Self Service

Student Guide

(as of 05/24/2018)
Alamance Community College
Self Service Student Guide

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Getting Started with Self Service

What is Self-Service?

Self-Service is our new student portal that allows students to plan out the courses in their academic programs, register for classes, request transcripts, check grades and many more functions.

How do I log in to Self-Service?

Logging in is easy. You will use your common username and password (school e-mail, Moodle, Web Advisor) to log in.

What is my username?
First initial of your first name+ middle initial+ full last name+ the last 3 digits of your student ID.
Name: Smokey The Bear
ID: 1000123
Example: stbear123

Note: If you can’t remember your password, you can follow the steps below to reset it.
What if I forget my password?
If you forget your password, go to this link to reset it: https://guardian.alamancecc.edu/
IMPORTANT: Changing your Self-Service password automatically changes your Moodle, WebAdvisor, and School Email (if applicable) passwords, too.
There are two ways to access Self Service from our homepage (www.alamancecc.edu)

Scroll to the bottom and click on “Self Service” or at top click on “Quick Links” and then select “Self Service Login.”

Note that there is a Self Service Student Guide available on the landing page.

Click on “Self-Service Login” to login.
Click on Self Service Login to Login

Click Here to download latest Self Service Student Guide

Sign-in with your User Name and Password
Self Service Landing Page

When you first log in to Self Service, the following landing screen will appear:
Click on **Student Finance** and the following screen will appear

Click on any **semester** and the account activity for that semester will appear

Example shown below:
Below is an example of what a statement for a semester looks like
Note that student information has been blacked out

This shows Charges, Payments, & Balance
Click here to expand and get more account details
Click to view statement
How to Make a Payment

Click “Student Finance” and then “Make a Payment”

and the following screen appears:
Click “Proceed to Processor”, then

- Verify personal information
- Amount of tuition due
- You will have the option to Pay in Full or Monthly Installments
- Enter Bank Information (credit/debit card or ACH Bank account)
- Go through the remaining steps to complete the payment plan
TAX Information

Click Tax Information and the following screen will appear

Click to view 1098T for appropriate tax year

Click to change format for receipt of tax form as shown below
Choose a format (Electronic or Paper) Then click Save
FINANCIAL AID

Once logged in you will see the Financial Aid tab on the right.
Once you enter the Self-Service Financial Aid page you will see a checklist at the bottom with the status of your FAFSA Application for the selected award year.

You can change your award year at the top of the screen to the school year you want to check on.
To navigate the Financial Aid Self-Service, you can use the drop down arrow at the top next to Financial Aid link.

Click on the Required Documents link to see what items are needed to move forward.

When you click on Required Documents Self-Service will generate a complete/incomplete list.
To access the needed electronic documents, click on link Financial Aid E-Forms located on the main Financial Aid Self Service page on the right side under Resources/Form links.

It will open ACC Doc-Efill page.

To log in use the same username and password for Self-Service.
Once logged in you will see a list of documents on the left, only the documents you need will open when clicked on. Once a document is completed and successfully submitted it will take up 24 hours to update on your self-service account.
Once **all required documents** have been completed and turned in you will see this screen with green check marks next to each document name.
Once all documents have been received your FAFSA application will enter the review stage and you can see this update on the main Financial Aid Self-Service page.
You can check your eligibility status on the Satisfactory Academic Progress page.

Please see ACC Title IV Satisfactory Academic Progress Standards for details.
Once you have been reviewed and awarded you can view the details of your awards on the My Awards page.

<table>
<thead>
<tr>
<th>Scholarship and Grants</th>
<th>$1,754.50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Award</td>
<td>Status</td>
</tr>
<tr>
<td>NCCCG</td>
<td>ACCEPTED</td>
</tr>
<tr>
<td>Foundation Scholarship</td>
<td>DENIED</td>
</tr>
<tr>
<td>VETERANS ADMINISTRATION</td>
<td>Veterans</td>
</tr>
<tr>
<td>GI BILL BENEFITS</td>
<td>Award</td>
</tr>
<tr>
<td>Robert Lee Pate VFW Post 10607</td>
<td>ACCEPTED</td>
</tr>
</tbody>
</table>

| Work | $3,643.13 |
|      |           |

<table>
<thead>
<tr>
<th>Award</th>
<th>Status</th>
<th>Total Awarded Amount</th>
<th>2016 Fall</th>
<th>2017 Spring</th>
<th>2017 Summer</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEDERAL WORK STUDY</td>
<td>ACCEPTED</td>
<td>$3,643.13</td>
<td>$902.63</td>
<td>$2,637.00</td>
<td>$103.50</td>
</tr>
</tbody>
</table>
At the beginning of the tax year when you need tax information for your status as a student you can access your 1098-T in the Tax Information page.
To see your Billing Statement/Account Summary and make a payment online go to **Student Finance**.
Account Summary to see your most recent bill.

### Account Summary

**Account Overview**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount Overdue</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Amount Due</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Total Account Balance**

- 2018 Spring Semester: $0.00
- 2017 Fall Semester: $0.00
- 2017 Summer Semester: $0.00
- 2017 Spring Semester: $0.00
- 2016 Fall Semester: $0.00
- 2014 CE Spring: $0.00

Make a Payment

Account Activity
Account Activity breaks down your charges and payments to ACC and shows your refund amount after your tuition has been paid.

Not everyone will receive a refund.
Click on “Academics” (academic cap icon) and all of the following submenus will appear.

Note that a help menu is available. The help menu is keyed to the page that is displayed and will give help information for page displayed.
Course Catalog

Course Catalog only shows courses for the “active term” i.e. future terms that have been created. Also the Course Catalog can be searched from the Self Service landing page (no login required) or from inside your Self Service Account. Same procedures apply. Below is how to search from inside Self Service:

To check on courses offered Click on “Course Catalog” and the following will appear

Note that you can search for a particular subject area here or click on the subject if you know it

Click on Advanced Search for more searching options and the following screen appears.
Shown below is an example advanced search result for the following criteria: Term - 2018 Spring Semester, Course - Auto (Automotive), & Time of Day – Evening.

Note that you can search by term, course, day of week, location etc.

Information on courses that meet selected criteria
Includes section number & name, description, prerequisites and locations
Creating an Academic Course Plan

Select **Student Planning**

Select **Go to Plan & Schedule**

Add classes to your plan in one of three ways:

<table>
<thead>
<tr>
<th>Course Search Tool</th>
<th>The Course Catalog</th>
<th>My Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>➢ Look for the “Search for courses tool on the right-hand side of the page.</td>
<td>➢ Hover over <strong>Student Planning</strong> and select <strong>Course Catalog</strong> at the top of the screen</td>
<td>➢ Hover over <strong>Student Planning</strong> and select <strong>My Progress</strong> at the top of the screen</td>
</tr>
<tr>
<td>➢ Type in either the course prefix (e.g. ENG for English) or the course prefix and course number (e.g. ENG-111). You must include the hyphen.</td>
<td>➢ Either scroll down the page to find the course prefix (e.g. ENG for English) or type in the course prefix in the search for a course subject box</td>
<td>➢ <strong>My Progress</strong> is a degree audit tool that displays the courses you still need to complete for your program</td>
</tr>
<tr>
<td>➢ Click, “Add Course to Plan”</td>
<td>➢ Select the course you are looking for (e.g. ENG 111)</td>
<td>➢ To add classes to your plan, click on the option you want to add (e.g. ENG 231)</td>
</tr>
<tr>
<td>➢ Select the semester in which you plan to take the class.</td>
<td>➢ Click “Add Course to Plan”</td>
<td>➢ Click “Add Course to Plan”</td>
</tr>
</tbody>
</table>

You can view your planned courses and future semesters by selecting “Plan and Schedule” and then clicking the Timeline Tab.
Registering for Classes

Registering for Classes from the Course Catalog

1. Search for your course through the Course Catalog Tab or through the Search for courses tool.

2. Type in the course prefix (e.g. BIO for Biology) in the Course Catalog, or type in prefix-course number (e.g. BIO-111) in the course search box. Then select the term from the menu on the left:

3. Select the course you are looking for (e.g. BIO 111: General Biology I) and view the available sections.

4. If the class works well with your schedule, select “Add Section to Schedule”.

5. Select Plan and Schedule under the Student Planning tab to view the course in your course plan.

6. Use the forward arrow to advance to the current semester.

7. To register for your selected classes, select the “Register Now” option.
Search for the classes by subject.

If you are looking for multiple classes you can select additional subjects or un-check your course subject box to display all available courses.

You can filter your options by location including online courses.

You will need to select the appropriate semester.

You can filter by specific days of the week...

...or look for classes held during specific times.

You can filter for both continuing education (non-credit) and curriculum (credit) options.

You can look for specific levels of classes. For example, selecting “Comp. Articulation Agree.” displays only courses that meet the Comprehensive Articulation Agreement (CAA) designation as transferrable to a four-year university within the UNC system.

You can also filter for specific course type, for example, by selecting AGE Natural Science, you narrow your search to only classes that meet the Natural Science requirements for an Associate in General Education degree.*

*Consult with your advisor to ensure that you are taking classes that meet your specific program requirements.
Registering for Planned Classes

1. Select Plan and Schedule under Student Planning.

2. Select the “Schedule” tab and use the forward arrow to progress to the appropriate semester.

   Selecting “View other sections” will display course options.

   Hovering your mouse over each section in the menu will display the course and lab meeting times on your weekly schedule.

3. To add the class to your planned schedule, simply left-click on the section within the menu.

   Your selected course will appear on your schedule as a bright yellow “planned” course and the other options will disappear.

4. To register for your selected classes, select the “Register Now” option.
Filtering courses from your course plan

Select Plan and Schedule under Student Planning.

Selecting the Filter Sections option will allow you to filter your course options by several different criteria.

- Filter only open courses.
- Search by location (campus and online options)
- Find classes held on specific days of the week.
- Find classes held at specific times.
- Find classes taught by a particular instructor.

How do I know that my registration was successful?

There are several ways that you can confirm that your registration was processed.

You will receive a notification in the upper right-hand corner of the page notifying you either that you are successfully registered, or that your registration was not processed. If you were not registered, the notification alert will indicate the reason(s) why.

Currently registered courses will appear in green on your schedule.

You will also have the option to Drop the classes.

Please Note: You must pay for classes by the tuition deadline to avoid being dropped for non-payment. For more information about the tuition and fees payment schedule, go to: https://www.alamancecc.edu/
Program Evaluation

My Progress - This page shows the requirement courses that you need to complete your academic program. It also shows those classes that you have taken and those that you will need for your degree etc...

Click “Student Planning” and then click “Go To My Progress”

My progress page will show your progress in your program along with status of all requirements for your program. Sample screenshot below:

If you have questions on your progress check with your advisor
Official Transcript Request

Click on "Transcripts Requests" either link and a list of all transcript requests you have submitted will appear as shown below:

Note that produced and requested dates are listed along with address transcript was sent to.

Click on “Add New Request” to add a request and the following will appear:
Once you click "submit" the following screen will appear for confirmation.

Select Type – Curriculum or Degree Audit

If you wish to pick up the transcript at the Admissions Office Type “Pickup” in Recipient block

Fill in Address (*are required fields, Address Line 2 is optional) where you want the transcript to be mailed to then click “Submit”

Once request is processed Produced column will change from Pending to date it was sent out.

A confirmation email will be sent to your ACC email confirming that we have received your request.
Grades

Click on "Grades (either link)" and you can view your grades, by term, for every class taken at ACC.

<table>
<thead>
<tr>
<th>Course Section</th>
<th>Title</th>
<th>Final Grade</th>
<th>Midterm Grade</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSC 243 01Z</td>
<td>Med Office Simulation</td>
<td>B</td>
<td>A</td>
<td>3</td>
</tr>
</tbody>
</table>
| 2016 Spring Semester Term GPA: 3.000
| 2015 Fall Semester Term GPA: 2.000
| 2015 Summer Semester Term GPA: 1.575
| 2014 Spring Semester Term GPA: 2.500
| 2014 Summer Semester Term GPA: 4.000

Course Section & Title & Final Grade & Midterm Grade & Credits are listed for each course by term.

Click on arrow to expand or collapse term grades.
Unofficial Transcript

Your unofficial transcript will show all courses taken at our college, grades for each, along with term and cumulative GPAs, and any degrees awarded by our college. In addition, any credits transferred in from other institutions (with institution’s name) will also show on the transcript.
An Example is shown below

Heading information on student has been excluded

Course & Title of Course & Final Grade & Hours Attempted and Completed & Dates & Academic Standing are listed by term

<table>
<thead>
<tr>
<th>Course</th>
<th>Title/Comments</th>
<th>Grd</th>
<th>Repeat</th>
<th>Hrs</th>
<th>Att</th>
<th>Hrs</th>
<th>Compl</th>
<th>Grade</th>
<th>Points</th>
<th>Course Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAT-060</td>
<td>Essential Mathematics</td>
<td>PB</td>
<td></td>
<td>4.00</td>
<td>4.00</td>
<td>0.00</td>
<td></td>
<td></td>
<td>05/16/13-07/12/13</td>
<td></td>
</tr>
<tr>
<td>GST-148</td>
<td>Med Coding Billing &amp; Insu</td>
<td>C</td>
<td></td>
<td>3.00</td>
<td>3.00</td>
<td>6.00</td>
<td></td>
<td></td>
<td>05/16/13-07/12/13</td>
<td></td>
</tr>
</tbody>
</table>

Term Totals: 7.00 7.00 6.00 GPA = 2.000
Cumulative Totals: 7.00 7.00 6.00 GPA = 2.000

Academic Standing: Good Standing

<table>
<thead>
<tr>
<th>Course</th>
<th>Title/Comments</th>
<th>Grd</th>
<th>Repeat</th>
<th>Hrs</th>
<th>Att</th>
<th>Hrs</th>
<th>Compl</th>
<th>Grade</th>
<th>Points</th>
<th>Course Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENG-040</td>
<td>Express/Lin Equat/Ineq</td>
<td>P</td>
<td></td>
<td>1.00</td>
<td>1.00</td>
<td>0.00</td>
<td></td>
<td></td>
<td>09/15/13-09/11/13</td>
<td></td>
</tr>
<tr>
<td>ENG-050</td>
<td>Graphs/Equations of Lines</td>
<td>A</td>
<td></td>
<td>1.00</td>
<td>0.00</td>
<td>0.00</td>
<td></td>
<td></td>
<td>09/12/13-10/06/13</td>
<td></td>
</tr>
<tr>
<td>MED-110</td>
<td>Orientation to Med Assist</td>
<td>B</td>
<td></td>
<td>1.00</td>
<td>1.00</td>
<td>3.00</td>
<td></td>
<td></td>
<td>09/16/13-10/18/13</td>
<td></td>
</tr>
<tr>
<td>ACH-111</td>
<td>College Student Success</td>
<td>A</td>
<td></td>
<td>1.00</td>
<td>1.00</td>
<td>4.00</td>
<td></td>
<td></td>
<td>09/16/13-12/16/13</td>
<td></td>
</tr>
<tr>
<td>CIS-111</td>
<td>Basic FC Literacy</td>
<td>C</td>
<td></td>
<td>2.00</td>
<td>2.00</td>
<td>4.00</td>
<td></td>
<td></td>
<td>09/15/13-12/16/13</td>
<td></td>
</tr>
<tr>
<td>ENG-150</td>
<td>Composition Strategies</td>
<td>PC</td>
<td></td>
<td>3.00</td>
<td>3.00</td>
<td>0.00</td>
<td></td>
<td></td>
<td>09/15/13-12/16/13</td>
<td></td>
</tr>
<tr>
<td>ENG-115</td>
<td>Oral Communication</td>
<td>A</td>
<td></td>
<td>3.00</td>
<td>3.00</td>
<td>12.00</td>
<td></td>
<td></td>
<td>09/15/13-12/16/13</td>
<td></td>
</tr>
<tr>
<td>MED-055</td>
<td>Improved College Reading</td>
<td>PB</td>
<td></td>
<td>4.00</td>
<td>4.00</td>
<td>0.00</td>
<td></td>
<td></td>
<td>09/12/13-12/16/13</td>
<td></td>
</tr>
</tbody>
</table>

Term Totals: 16.00 15.00 23.00 GPA = 3.206
Cumulative Totals: 23.00 22.00 29.00 GPA = 2.900

Academic Standing: Good Standing

<table>
<thead>
<tr>
<th>Course</th>
<th>Title/Comments</th>
<th>Grd</th>
<th>Repeat</th>
<th>Hrs</th>
<th>Att</th>
<th>Hrs</th>
<th>Compl</th>
<th>Grade</th>
<th>Points</th>
<th>Course Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENG-111**</td>
<td>Expository Writing</td>
<td>B</td>
<td></td>
<td>3.00</td>
<td>3.00</td>
<td>9.00</td>
<td></td>
<td></td>
<td>01/05/14-05/12/14</td>
<td></td>
</tr>
<tr>
<td>MAT-110</td>
<td>Mathematical Measurement</td>
<td>C</td>
<td></td>
<td>3.00</td>
<td>3.00</td>
<td>6.00</td>
<td></td>
<td></td>
<td>01/09/14-05/12/14</td>
<td></td>
</tr>
<tr>
<td>MED-116</td>
<td>Introduction to A &amp; P</td>
<td>C</td>
<td></td>
<td>4.00</td>
<td>4.00</td>
<td>8.00</td>
<td></td>
<td></td>
<td>01/09/14-05/12/14</td>
<td></td>
</tr>
<tr>
<td>MED-118</td>
<td>Medical Law and Ethics</td>
<td>B</td>
<td></td>
<td>2.00</td>
<td>2.00</td>
<td>6.00</td>
<td></td>
<td></td>
<td>01/09/16-05/12/16</td>
<td></td>
</tr>
<tr>
<td>MED-121</td>
<td>Medical Terminology I</td>
<td>C</td>
<td></td>
<td>3.00</td>
<td>3.00</td>
<td>6.00</td>
<td></td>
<td></td>
<td>01/09/14-05/12/14</td>
<td></td>
</tr>
</tbody>
</table>

Term Totals: 15.00 15.00 35.00 GPA = 2.333
Cumulative Totals: 38.00 37.00 64.00 GPA = 2.560

Academic Standing: Good Standing

<table>
<thead>
<tr>
<th>Course</th>
<th>Title/Comments</th>
<th>Grd</th>
<th>Repeat</th>
<th>Hrs</th>
<th>Att</th>
<th>Hrs</th>
<th>Compl</th>
<th>Grade</th>
<th>Points</th>
<th>Course Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENG-111**</td>
<td>Critical Thinking</td>
<td>A</td>
<td></td>
<td>3.00</td>
<td>3.00</td>
<td>12.00</td>
<td></td>
<td></td>
<td>05/16/14-07/11/14</td>
<td></td>
</tr>
</tbody>
</table>

Term Totals: 3.00 3.00 12.00 GPA = 4.000
Cumulative Totals: 41.00 40.00 78.00 GPA = 2.714

Academic Standing: Part Time Honors
How to Find Your Advisor

1st - Click on Arrow to expand Student Planning

2nd - Click on Plan & Schedule

3rd - Click on Advising Tab

Advisor name is listed along with a section to compose a message and a history of emails sent and received.
Current Schedule

1st - Click on Arrow to Expand Academics

2nd - Click on Arrow to Expand Student Planning

3rd - Click on Plan & Schedule

The following screen appears showing student schedule

Click Here to print

Below is an example of a printed student schedule

Status & Course Title & Date/Time & Location & Instructor for each class is shown
**Required Documents Status**

This will show the status of all documents that are required (ie Transcripts, FA documents, etc)

1st - Click on Arrow to Expand Financial Information

2nd - Click on Arrow to Expand Financial Aid

3rd - Click on Required Documents

Example shown below:

Documents Completed (Shown as Received with date and title of document)

Status & Documents still required (Shown as Incomplete)
**Student forms**

Access to ACC forms

A page with links to Alamance Community College student forms will appear.

Note that selected form will need to be printed out, completed, and then submitted.
- **Change of Student Information Form** is used to change your information in our database (name, mailing address, email address, etc).  **Note that SSN change or Name change requires additional documentation.**

- **Drop/Add Form** – Form used to drop or add a course after the end of the semester drop/add period. **Note that form will need to be submitted to your instructor/department head.**

- **FERPA Release Form** – Form authorizing the college to release your non-directory information to specified individual(s) upon their request.

- **Placement Test Retest** – Form to authorize placement test retest. **Note that request must be approved by ACC Faculty/Staff member.**

- **Placement Test Score Request** – Form authorizing ACC to release your placement test scores.

- **Tuition Refund Request** – Form for a tuition refund. **Note that form is submitted to the Academic Dean for approval/disapproval.**

- **Degree Certification Reprint Request** – Request for an additional copy of ACC degree/certificate. **Note that there is a fee involved that must be paid before release of degree/certificate.**

- **Application for Graduation** – Paper copy of application for graduation.
Graduation Overview

Click on "Graduation Overview" to begin process to electronically submit a graduation application. Note that you must submit a graduation application if you wish to graduate and have your degree listed on your transcript – it is not an automatic process.

Click on "Apply" button next to the program of study that you wish to submit a graduation application for and the following screen will appear.
Once you click on “Submit” button you will receive an email confirming that we have received your graduation application along with other planning information that you will need for graduation.

Note that if Graduation Application is not submitted by the deadline date then a paper copy must be submitted to Academic Dean.
User Profile

View your demographic information in college database

Click here to expand and then here to access your profile
The following screen will appear

If any of the above information needs to be updated complete and submit a “Student Change of Information Form” from the Student Forms section of Self Service.
Click on “Sign out” to log out of program.