



School of Graduate, Online and  
Continuing Education Student  
Handbook

2020-21

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# Online Learning

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## How does online learning work?

For some people it can be intimidating to sign up for their first online class. They might have many questions like:

- What tools will I need?
- How will I complete and turn in my work?
- Do I have to log in at a certain time?
- Is there help available if I need it?

*If you have questions like this, read on!*

## What tools or software do I need?

Most of the online classes at Fitchburg State University will require you to have access to the Microsoft Office suite to complete your assignments.

Don't own Microsoft Office? That's ok! We will provide it to you at no cost while you are a student here. All you need is your Fitchburg State student email and password to log in and download your copy (see discount section on page 13 for further information).

Once you register for an online class, you will be given access to Blackboard, the "learning management system" (LMS) used to deliver online classes. You can click this hyperlink to [Demo a Course](#).

## How will I complete and turn in my work?

Most online courses will follow a similar format in Blackboard. Your course materials will be uploaded by your instructor and organized by week or module. Students complete their assignments on a computer, then upload the final document to Blackboard. The majority of classes will also include a discussion board. On the discussion board you will answer questions posted by your instructor and exchange thoughts with fellow students.

## How will I purchase my textbook?

You can see which textbooks are required for your class by clicking the "Books" on your course at [www.fitchburgstate.edu/courses](http://www.fitchburgstate.edu/courses) or by searching for your class on the Bookstore website <https://www.bkstr.com/fitchburgstatestore/home>.

Your instructor will also include information about the required textbook in the syllabus (available in Blackboard by the first day of class). If your class requires a textbook, they can be bought or rented in person or online from our bookstore. You are free to use an alternate source to rent or purchase books. Turn to page 11 for more information about ordering your books through the bookstore.

## Do I have to log in at a certain time?

Most online classes are offered asynchronously. This means that you will not be required to log in to the class at a certain time of day or day of the week. Usually your instructor will post expectations in the syllabus or in a welcome message. These expectations will usually say something like, "Please post a response to the discussion board by Thursday. Reply to two of your peers' discussion posts by Saturday." Some classes include a synchronous session. If your instructor has decided to require you to log in at a particular time, those requirements should be listed in the course schedule when you register for the class. When classes include a synchronous session, the instructor and students usually use Zoom, a free video conferencing app. Everyone will log in at the same time and hold a discussion. Zoom can be downloaded to a computer or a smart phone and is very easy to use.

You can find out more about Zoom here: <https://www.fitchburgstate.edu/offices-services-directory/technology/zoom-web-conferencing/>.

## Is there technical help available if I need it?

Yes! We have a 24/7 helpdesk line 978-665-4500

They can help with issues like passwords, connecting to Blackboard, etc.

Your instructor will also be available to help you via email, discussion board posts, and via phone if you set an appointment. Remember, your instructor may not always be at a computer. Some communication responses may be delayed, sometimes up to 24-48 hours.

You will want to look ahead for the week and plan accordingly. If you have questions about an assignment, ask early in the week to leave yourself enough time to get the answer and complete your work before the due date.

And don't forget about our demo course if you want to take a look at Blackboard and how an online course is setup.

Access the demo course here: [info.fitchburgstate.edu/demo-online-course](http://info.fitchburgstate.edu/demo-online-course)

# *Online Writing Tutoring*

Professional writing tutors are available for all online, graduate and continuing education students!



*7 days per week throughout the academic year*

*48-hour response time*

*Help with all stages of the writing process*

**EMAIL [WRITINGTUTOR@FITCHBURGSTATE.EDU](mailto:WRITINGTUTOR@FITCHBURGSTATE.EDU)**



# Financial Aid Instructions

## View/Accept Aid on Web4

Log onto Web4 ([web4.fitchburgstate.edu](http://web4.fitchburgstate.edu)) by using your Student ID and password

1. Select the **Financial Aid** Tab
  - Select **My Financial Aid** and select the year specific award year in the drop down menu
  - Click on **awarded** in the sentence
2. Select the **Award Overview** Tab (you can view your financial aid award)
  - Select **Accept Award Offer** (you can accept or decline specific funds), scroll down to the fund you wish to accept/decline, make a selection, and submit your decision

## Master Promissory Note

Log onto the Website: <https://studentloans.gov>

1. Click the **LOG IN** green button on the right side. (Your FSAID is required. If you have forgotten your FSAID, you may request a duplicate at <https://fsaid.ed.gov>)
2. Select **Complete Loan Agreement**
3. Click **Start MPN for Subsidized/Unsubsidized Loans**
4. Complete the MPN. There are 4 steps:
  - Enter your personal information: Driver's License, Permanent Address, Mailing Address (if different from permanent address), Telephone Number, Email Address, School Information
  - Enter your personal references
  - Review and edit **Borrower Information** and **Reference Information**
  - Review the Sign and Submit page. Towards the bottom of this page under Sign and Submit enter your name and click on **Sign & Submit**.

## Entrance Loan Counseling

Log onto the Website: <https://studentloans.gov>

1. Click the **LOG IN** green button on the right side. (Your FSAID is required. If you have forgotten your FSAID, you may request a duplicate at <https://fsaid.ed.gov>)
2. Select **Complete Loan Counseling**
3. Select **Entrance Counseling**
4. Enter the School Information and Select the school. Then select if you are completing Complete Entrance Counseling as an Undergraduate or Graduate Student. There are 5 steps:
  - Understand Your Loans
  - Manage Your Spending
  - Plan To Repay
  - Avoid Default
  - Finances: A Priority

## Payment Plan Enrollment

Log onto Web4 ([web4.fitchburgstate.edu](http://web4.fitchburgstate.edu)) by using your Student ID and password

1. Select the **Student** Tab
  - Select **Student Accts./View eBill/Make Payments**
    - » Select **View Charges—Pay Bill**
    - » You will now be redirected to the ePay site
2. Select the **Payment Plans** Tab
  - Click on the green **Enroll Now** button
  - Select the specific term you are enrolling for
  - Select **Payment Plan**
  - Click **Continue**
  - Click **Display Payment Schedule**
  - Select whether or not you want automatic payments (yes or no)
  - Select **Payment Method**

\*This excludes online accelerated programs\*

## Authorized User Set-up

Log onto Web4 ([web4.fitchburgstate.edu](http://web4.fitchburgstate.edu)) by using your Student ID and password

1. Select the **Student** Tab
  - Select **Student Accts./View eBill/Make Payments**
    - » Select **View Charges-Pay Bill**
    - » You will now be redirected to the ePay site
  - Select **Authorized Users** on the right hand side
  - Select **Add Authorized User**
  - Enter the email address of the authorized user, and answer the subsequent questions regarding the user
  - Click the green **Continue** button

## Waive/Enroll in University Health Insurance

Go to [www.universityhealthplans.com](http://www.universityhealthplans.com)

- Select **Fitchburg State University** from the drop down menu
- Click the yellow **Continue** button
- Make a selection from the left hand side:
  - » Click **Waiver Form** to continue the waiver process
  - » Click **Enrollment Form** to continue the enrollment process
- Enter your student information, including your full ID # which includes the @ symbol
- Complete the online waiver or enrollment form and submit
- Confirmation of successful completion will be provided

Mass Health  
PO BOX 9118  
Hingham, MA 02043  
(800) 841-2900

Blue Cross Blue Shield  
401 Park Drive  
Boston, MA 02215  
(800) 262-2583

# Library Services for GCE Students

## OFF-CAMPUS ACCESS

Students in Fitchburg State University graduate programs can access many library resources such as the library catalog; databases for journal articles, case law, newspapers, streaming media, etc.; research guides and tutorials from off-campus.

Go to [library.fitchburgstate.edu](http://library.fitchburgstate.edu). To access online resources, you will need your Falcon ID and password to authenticate from off-campus. If you don't know your Falcon ID, contact the Fitchburg State Help Desk at 978-665-4500.

## IN-PERSON & VIRTUAL RESEARCH HELP

Librarians can help students one-on-one with all parts of the research process including finding sources and citations. To make an appointment, email: [reference@fitchburgstate.edu](mailto:reference@fitchburgstate.edu), use the online scheduler [atfitchburgstate.libca.com/appointments/](http://atfitchburgstate.libca.com/appointments/) or stop by/call the Research Help Desk.

## BORROWING AND SHARING WITH OTHER LIBRARIES

The Fitchburg State library partners with other libraries across the state and the region to share collections. Fitchburg State students can borrow books and use the resources of all of the state's public higher education libraries through the WILL (Walk-In Interlibrary Loan) program—simply bring your OneCard as ID. Worcester libraries are part of ARC (Academic and Research Collaborative) and require a special ARC library card for which students can apply at the Fitchburg State Circulation desk.

If the library doesn't have a copy of an item you need, it can also be requested through our ILLiad Interlibrary Loan Service, which collaborates with libraries across the nation.

## CIRCULATION

Books may be borrowed for 28 days by Fitchburg State students, and can be renewed online under **My Account** in the library catalog. Or, you can renew by emailing [circulation@fitchburgstate.edu](mailto:circulation@fitchburgstate.edu), or in-person at the circulation desk.

## THESIS BINDING

Graduate students may have their finished thesis bound by the library for a minimal fee, with a minimum of three copies to be bound (a student copy, a department copy, and a copy for the University archives). For more details, contact the Circulation department.

## Library Virtual Tour:

<https://fitchburgstate.libwizard.com/f/librarywebsitetour>

## LET'S CHAT

Fitchburg State librarians are available to assist you in-person, by phone, e-mail, or chat live (just click on Let's Chat anywhere on the library's website). The website also lists complete contact information for all library departments and staff.



Library Main: 978-665-3196

Research Help Desk: 978-665-3223

Circulation: 978-665-3063

Hours: 978-665-4478

Chat ID: librariansfsu

160 Pearl Street

Fitchburg MA 01420

[library.fitchburgstate.edu](http://library.fitchburgstate.edu)

## Contact Information

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Bookstore — (978) 665-4026 [bookstore@fitchburgstate.edu](mailto:bookstore@fitchburgstate.edu)

*\*Order your textbooks*

Disability Services — (978) 665-4020 [disabilityServices2@fitchburgstate.edu](mailto:disabilityServices2@fitchburgstate.edu)

Graduate Admissions — (978) 665-3860 [gceadmissions@fitchburgstate.edu](mailto:gceadmissions@fitchburgstate.edu)

*\*Program changes and application questions*

Graduate & Continuing Education — (978) 665-3182 [gce@fitchburgstate.edu](mailto:gce@fitchburgstate.edu)

*\*Student petitions*

Financial Aid — (978) 665-3156 [finaid@fitchburgstate.edu](mailto:finaid@fitchburgstate.edu)

*\*Applying for and accepting aid.*

International Education Office — (978) 665-3089 [INTHELP@fitchburgstate.edu](mailto:INTHELP@fitchburgstate.edu).

IT Help Desk — (978) 665-4500 OR (866) 520-7131

*\*Provides technical support whether you are on or off campus.*

OneCard Office — 978-665-3039 [onecard@fitchburgstate.edu](mailto:onecard@fitchburgstate.edu)

*\*Student ID and student discounts*

Parking Services — (978) 665-3219 [parkingservices@fitchburgstate.edu](mailto:parkingservices@fitchburgstate.edu)

*\*Parking passes and parking ticket questions*

Registrar — (978) 665-4196 [registrar@fitchburgstate.edu](mailto:registrar@fitchburgstate.edu)

*\*Register for classes, request a transcript, add or drop classes, withdraw from courses, veteran benefits*

Student Accounts — (978) 665-4126 [stuaccnts@fitchburgstate.edu](mailto:stuaccnts@fitchburgstate.edu)

*\*Pay your bill, payment plan, tuition benefits and waivers*



## Useful Web Links

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Student Resource Center

[www.fitchburgstate.edu/SRC](http://www.fitchburgstate.edu/SRC)

- Help choosing your courses
- Financing your education
- Navigating your student account
- Register for courses
- Finding your Advisor contact info

Seats Available List

[www.fitchburgstate.edu/courses](http://www.fitchburgstate.edu/courses)

Webinars

[www.fitchburgstate.edu/webinars](http://www.fitchburgstate.edu/webinars)

Academic Calendar

[www.fitchburgstate.edu/gce/calendar](http://www.fitchburgstate.edu/gce/calendar)

Catalog

<https://catalog.fitchburgstate.edu>

Payment Plan (Fall & Spring only)

[www.fitchburgstate.edu/paymentplan](http://www.fitchburgstate.edu/paymentplan)

Refund Policy

[www.fitchburgstate.edu/gce/refund](http://www.fitchburgstate.edu/gce/refund)

Tuition & Fees

[www.fitchburgstate.edu/gce/tuitionandfees](http://www.fitchburgstate.edu/gce/tuitionandfees)

Writing Center

[www.fitchburgstate.edu/writingctr](http://www.fitchburgstate.edu/writingctr)

FAFSA

[www.fafsa.gov](http://www.fafsa.gov)

MTEL

[www.mtel.nesinc.com](http://www.mtel.nesinc.com)

# Course & Registration Information

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## Selecting courses

How to find and use the seats list, a live listing of available courses for the current or future semesters.

- Go to: [www.fitchburgstate.edu/courses](http://www.fitchburgstate.edu/courses)
- On the left hand side of the webpage select the desired term.
  - GCE Students need to choose the GCE terms for Spring and Fall courses (ex. GCE Spring-2020).
  - Online accelerated students should choose the “Online Accelerated Schedule”
- When you find the course(s) you want to register for, note the CRN #(s). These are used in the registration processes.

You will see notes at the top of the page about selecting a course schedule, using the search box to find a course or keyword, and an explanation of the undergraduate and graduate course numbering system. If you need help selecting your course, please contact your advisor.

## Registering for courses

- On the top of the seats list page choose the link “Current/Admitted Student Registration”.
- Follow the on screen instructions to log in.
- Once you are logged in, choose “Student”, then “Registration”, then “Add/Drop Classes”.
- At the bottom of the screen, select a term from the drop-down menu then “submit”.
- At the bottom of the screen, insert your CRN number(s) in the space provided.
- Once you have added all of the CRN’s, press “Submit Changes” (*this will register you for the course*).
- You are now REGISTERED!!!! (*payment is due at the time of registration*)

### Add Classes Worksheet

CRNs		
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Submit Changes"/>	<input type="button" value="Class Search"/>	<input type="button" value="Reset"/>

# Online ordering from the Bookstore

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## ORDER YOUR BOOKS ONLINE

1. Go to [www.bkstr.com/fitchburgstatestore/home](http://www.bkstr.com/fitchburgstatestore/home)
2. Click 'Books' then 'Textbooks & Course Materials'
3. Choose your term, department, course and section
4. Add books to your cart
5. Need more books? Continue shopping. Finished? Proceed to checkout
6. Register if you're a first time user or log in if you've shopped with us before
7. Complete your order

## CHECK THE STATUS OF YOUR ORDER

It's simple:

1. Go to [www.bkstr.com/fitchburgstatestore/home](http://www.bkstr.com/fitchburgstatestore/home)
2. Click 'My Account' at the top right of the homepage
3. Log in by entering your email address and password
4. Click on 'View Your Order History'
5. Click on your order number

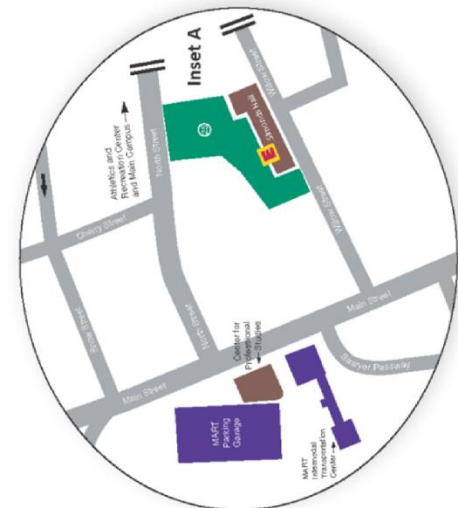
## Online Ordering Benefits:

- FedEx tracking information is provided
- Instant access to order information anytime, anyplace
- Receive updates from the bookstore

# FITCHBURG STATE UNIVERSITY

## PARKING LOT MAP

1. Green 1
  2. Green 2
  3. Congress
  4. North 4
  5. North 2
  6. North 1
  7. Herlihy
  8. Upper Weston
  9. Lower Weston
  10. Conlon (rear)
  11. Ross
  12. Highland
  13. Sanders RESERVED 24/7
  14. Anthony RESERVED 24/7
- (Admissions guests only)
15. Upper Cedar
  16. Lower Cedar
  17. Townhouse South
  18. South Cedar
  19. McKay (front)
  20. McKay C (rear)
  21. McKay (rear)
  22. McKay (lower)
  23. Fitchburg State Civic Center—Shuttle Parking
  24. Lower Civic Center
  25. Simonds Hall
13. Sanders RESERVED 24/7 Athletic Complex & Elliot Fields shown on reverse side.



**SYMBOL GUIDE**

- Staff & Faculty ONLY (blue hangtags)
- Commuter Student (red hangtags)
- Resident 24 Hour (green hangtags)
- Visitor Parking
- Handicapped Parking
- Bicycle Parking
- Motorcycle Parking
- Shuttle Stops
- Emergency Call Box

Continued see Inset B

Continued see Inset A

Updated 7/17



# Discounts

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## Software Discounts

Microsoft and Adobe Software is available to students, faculty and staff through the WebStore at <https://fitchburgstate.onthehub.com/>. This software is for your personal use and is licensed as such through our Microsoft Campus Agreement. It should not be installed on any university-owned machines.

### Microsoft Software Products, FREE for Students

Windows 10

Windows 8.1

Office Professional 2016

Office for Mac 2016

Additional titles are available for purchase on the WebStore. Please Note: only one copy of each item is allowed per student. That copy can only be installed twice on the same computer.

### Adobe Software Products

Creative Cloud- Student Option (Low monthly cost)

## OneCard Discounts

Students, faculty and staff can use their Fitchburg State University OneCard campus ID card to receive discounts on their purchases at local businesses. Show your Fitchburg State University OneCard at participating locations and save.



Visit our website for a list of participating merchants:

<https://www.fitchburgstate.edu/onecard>



# FITCHBURG STATE UNIVERSITY

## FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT (FERPA) STUDENT WAIVER

I (name), \_\_\_\_\_ (student ID), @ \_\_\_\_\_ understand the Family Educational Rights and Privacy Act (FERPA) as it relates to information from my educational records, and my right to keep such information confidential. I hereby consent to allow the following office(s) at Fitchburg State University to disclose information from their records:

Registrar     Student Accounts

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records . These records include, but are not limited to, grades, financial records and other personal information.

Fitchburg State University is committed to following federal law and protecting the privacy of students and will not inappropriately disclose any protected information from our student records. By signing this waiver a student is authorizing the designated university office to share information with select individuals and/or parties; however, the student will remain the primary contact person.

I hereby authorize said disclosure to be made to the following person(s):

Name: _____	Name: _____
Street Address: .. _____	Street Address: _____
City, State, Zip: _____	City, State, Zip: _____
Phone #: ( _____ ) _____	Phone #: ( _____ ) _____
Cell Phone: # ( _____ ) _____	Cell Phone #: ( _____ ) _____
Relationship: _____	Relationsh _____

I have read this document in its entirety and I understand the content. I agree to allow the designated university office(s) to share information with the identified individual(s) named above. I understand that in order to rescind this waiver I must do so in writing at the Registrar's Office.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Glossary of Terms

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Asynchronous	An online course that does not require specific log in dates or times.
Blackboard	“Learning Management System” (LMS) used to deliver online classes.
CRN	A specific offered section of a course for registration purposes.
Falcon Key	Gives you access to a variety of technology resources. Your username is the first part of your email, for example jsmith1.
FERPA	The Family Educational Rights and Privacy Act (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records.
Hybrid	A blended format of online and on campus meetings. Hybrid meeting dates can be found on the seats list.
Module	An organized collection of course content that is presented together. A course is scheduled in weeks, units, or modules with assignment deadlines.
OAP	Online Accelerated Program
Seats list	Live listing of available courses for the current or future semesters. This includes meeting days and times for on campus or hybrid courses and a link to the university bookstore.
Syllabus	A course document that provides instructor contact information, course policies, required texts, and schedule of assignments and exams.
Synchronous	Live online or on campus meeting day and time. They are listed on the seats list for students to plan their schedule around these mandatory meetings.
Web 4	Access your record online! – Register for classes, see your grades, academic history, personal information, class schedule and more

# Welcome to Fitchburg State University!