 - 7/20/2021 Online, Distance Education Virtual Rm. INET (Classroom Hours)	1
Dates	5/24/2021 - 7/20/2021	
	① This section has a waitlist.	
Seats Available	0 of 30 Total	1
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,	•
	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 Cours Rack to Plan & Schedule	e Sections	Search for courses Q
Filter Results	Hide	Filters Applied: None
Availability	^	ART-111 Art Appreciation (3 Credits)
Open and Waitlisted Sections Open Sections Only		This clourse introduces the origins and nistorical development of art, tripphasis is pareted on the relationing of design principles to various art torms including but not immed to sculpture, painting, and architecture. Upon completion, students should be able to identify and analyze a variety of artistic styles, periods, and media.
Subjects	^	This course is planned.
Art-Art (1)		Requisites: None
Locations	^	View Available Sections for ART-111
Main Campus (1)		
Terms	^	N C Page 1 of 1 D
Fall 2021 (1) Spring 2021 (1) Summer 2021 (1)		

Select Register Now

Schedule Timeline Advising Petitions & Waivers			
Summer 2021 Register Now			
Tilter Sections	Planned: 0 Credits Enrolled: 3 Credits Waitlisted: 0 Credits		

How to Drop a Class

1. Login to Self-Service

2. Select Student Planning



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:	Search for courses Q
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 1st day of classes Census Date receive a 75% refund

< > Summer 2021 +			
Tilter Sections	o iCal	🔒 Print	
ENG-111-1F01: Writing and Inquiry	*	Sun	Mo
✓ Registered, but not started	8am		
Credits: 3 Credits	9am		
Grading: Graded Instructor: Grundy, L 5/24/2021 to 7/20/2021	10am		
✓ Meeting Information	11am		
Drop	12pm		
✓ View other sections	1pm		
	2pm		
	Зрт		

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

Ŷ	Hello, Welcome to Colleague Self-Service! Choose a category to get started.			
<u>ب</u>	0	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.		
		Advising Here you can access your advisees and provide guidance & feedback on their academic planning.		

3. Select Student Course Withdrawal



4. Login using your Username & Password

FAN	ETECILLE TECHNICAL OMMUNITY COLLEGE 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



Student course withdrawal

Sections

Current Term: 2019SU

5/28/2019 - 7/23/2019

	Section name	Section title	Credits	Instructor
0	CSC-153-0001	C# Programming	3.00	Charles Bryan
0	CTS-285-0001	Systems Analysis & Design	3.00	Anthony Cameron
Rea	son Employment	~		
Las	t date of attendance	mm/dd/yyyy		
	Agree that the infor isted for the current	mation above is correct and cons term.	ent to be with	drawn from the sectior

How to Add Course Sections to Waitlist

Step One: Type the course you wish to add to the Waitlist in the Search for Courses field in top right corner (i.e. ART 111)



Step Two: Search for the Course Section that is Waitlisted shown in the figure below. Click the Blue Add Section to Schedule Tab as shown in the figure below.

ART-111-2901 Art Appreciation Runs from 3/14/2024 -	5/15/2024		Add Section to Schedule
Waitlisted	Times	Locations	Instructors
0	M/T/W/Th/F/Sa/Su TBD 3/14/2024 - 5/15/2024	Online, Distance Education Virtual Rm. INET Classroom Hours	Hardee, D (Classroom Hours)

Step Three: Once the Section Details Box appears. Click the blue Add Section Tab as shown in the figure below.

Section Details			
ART-111-2901 Art Appreciation Spring 2024			
Instructors	Hardee, D (hard	eed@faytechcc.edu)	4
Meeting Information	M, T, W, Th, F, Sa, Su 3/14/2024 - 5/15/2024 Online, Distance Educatio	n Virtual Rm. INET (Classroom Hours)	-
Dates	3/14/2024 - 5/15/2024		
	① This section ha	as a waitlist.	
Seats Available i	0/35/0		
Waitlisted	0		
Credits	3		i
Grading	Graded		
Requisites	None		
Course Description	This course introduces the origins and historical development of art. Emphasis is placed on the relationship of design principles to various art		-
CI	ose	Add Section	

Step Four: Once the message appears in the top right that indicates the section has been planned on the schedule, click on the Back to Plan & Schedule Tab in blue letters as shown in the figure below.

1/1	iyenerme Termuun Oommunii y Ooweye	ľ		
Academics · Course Catalog		\checkmark	ART-111-2901 has been planned on the schedule.	
Δ	Welcome to your FTCC online record access - Self-Service. Self-Service grants you access to your information anytime you need it. Usage Hours are from 3:30am to 12:00 an Wednesday's & Friday's from 6:00am to 8:00am and everyday from 12:00am to 3:30am. ss2	n, excep	t during maintenance periods. Maintenance times a	re
Sea < <u>Ba</u>	arch for Courses and Course Sections ack to Plan & Schedule	Se	arch for courses (٩

Step Five: On the Steps to Getting Started page, click on the Go to Plan & Schedule Tab in block two as shown in the figure below.



Step Six: On the Plan your Degree and Schedule your courses page, Click the blue Waitlisted Tab to add this course section to the waitlist as shown in the figure below.

Plan your Degree and Schedule your courses							Search for co	irses	Ч
Schedule Timeline Advising Petitions & Walvers									
Spring 2024							R	egister Now	
Filter Sections	\bigcirc		🔒 Print				Planned: 3 Credits	Enrolled: 3 Credits	Waitlisted: 0 Credits
ART-111-2901: Art Appreciation ×	*		Sun	Mon	Tue	Wed	Thu	Fri	Sat
V Planned		8am							•
Credits: 3 Credits Grading: Graded Instructor: Hardee, D 3/14/2024 to 5/15/2024 Waltilsted: 0		9am 10am 11am							
✓ Meeting Information		12nm							
This section has a waitlist		1pm							
Waitlist		2pm							
✓ View other sections		3pm 4pm							

How to Drop Course Sections to Waitlist

Step Seven: Click the Drop Waitlist blue tab to remove yourself from the waitlist as shown in the figure below.

Plan your Degree and Schedule your courses						Search for courses		
Schedule Timeline Advising Petitions & Waiver	5							
Spring 2024					Register Now			
Filter Sections	Cal	🔒 Print				Planned: 0 Credits	Enrolled: 3 Credits	Waitlisted: 3 Credits
ART-111-2901: Art Appreciation	<u>ـ</u>	Sun	Mon	Tue	Wed	Thu	Fri	Sat
✓ Waitlisted	8am							A
Credits: 3 Credits	9am							
Grading: Graded Instructor: Hardee, D	10am							
3/14/2024 to 5/15/2024 Waitlisted: 1	11am							
V Meeting Information	12pm							
Drop Waitlist	1.000							
✓ View other sections	2pm							
	3om							

Step Eight: Next, Click the blue x in the top right to remove the course off your schedule as show in the figure below.

	Welcome to your FTCC online record access - Self-Service. Self-Ser Wednesday's & Friday's from 6:00am to 8:00am and everyday fron	vice grants you a n 12:00am to 3:3	access to your informa I0am. ss2	ation anytime you nee	d it. Usage Hours are	from 3:30am to 12:0	0 am, except during m	aintenance periods. I	Aaintenance times are
Pla	n your Degree and Schedule your courses						Search for co	irses	Q
Sc	hedule Timeline Advising Petitions & Waivers						p	agister Now	
(Therefore sections Save to iCal		🔒 Print				Planned: 3 Credits	Enrolled: 3 Credits	Waitlisted: 0 Credits
	ART-111-2901: Art Appreciation X	*	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	✓ Planned	8am							
	Credits: 3 Credits	9am							
	Grading: Graded Instructor: Hardee, D	10am							
	3/14/2024 to 5/15/2024 Waitlisted: 0	11am							
	 Meeting Information 	12pm							
	This section has a waitlist	1pm							
	Waitlist	2pm							
		3pm							
	View other sections	4pm							

How to Pay for Classes

- 1. Login to Self-Service
- 2. Click on Student Finance



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	<u>Make a Payment</u>
Total Account Balance	\$0.00	Account Activity
Fall 2020CE3	\$0.00	
Spring 2020	\$0.00	

How to Print My Schedule

1. Login to Self-Service

2. Select Student Planning



3. Select Go to Plan & Schedule

Steps to (There are many	Setting Started options to help you plan your courses and earn your degree. Here are 2 steps to get you started:			Search for courses	Q
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 a toward your degree. Go to Plan & Schedule	ccomplished and register your remaining classes	

4. Select Print

< > Summer 2021 +			+				F	egister Now	
V Filter Sections	📋 Save to iCal	$) \square$	🔒 Print				Planned	0 Credits Enrolled: 3 Cr	redits Waitlisted: 0 Cred
NG-111-1F01: Writing and Inquiry	1		Sun	Mon	Tue	Wed	Thu	Fri	Sat
 Registered, but not started 		8am							
redits: 3 Credits		9am							
rading: Graded Istructor: Grundy, L /24/2021 to 7/20/2021		10am							
 Meeting Information 		11am							
Drop		12pm							
 View other sections 		1pm							
		2pm							
		3pm							

	Summer 2021 Schedule Details			Planned: 0 Credits	Enrolled: 3 Credits	Waitlisted: 0 Credits
	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	
١						

How to Get an Enrollment Verification

- 1. Login to <u>Self-Service</u>
- 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	Employee
Here you can change your consent for e-delivery of tax information.	Here you can view your tax form consents, earnings statements, banking information, timecards and leave balances.
Student Planning	Course Catalog
Here you can search for courses, plan your terms, and schedule & register your course sections.	Here you can view and search the course catalog.
Grades	Graduation Overview
Here you can view your grades by term.	Here you can Kiew 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 <u>Commencement Information</u> <u>Review My Academic Progress</u>					
Program of Study	Major	Application Status			
Associate in General Education	Associate in General Education	Apply			
Information Technology/Network Administration	Information Technology	Apply			

- 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, 2220 Hull Road, Fayetteville, NC 28303

C
Phone Number
<u>910-678-8476</u>

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Senior Registrar: Ann Jones registrar@faytechcc.edu

Thank you for choosing Fayetteville Technical Community College.