

# Millersville University

ONLINE PROGRAMS 2020-2021



Everything you need  
to do before you begin.





**Congratulations!**  
**YOU'RE OFFICIALLY A MARAUDER.**  
**IT'S TIME TO SET UP YOUR myVILLE ACCOUNT!**

You'll be using your myVILLE account to access numerous University services, including your student email and D2L Brightspace, Millersville's Learning Management System, where you'll be taking all of your online courses.

To activate your myVILLE account, you will need your M# (Student ID number listed on your Offer Letter). Your login credentials for myVILLE will be used for *all* campus services requiring a login -- make sure to write them down in a safe place!

For instructions on activating your Millersville account, visit:

[wiki.millersville.edu/display/ittac/Activating+your+MU+Accounts](http://wiki.millersville.edu/display/ittac/Activating+your+MU+Accounts)

Once you activate your myVILLE account, be sure to check your Millersville email account regularly. Millersville email is the primary communication mode for information, and is especially important for online students.

Go to [www.millersville.edu/logins](http://www.millersville.edu/logins) to access the portals listed below.

- **myVILLE** provides access to your email, the university portal, and on-campus services.
- **D2L Brightspace** provides access to all online courses, including your orientation (D2L Brightspace uses the same login credentials as myVILLE).
- **MAX** provides access to course registration, grades, transcripts and degree audits, and billing and financial aid information.



**? The IT Help Desk is here to help!**  
 Contact the IT Help Desk at 717-871-7777 • [help@millersville.edu](mailto:help@millersville.edu)  
 Location: Boyer Building (enter at door to left of main entrance, look for TAC)

**ADMISSIONS PROCESS**

The admissions process for online students is *not* handled by the Admissions Office, but entirely by the **Office of Online Programs**, which is a part of the College of Graduate Studies & Adult Learning (CGSAL).

**Be sure to submit your final college transcript.** If you are currently enrolled elsewhere, or will be until you begin at Millersville, please submit official transcripts at the end of each term.

Office of Online Programs  
 Millersville University  
 Lyle 212  
 PO Box 1002  
 Millersville, PA 17551

If requesting electronic transcripts, be sure they are sent to us in Online Programs at:

[OnlinePrograms@millersville.edu](mailto:OnlinePrograms@millersville.edu)

Remember that electronic transcripts are official *only* if they were sent to us from the school itself.

**Need to update your info?** The Office of Online Programs can also help if you would like to change personal information such as email, phone, address, or even your name.

If you need to update any of your personal information, please send your request along with your full name and Millersville ID number to [OnlinePrograms@millersville.edu](mailto:OnlinePrograms@millersville.edu) or you may also give us a call at **717-871-7200**.

**ONLINE ALCOHOL & SEXUAL ASSAULT PREVENTION PORTALS**

**Deadline: A.S.A.P.** New students entering Millersville are required to complete the online portals *Zombies, Alcohol & You* (alcohol abuse prevention) and *Not Anymore!* (sexual assault prevention). Students should be receiving an email with instructions on how to complete the programs. If you do not, please let Online Programs know.

**? The Office of Online Programs is here to help!**  
 717-871-7200 • [OnlinePrograms@millersville.edu](mailto:OnlinePrograms@millersville.edu)  
 Location: Lyle Hall, Room 212



**D2L BRIGHTSPACE (ONLINE COURSES)**

**D2L BRIGHTSPACE (ONLINE COURSES)**

**Deadline: A.S.A.P.** As soon as you have set up your myVILLE account, your next step is to familiarize yourself with D2L Brightspace, Millersville's online Learning Management System. D2L will be your gateway to all of your online courses at Millersville. Visit the following page for tips on how to get started, and check out the introductory video:

[wiki.millersville.edu/display/d2ldocs/Getting+started](http://wiki.millersville.edu/display/d2ldocs/Getting+started)

Before logging into D2L for the first time, be sure to run the System Check to confirm your browser and system are compatible (see [page 10](#) for more information on technology requirements). You can either reach it from the D2L login page, or by visiting the following link:

[millersville.desire2learn.com/d2l/systemCheck](http://millersville.desire2learn.com/d2l/systemCheck)

Please keep in mind that there is sometimes a delay of a day or two after activating your myVILLE account before you can access D2L (both systems use the same login credentials). If you have any issues or questions and you can't find a solution here or in the wiki linked above, call the IT Help Desk at 717-871-7777.

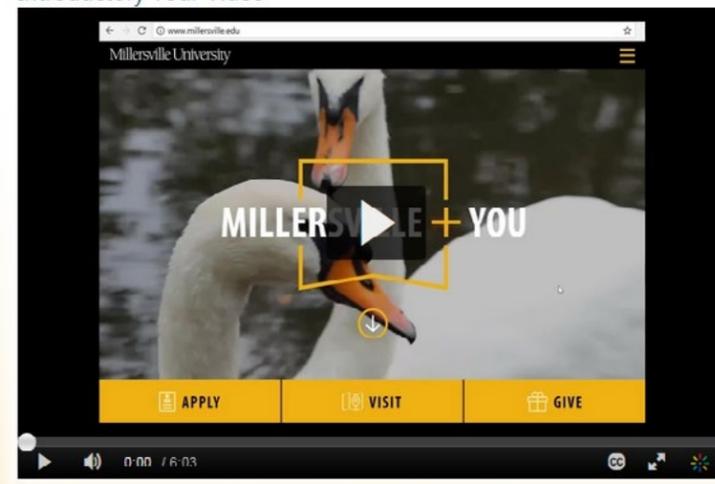
**? The Office of Online Programs is here to help!**  
 717-871-7200 • [OnlinePrograms@millersville.edu](mailto:OnlinePrograms@millersville.edu)  
 Location: Lyle Hall, Room 212

Dashboard / Welcome to the D2L Resources Wiki / Getting started

**Video tour**

Created by Stephen Gadsby, last modified on Apr 23, 2018

**Introductory Tour Video**



If the video does not appear above, please watch the video on MU Video.



## ONLINE STUDENT ORIENTATION (MANDATORY)

**Deadline: A.S.A.P. (Mandatory)**

All new online students are **required to access and complete the Online Student Orientation before beginning classes** (online students are *not* required to attend in-person orientation). The Online Student Orientation, first available in D2L a few weeks before classes begin, will provide you with everything you need to know to get started as an online student at Millersville University. Here are some items you may expect to find in the Orientation:

- Welcome videos from Dean, Program Chair, and Faculty
- Program Philosophy and Framework
- Policies and Procedures
- Information on Special Program Requirements (Clinicals, etc.)
- Scholarship & Financial Aid Information
- Important Student Information and Resources
- Technical Support and Tips & Tricks

The Orientation is more than just a chance to learn about what to expect as an online student – it is also an opportunity to meet and get to know your professors and fellow students starting alongside you! You will be able to participate in discussion boards where you can introduce yourself and pose any questions you may have.

To access the Online Student Orientation, simply log in to D2L by following the instructions outlined to the right. If you have any questions about accessing the course, either call the Office of Online Programs at 717-871-7200 or the IT Help Desk at 717-871-7777.

For any program-specific questions, or questions relating to course content, you may contact your program's department for further assistance (see [page 11](#) for complete contact information):

- [Nursing Department](#): 717-871-4274
  - Nursing students may also contact the Nursing Chair, Dr. Kelly Kuhns, directly at 717-871-5276.
- [Business Administration](#): 717-871-7209
- [Social Work](#): 717-871-7206
- [Criminology](#): 717-871-7477

Please note that the Online Student Orientation is **required** to be completed before you may begin in your program; online students are *not* required to attend in-person orientation.

## ACCESSING THE ONLINE ORIENTATION IN D2L

Follow the instructions below to access the Online Orientation once it is available (please keep in mind the Orientation will not become available to you until a few weeks before classes begin):

1. Log on to **D2L Brightspace**. To do so, access the Logins page (on the [MU homepage](#) click "LOGINS" in the footer, or just navigate directly to [www.millersville.edu/logins](http://www.millersville.edu/logins)). Once there, simply click the Brightspace logo and log in with the same username and password as your myVILLE account.
2. Once logged in, click on the Course Selector up top (on smaller screens, you may first need to access the menu in the top left). In this list, you will see **Online Orientation**. Be sure to click the pin icon (which ensures the Orientation appears in your My Courses widget) then simply open it from that widget, or the Course Selector itself.
3. Once you have entered the Orientation, your first stop is **Module 0 | Welcome** (alternatively, **Introduction**). Under the Resource section, click on **Content**, then navigate to Module 0 in the list. Start with everything in Module 0, then move on through Module 1, Module 2, and so on until done.
4. Should you have any questions along the way, just ask! On the top of the page, click on **Communication**, then click on **Discussions** (on smaller screens you may first need to access the menu in the top left). Here you can introduce yourself to your professors & fellow classmates, ask general questions, discuss the individual modules, and request further info.

Again, please keep in mind that the Online Orientation will not become available to you until a few weeks before your classes begin. If you believe you should be seeing the Orientation in D2L but it is not appearing in your course list, please contact the Office of Online Programs at 717-871-7200.

**? The Office of Online Programs is here to help!**  
717-871-7200 • [OnlinePrograms@millersville.edu](mailto:OnlinePrograms@millersville.edu)  
Location: Lyle Hall, Room 212

## ASYNCHRONOUS VS. SYNCHRONOUS ONLINE CLASSES

### REMEMBER THAT SOME ONLINE COURSES HAVE MEETING TIMES!

When you think "online", you probably imagine flexible classes that allow you to log in "whenever" and proceed through the course at your own pace, with the only specific dates or times being due dates for assignments. Indeed, many online courses at Millersville are just like this, offered in what is called an **asynchronous** format, *without* specific meeting times. Some are even entirely self-paced!

That said, at the other end of the spectrum are **synchronous** courses, which *do* have meeting times, usually held over [Zoom](#). The frequency of these meetings, as well as whether or not they are optional to attend, will vary by course. To find out if an online course is synchronous or not, look it up in the [web schedule](#), contact your advisor or the course instructor, or just ask us here in Online Programs.



## STEP 1: REVIEW YOUR TRANSCRIPT EVALUATION

- In most cases, your transcript evaluation was included with your offer letter. Your evaluation will let your advisor know how previous coursework fits into your academic program.
- Ensure that the Office of Online Programs receives your most recent official academic transcript, as explained on [page 4](#).
- If you are taking or planning to take any courses at another institution, check out the Transfer Equivalency website at [www.mville.us/transfer-equivalency](http://www.mville.us/transfer-equivalency) to see what may transfer.
- If you have questions about your evaluation or want to check on the status of a pending update to your evaluation, you can contact the Online Programs Admissions Counselor, Rebecca, at 717-871-7699 or speak with your advisor (see below).

## STEP 2: CONFIRM ADDITIONAL DOCUMENTATION

- If you have already submitted all of your most up-to-date documentation to Online Programs, you are ready to go. Otherwise, be sure to do so as soon as possible. Examples of additional documentation include (but are not limited to):
  - License information (e.g., RN license number),
  - Permanent residency card (if applicable),
  - CLEP or AP Exam scores,
  - and so on.

Required additional documentation can vary by program. If you are unsure of whether anything further is required, or if you have any questions at all, give Online Programs a call at 717-871-7200.

## STEP 3: SPEAK WITH YOUR ADVISOR

- Check your offer letter for instructions on connecting with your advisor. Your advisor will help you create a course plan for your degree. Always check with them before enrolling in any courses.
- Familiarize yourself with your Degree Audit (available in MAX). This report helps you understand what class requirements have been completed and what still needs to be taken for your major. Your advisor (and to a limited extent your Student Support Specialist) can assist you in understanding your Degree Audit.
- You may consult with your advisor by email, telephone, or live video chat. If nearby, you are welcome to come by in person! Be sure to pick up a free day pass (see [page 8](#)) before parking.

## STEP 4: GET REGISTERED FOR CLASSES

- As a student enrolled in one of Millersville University's Online Programs, you are guaranteed a seat in all required major courses, and you will be automatically registered for those courses per your advisement. You can view your registration in MAX (courses may not appear until closer to your start date).
- For other coursework (general education courses, required related courses, electives), consult with your advisor. Then you may register yourself in MAX, or email your Student Support Specialist from your myVILLE email with the courses you need.
- If a class is full, you may join the waitlist. If a seat opens up, you will receive notice in your myVILLE email. We suggest signing up for MAX Mobile (found in MAX) to get text messages as well.

**? The Registrar's Office is here to help!**  
717-871-5005 • [registrar@millersville.edu](mailto:registrar@millersville.edu)  
[www.millersville.edu/registrar](http://www.millersville.edu/registrar) • Location: Lyle Hall, 1st Fl.

## STEP 5: PURCHASE YOUR TEXTBOOKS

- Once you have registered or been registered for your classes, be sure to check exactly what textbooks you will require. To do so:
  1. Log on to **MAX**.
  2. Select **Student Services**.
  3. Select **Bookstore**.
  4. Select one of the following options:
    - **Bookstore Voucher Request Form**  
You can request financial aid funds be added to your Marauder Gold account through the Office of Student Accounts. Once these funds are available on your Marauder Gold card, you can use this link to create a voucher for the Online University Bookstore.  
or
    - **University Bookstore**  
This link redirects you to the new University Bookstore website to view and purchase course materials.
  5. After selecting University Bookstore, click Login.
  6. Enter your myVILLE credentials and click Login.
  7. Once logged in, you will see a list of courses and assigned materials. Textbooks will be shown in available conditions such as new, used, rental, ebook, and marketplace.
- Keep in mind that some textbooks may be used throughout multiple courses, so you may wish to purchase rather than rent.

## DROPPING CLASSES

- If you must drop a class for any reason, be sure it is dropped *before* the semester begins. You may drop it in MAX, or request your Student Support Specialist to assist. If not dropped in time, you may be responsible for all or part of the course's costs, even if you did not attend. Once the semester has started, you can only receive a full refund during the drop/add period, which varies in length depending on how many weeks the class runs:
  - Accelerated courses (e.g. RN-to-BSN courses), which last 7 weeks, have a drop/add period of two business days.
  - Typical Fall and Spring courses (lasting 15 weeks) have a drop/add period of one full week.
  - Winter courses, which last only a month, have a drop/add period of just one business day.
- For details on drop/add dates, please consult the Academic Calendar, which can be found on the Registrar's site at: [www.millersville.edu/registrar/academic-calendar](http://www.millersville.edu/registrar/academic-calendar)

**? Your Student Support Specialists, Brigh and Kelly, are here to help!**  
717-871-4257 • [Brigh.Mento@millersville.edu](mailto:Brigh.Mento@millersville.edu)  
717-871-4256 • [Kelly.Usbeck@millersville.edu](mailto:Kelly.Usbeck@millersville.edu)  
Office of Online Programs • Location: Lyle Hall, Room 212

## ASSISTANCE THROUGHOUT THE PROCESS

- Recognizing that much of this may be new to you, we encourage you to reach out with any concerns:
  - For any academic questions, contact your advisor, or reach out to your program's department (see [page 11](#)).
  - For any and all non-academic questions, contact us in the Office of Online Programs either by email at [OnlinePrograms@millersville.edu](mailto:OnlinePrograms@millersville.edu) or by telephone at 717-871-7200 (be sure to have your M# ready).

**E-BILLS**

Student Accounts will send **email** notification to students at their Millersville email address when their bill becomes available (see the checklist on [page 2](#) for dates). Follow the instructions in the email to VIEW/PRINT/PAY/CLEAR the bill. All bills are processed electronically and may be accessed at any time online in myVILLE. If changes to registration are made after the initial bill, your bill will not be updated; check your balance to see what you may owe.

Keep in mind, your \$40 application fee will be added to your first semester's bill (unless you have already paid an application fee).

**CURRENT ACCOUNT BALANCE**

Millersville bills undergraduate students on a per-credit basis. If students add or drop classes, this will change the initial bill. Log onto myVILLE to view real-time account activity for the current semester. As noted, any changes made after the original bill has been issued will be reflected here.

**PAYMENT METHODS**

Millersville University accepts numerous forms of payment, including cash, check, and credit card. For complete information on all accepted payment methods, visit [www.millersville.edu/osa/paymentinfo.php](http://www.millersville.edu/osa/paymentinfo.php).

**THIRD-PARTY AUTHORIZATION**

Third-Party Authorization is found in **myVILLE**. For details, visit [www.millersville.edu/osa/third-party-parent-authorization.php](http://www.millersville.edu/osa/third-party-parent-authorization.php).

In order for partners, parents or other third parties to receive an email when bills are available, have access to online billing and be granted permission to discuss confidential account information with the OSA, Third-Party Authorization is required by law.

**TMS PAYMENT PLAN**

Millersville University, in conjunction with Tuition Management Systems (TMS), offers an **OPTIONAL** convenient payment plan, available for the Fall & Spring terms only (unavailable for Summer).

**Approximate deadlines to join are:**  
**Fall Term: Mid-August\***  
**Spring Term: Early January\***

Visit [www.millersville.edu/osa/installmentplan.php](http://www.millersville.edu/osa/installmentplan.php) for more details and exact deadline dates. Sign up for this plan and divide your bill into smaller monthly payments, spread over the semester. To take advantage of this offer, contact TMS at **1-800-722-4867** (recommended) or visit them at [www.millersville.afford.com](http://www.millersville.afford.com).

*\*Enrollment in TMS after the tuition due date is subject to a \$25 late fee. To avoid this, sign up for TMS by the due date of your tuition bill.*

**STUDENT REFUNDS**

Expecting a refund? Don't get stuck waiting 14 days for a paper check. Signing up for direct deposit ensures that excess funds are directly deposited into your checking or savings account within 72 hours of an overpayment. Even if you do not utilize Tuition Management Systems (TMS) for a payment plan, all refunds are processed in this system. Register your account with TMS to choose either a paper check or direct deposit, and verify your address. Register your preference at [millersvillechoice.afford.com](http://millersvillechoice.afford.com) and click on the register tab.

**? The Office of Students Accounts is here to help!**  
 717-871-5101 • [osa@millersville.edu](mailto:osa@millersville.edu)  
[www.millersville.edu/osa](http://www.millersville.edu/osa) • Location: Lyle Hall, 2nd Floor

**PHOTO ID**

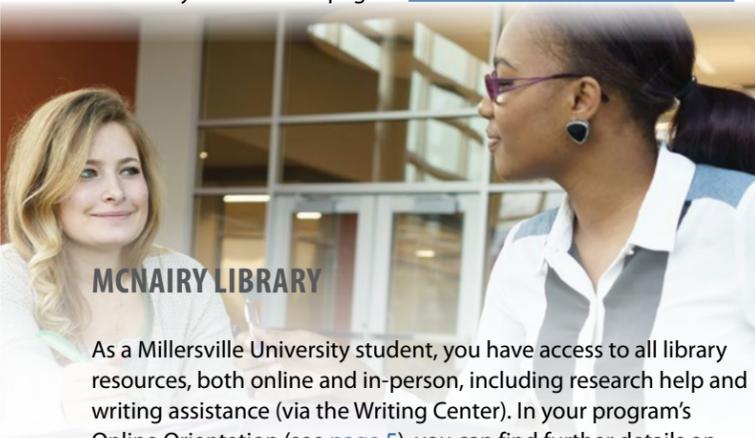
Photo IDs are optional for online students. If you would like one (for in-person use of the library, for example), you may submit a photo at [www.mville.us/photoid](http://www.mville.us/photoid) or visit the University Services Office in Boyer Building, Room 123, Monday-Friday, 8 a.m. – 4 p.m. ID cards can be picked up during normal business hours (please note that at this time, IDs may only be picked up in person). For more information, visit the University Services webpage at [www.millersville.edu/univsvcs](http://www.millersville.edu/univsvcs).



**UNIVERSITY STORE**

Students may purchase textbooks from the University Store online or in-person. Books can be purchased in advance and held for free in-store pickup, or conveniently shipped for a nominal fee. Be sure to check out the store website for all your textbook and school supply needs, as well as great clothing and gear to show off your Marauder pride! You may find the University Store website at [store.studentservicesinc.com](http://store.studentservicesinc.com). For any questions, call 717-871-7610.

**? University Store Associates are here to help!**  
 717-871-7610 • [store@ssi.millersville.edu](mailto:store@ssi.millersville.edu)  
[store.studentservicesinc.com](http://store.studentservicesinc.com) Location: SMC



**MCAIRY LIBRARY**

As a Millersville University student, you have access to all library resources, both online and in-person, including research help and writing assistance (via the Writing Center). In your program's Online Orientation (see [page 5](#)), you can find further details on how to access the library. For additional information, visit the library website at [www.library.millersville.edu](http://www.library.millersville.edu).

**? University Librarians are here to help!**  
 717-871-7111 • [Library.Circulation@millersville.edu](mailto:Library.Circulation@millersville.edu)  
[www.library.millersville.edu](http://www.library.millersville.edu) Location: Ganser Hall

**'VILLE DAILY**

Looking to keep up with events in and relating to the 'Ville? Look no further than your own inbox! The 'Ville Daily is a daily newsletter (twice a week during summer and breaks) available to the entire University community, and a great way to learn more about what goes on at Millersville. Check your student email for your copy. You may also find the latest posts and peruse the archive at:

[blogs.millersville.edu/villedaily](http://blogs.millersville.edu/villedaily)

STUDENT SERVICES—SMARTHINKING ONLINE TUTORING

**SMARTHINKING ONLINE TUTORING**

New in 2020, and easily accessible right in D2L Brightspace, students may receive online tutoring through **Smarthinking**.

Smarthinking provides students with online tutoring that's fast, simple, and convenient. Expert tutors are available up to 24 hours a day, 7 days a week, on demand or by appointment across a wide range of subjects. Smarthinking's expert tutors average over nine years of teaching or online tutoring experience, with 90 percent having master's degrees or PhD's. Smarthinking tutors use a pedagogical method tailored to your individual student needs in order to help, encourage, and involve you in understanding the subject matter. Millersville is providing this service free of charge\* so students have access to additional support when they need it. Key features include:

- Immediate, on-demand or by appointment tutoring in a variety of subjects
- Writing feedback returned within 24 hours for various writing assignments
- Whiteboard interface for easy interaction
- Group tutoring
- And much more!



To log into Smarthinking, students will need to log into D2L, go to the university tab on the navigation bar, hit the down arrow and a link for Smarthinking is found directly under Resources for Student Success. For more details, visit Millersville's wiki page for Smarthinking:

[wiki.millersville.edu/display/instructdocs/Smarthinking+Online+Tutoring](http://wiki.millersville.edu/display/instructdocs/Smarthinking+Online+Tutoring)

\*Certain services, such as expedited assistance, may incur a nominal fee.

**CHRYST WRITING CENTER**

The Chryst Writing Center is available for all students to assist with your paper-writing needs. 30-minute appointments and walk-in sessions (first-come, first-served) are available in-person at the McNairy Library (Ganser Hall). [Online tutoring](#) is available, both synchronously via Zoom as well as asynchronously through email. All services are free of charge. For more details as well as hours, visit the Writing Center's site at:

[www.millersville.edu/english/writingcenter/index.php](http://www.millersville.edu/english/writingcenter/index.php)



**? Writing Center tutors are here to help!**  
 717-871-7389 • [writing.center@millersville.edu](mailto:writing.center@millersville.edu)  
[www.millersville.edu/english/writingcenter](http://www.millersville.edu/english/writingcenter)  
 Location: McNairy Library (Ganser Hall), Room 106

**MU|ALERT**

If you plan to visit campus, be sure to sign up for MU|Alert at [mualert.millersville.edu](http://mualert.millersville.edu). This system will notify you of any campus emergency, as well as weather closings and delays.



**PARKING**

If you wish to visit campus, be sure to come early to stop by the parking office (Lebanon House) for a free day pass. For more frequent visits, you will be required to purchase a parking permit. Parking permits can only be purchased through your student account (MAX). Log in to your MAX account; under the Student Services tab you will find the online permit portal. Once you have applied online and paid for your parking permit, you must stop by the parking office to pick it up. You must have your Millersville ID card or driver's license with you. Parking permits will not be mailed. For more info, visit [www.millersville.edu/police/parking](http://www.millersville.edu/police/parking).

**? The University Police Parking Division is here to help!**  
 Emergency: 911 • Non-emergency: 717-871-4357  
 Alternative Non-emergency: 717-897-0967  
[www.millersville.edu/police/parking](http://www.millersville.edu/police/parking) Location: Lebanon House

## FINANCIAL AID

The Office of Financial Aid assists students, regardless of their economic resources, in obtaining the financial assistance necessary to attend Millersville through federal and state aid, loans and scholarships. To find out your eligibility for federal financial aid, you will need to complete the FAFSA application, found at [fafsa.ed.gov](http://fafsa.ed.gov). Millersville's FAFSA school code is **003325**.

If you are planning to purchase books through the University Bookstore, please note that financial aid cannot be used upfront. However, if you are expecting a refund (your expenses are less than your awards), you may apply for a book loan and use that money in the Bookstore. Contact Financial Aid for more information.

Financial aid is available for students planning to attend both full-time (12 credits or more) and part-time (6-11 credits). Aid is also available for summer sessions through a special application. Aid is NOT available for the winter session.

If you drop below 6 credits, you will lose eligibility for financial aid. Be sure to plan your coursework with your advisor accordingly to maintain eligibility as needed.

Some students also receive tuition reimbursement through their employers. Should you have any questions regarding using such assistance towards your bills, contact Financial Aid.

For more info, visit [www.millersville.edu/finaid/index.php](http://www.millersville.edu/finaid/index.php).

**? The Office of Financial Aid is here to help!**  
717-871-5100 • [fa.mail@millersville.edu](mailto:fa.mail@millersville.edu)  
Location: Lyle Hall, 2nd Floor

## VETERANS

The Veterans Certifying Officials in the Office of Financial Aid at Millersville University handles all paperwork for veterans applying for the Department of Veterans Affairs (DVA) educational benefits. This office is also your link to the DVA in cases of problems with educational benefit processing.

Contact information for the Veterans Certifying Officials:  
Office of Financial Aid  
P.O. Box 1002, Millersville, PA 17551  
Telephone: 717-871-5100, Fax: 717-871-2248

The VA Certifying Officials can be found in the Office of Financial Aid, which is located in Lyle Hall.

For advisement and registration assistance, veterans may contact Academic and Student Development at [vet.advisor@millersville.edu](mailto:vet.advisor@millersville.edu). In addition, this office can also provide resources and support to assist vets in personal and academic transition to the University.

For general information from the American Council on Education (ACE) about receiving academic credit for military training, visit: [www.acenet.edu/Programs-Services/Pages/Credit-Transcripts/Military-Guide-Online.aspx](http://www.acenet.edu/Programs-Services/Pages/Credit-Transcripts/Military-Guide-Online.aspx)

For more info, visit our Veterans Resource Center (VRC) page at [www.millersville.edu/finaid/studentinfo/veteran.php](http://www.millersville.edu/finaid/studentinfo/veteran.php).

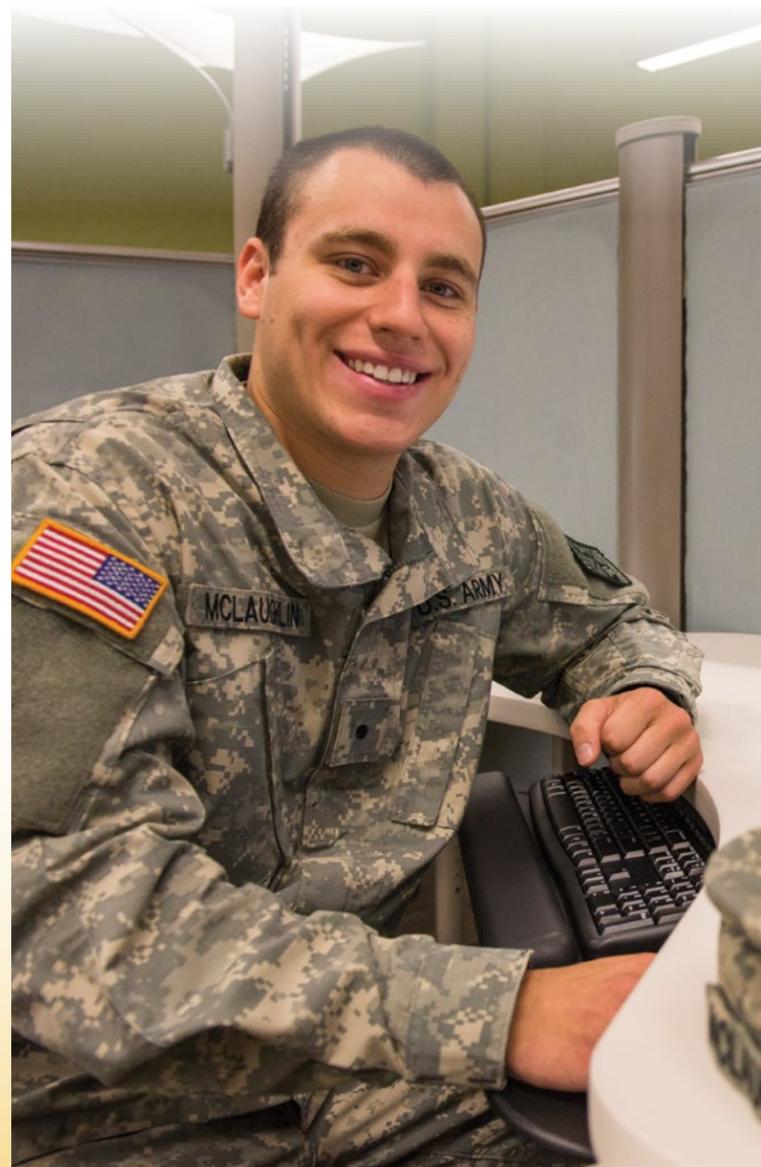
## ACCOMMODATIONS

The Office of Learning Services provides accommodations for students with developmental, medical, mobility, physical, psychiatric and learning disabilities, both online and in-person.

Students need to complete two basic steps:

1. Complete a Special Assistance Request Form for Students with Disabilities.
2. Submit official documentation to the Office of Learning Services. Additional information and forms are available at [www.millersville.edu/learningservices](http://www.millersville.edu/learningservices).

**? The Office of Learning Services is here to help!**  
717-871-5554 • [Learning.Services@millersville.edu](mailto:Learning.Services@millersville.edu)  
Location: Lyle Hall, Room 352



## WELCOME TO Millersville University!

We are here to give you a hand with any technical questions.

### IT HELP DESK

Online Help: [mville.us/help](http://mville.us/help) • Phone: 717-871-7777

Email: [help@millersville.edu](mailto:help@millersville.edu)

Facebook: [Millersville University Info Tech \(IT\)](https://www.facebook.com/Millersville-University-Info-Tech-(IT))

**Call Center Hours** (all times are EST):

• Fall/Spring: M-Th 8 a.m. - 7 p.m. • F 8 a.m. - 5 p.m.

• Summer: M-F 8 a.m. - 4 p.m.

Free in-person technology help for nearby students is also available. For details, visit: [goo.gl/3FNpL2](http://goo.gl/3FNpL2)

## MINIMUM TECHNOLOGY REQUIREMENTS

Online courses by their very nature require the use of computers. To ensure the best experience during your time as an online student, be sure to have access to all of the following:

- Webcam (any resolution should do)
- Microphone (built-in or external)
- Broadband (high-speed) Internet

Be certain you have consistent access to high-speed Internet. A reliable connection is required to be able to view course content, submit assignments, and interact with faculty and fellow students.

## RECOMMENDED SPECIFICATIONS

Your computer should meet or exceed the following specifications:

- Any current era processor
  - Minimum 4GB RAM (8GB or greater highly recommended)
  - 250GB Storage (or greater)
- Flash memory or a Solid State Drive (SSD) is highly recommended for speed and reliability.

## PURCHASING A NEW COMPUTER

If your computer does not meet the minimum requirements, you may wish to consider purchasing a new device. Millersville students can receive a discount when purchasing through the following vendors:

- Apple for Education: [apple.com/us-hed/shop](http://apple.com/us-hed/shop)
- Dell Member Purchase Program: [dell.com/MPP](http://dell.com/MPP) (enter member ID: US126334094)
- CDW - Millersville: [cdw.com/millersville](http://cdw.com/millersville)

See IT's wiki page for more info, found here: [goo.gl/ko7cMC](http://goo.gl/ko7cMC)  
We recommend you shop around and compare prices and features to get the best fit for your needs. See the following sections for some general advice on what to look for. If you have any questions, contact the IT Help Desk at 717-871-7777, or contact one of our Student Support Specialists Brigh or Kelly, most easily be reached by telephone at 717-871-4257 or 717-871-4256 respectively.

## LAPTOP VS. DESKTOP

When you purchase a new system, base your decision on your lifestyle. Laptops are attractive for their mobility, though desktop systems are more easily upgraded, more sturdy, and less vulnerable to theft. Desktop replacement parts are also less costly.

A good basic rule: if you are planning to do your schoolwork in multiple places, get a laptop. If you are only planning to do your schoolwork in one place (say, a home office) get a desktop.

## MAC VS. WINDOWS

Macintosh computers hold some advantages: they don't require anti-virus software, they tend to be more stable, and they can even run Windows if need be. However, they also tend to be much more expensive than comparable Windows machines. Additionally, most modern Windows computers include a convenient touchscreen, something you won't find on any Mac. Ultimately, choose what you prefer, as both systems can run all required software easily.

## SOFTWARE REQUIREMENTS

Primarily, you will require access to a web browser and an office suite. For best compatibility with D2L Brightspace, IT recommends using **Mozilla Firefox** or **Google Chrome** as your web browser.

For an office suite, we recommend **Microsoft Office 365**, which is available to all Millersville students free of charge. With it you can:

- Install Office on up to 5 compatible Windows and Mac computers and/or tablets (including iPad)
- Utilize Office 365 online in a browser
- Use OneDrive for online file storage

For more information on acquiring Office 365, visit IT's page on the wiki: [wiki.millersville.edu/display/ittac/Office+365](http://wiki.millersville.edu/display/ittac/Office+365)

## vLAB VIRTUAL DESKTOP

vLab Virtual Desktop is available to all students and delivers a fully-functional Windows 10 computer lab desktop to your personal device over the Internet. Keep in mind, this is *not* a persistent desktop, so you will need to *save your data* to an external drive or the cloud, or it will be completely lost. For more information, visit: [wiki.millersville.edu/display/ittac/vLab](http://wiki.millersville.edu/display/ittac/vLab)

## BACKUP SOLUTIONS

Regular backups are absolutely essential, and all computers come with backup software. You'll just need external storage to save the backup (it must be at least as large as your computer's hard drive). Best practice is to keep multiple redundant backups in different physical locations (e.g. one in a secure place at work, one at home). This "3-2-1" backup rule makes all the difference if disaster strikes.

While not technically a backup, another option is to save your work in the cloud, which allows you to access your data from anywhere. OneDrive (see above) is one such service. It is highly recommended you save your data to OneDrive when utilizing the vLab.

**? Information Technology is here to help!**  
717-871-7777 • [www.millersville.edu/infotech](http://www.millersville.edu/infotech)  
Location: Boyer Building (door to left of front, look for TAC)



**OFFICE OF ONLINE PROGRAMS:**

717-871-7200  
[OnlinePrograms@millersville.edu](mailto:OnlinePrograms@millersville.edu)  
[www.millersville.edu/online](http://www.millersville.edu/online)  
 Location: Lyle Hall, Room 212

**OFFICE OF STUDENT ACCOUNTS:**

717-871-5101  
[osa@millersville.edu](mailto:osa@millersville.edu)  
[www.millersville.edu/osa](http://www.millersville.edu/osa)  
 Location: Lyle Hall, 2nd Floor

**FINANCIAL AID:**

717-871-5100  
[Fa.mail@millersville.edu](mailto:Fa.mail@millersville.edu)  
[www.millersville.edu/finaid](http://www.millersville.edu/finaid)  
 Location: Lyle Hall, 2nd Floor

**REGISTRAR'S OFFICE:**

717-871-5005  
[registrar@millersville.edu](mailto:registrar@millersville.edu)  
[www.millersville.edu/registrar](http://www.millersville.edu/registrar)  
 Location: Lyle Hall, 1st Floor

**INFORMATION TECHNOLOGY:**

717-871-7777  
[Help@millersville.edu](mailto:Help@millersville.edu)  
[mville.us/help](http://mville.us/help)  
[www.millersville.edu/infotech](http://www.millersville.edu/infotech)  
 Location: Boyer Building (look for TAC)

**UNIVERSITY STORE (BOOKSTORE):**

717-871-7610  
[store@ssi.millersville.edu](mailto:store@ssi.millersville.edu)  
[mville.store](http://mville.store)  
 Location: Student Memorial Center (SMC)

**MCNAIRY LIBRARY:**

717-871-7111  
[Library.Circulation@millersville.edu](mailto:Library.Circulation@millersville.edu)  
[www.library.millersville.edu](http://www.library.millersville.edu)  
 Location: Ganser Hall

**WRITING CENTER:**

717-871-7389  
[writing.center@millersville.edu](mailto:writing.center@millersville.edu)  
[www.millersville.edu/english/writingcenter](http://www.millersville.edu/english/writingcenter)  
 Location: McNairy Library (Ganser Hall), Rm. 106

**LEARNING SERVICES:**

717-871-5554  
[learning.services@millersville.edu](mailto:learning.services@millersville.edu)  
[www.millersville.edu/learningservices](http://www.millersville.edu/learningservices)  
 Location: Lyle Hall, Room 352

**OFFICE OF DIVERSITY & SOCIAL JUSTICE:**

717-871-4473  
[ODSJ@millersville.edu](mailto:ODSJ@millersville.edu)  
[www.millersville.edu/dsj](http://www.millersville.edu/dsj)  
 Location: Washington House

**CAMPUS INFORMATION:**

717-871-4636 (871-INFO)  
 Location: Student Memorial Center (SMC)

**POLICE & PARKING:**

Emergency: 911  
 Non-emergency: 717-871-4357 (871-HELP)  
 Alternative Non-emergency: 717-897-0967  
[www.millersville.edu/police](http://www.millersville.edu/police)  
[www.millersville.edu/police/parking](http://www.millersville.edu/police/parking)  
 Location: Lebanon House

**DEPARTMENT CONTACTS:**

**NURSING:**

717-871-4274  
[Nursing@millersville.edu](mailto:Nursing@millersville.edu)  
[www.millersville.edu/nursing](http://www.millersville.edu/nursing)  
 Location: Caputo Hall, Room 127

**BUSINESS ADMINISTRATION:**

717-871-7209  
[buadm@millersville.edu](mailto:buadm@millersville.edu)  
[www.millersville.edu/buadm](http://www.millersville.edu/buadm)  
 Location: McComsey Hall, 3rd Floor

**SOCIAL WORK:**

717-871-7206 (BSW)  
[Christine.Kolenda@millersville.edu](mailto:Christine.Kolenda@millersville.edu)  
[www.millersville.edu/socialwork](http://www.millersville.edu/socialwork)  
 Location: Stayer Hall, Room 301

**CRIMINOLOGY, SOCIOLOGY & ANTHROPOLOGY:**

717-871-7477  
[Terri.Hollister@millersville.edu](mailto:Terri.Hollister@millersville.edu)  
[www.millersville.edu/socanth](http://www.millersville.edu/socanth)  
 Location: McComsey Hall, Room 233



**From Baltimore and south:**

Take Route I-83 north to Route 30 east. Take exit for Route 741 east. Then follow "From Route 741."

**From Harrisburg and west:**

Take Route 283 east. Take exit for Route 741 east. Then follow "From Route 741."

**From the PA Turnpike, traveling east:**

Take Exit 19/247 (Harrisburg East) onto Route 283 east. Take exit for Route 741 east. Then follow "From Route 741."

**From the PA Turnpike, traveling west:**

Take Exit 21/286 (Reading/Lancaster) and follow Route 222 south to Route 30 west. From Route 30, take exit for Route 741 east. Then follow "From Route 741."

**From Route 30:**

Take exit for Route 741 east. Then follow "From Route 741."

**From Route 222, traveling south:**

Take the exit for Route 30 west, then take exit for Route 741 east. Then follow "From Route 741."

**From Route 741:**

On Route 741 east, the name Rohrerstown Road will change to Millersville Road. About four miles beyond Route 30, turn right at the light onto Route 999. Follow "Almost there," below.

**From downtown Lancaster:**

Go west on Orange Street, turn left on Charlotte Street and then bear right onto Manor Street. It will become Route 999 (Manor Avenue). When you cross Route 741 (Millersville Road), follow "Almost there," below.

**Almost there:**

After the second traffic light (after Route 741), watch for the fork in the road and bear left onto George Street. Follow George Street. After you cross West Cottage Ave., you will see University buildings on either side. Watch for brick entrance signs on the right.



An Amtrak station is conveniently located minutes from Millersville!

Welcome to Millersville

Purchase your books, in advance, on our website. We will ship them to you or hold them for pickup.

STUDENT SERVICES INC. THE University STORE mville.store

Support the store that supports you!

at Millersville University





**Did you know?**  
 Millersville University has an online, interactive campus map. You can find it at [www.millersville.edu/directions](http://www.millersville.edu/directions).

**55 Lombardo Welcome Center**  
 Admissions, Zero Energy Building



- LEGEND**
- Academic Facilities
  - Administrative Buildings
  - Residence Halls
  - Athletic Facilities
  - Other Facilities
  - Parking Garages

Adams House	45	Blair House	86	Chryst Hall	40	Gerhart Hall	67	Lombardo Welcome Center	55	Palmer Building	84	Ropes Course (not shown on map)	92	Tin Shop	37
Allegheny House	70	Boyer Building	25	Columbia House	30	Gordinier Hall & Bolger Conference Center	54	Luzerne Building	69	Perry House	66	Schuylkill House	17	Ware Visual & Performing Arts Center (not shown on map)	93
Armstrong House	71	Breidenstine Hall	65	Cumberland House	46	Hash Building	42	Lyle Hall	20	Philadelphia House	26	Shenks Hall (Affiliated Housing)	60	42 N. Prince St., Lancaster, PA	
Band Practice Field	2	Brooks Field	24	Dauphin House	68	Healthy Living Apartments (Affiliated Housing)	59	McComsey Hall	74	Pike House	18	Softball Field	90	Water Tower	1
Bard Hall	14	Brooks Hall (Gymnasium)	23	Delaware House	39	Huntingdon House	48	McComsey Tennis Courts	75	Pole Barn	88	Somerset House	29	Washington House	52
Bassler Hall	43	Brookwood Court Apartments (Affiliated Housing, not shown on map)	58	Dilworth Building	34	Inventor's Workshop	72	Mercer House	15	Potter House	10	South Village	78	West Village	77
Bedford House	49	Brossman Hall	83	Duncan Alumni House	31	Jefferson Hall	3	Mifflin House	9	Prince Street Garage	4	Stayer Hall	19	Wickersham Hall	21
Bennett J. Cooper Park (Baseball Field)	5	Cambria House	51	Dutcher Hall	36	Juniata House	32	Montgomery House	87	Pucillo Fields	91	Student Memorial Center	53	Winter Visual & Performing Arts Center	12
Berks House	28	Caputo Hall	80	East Village	76	Lancaster House	11	Montour House	50	Pucillo Garage	79	Susan P. Luek Hall	63	Witmer Building (Health Services)	41
Biemesderfer Center	35	Carpenter-Trout Athletic Training Center	62	Francine G. McNairy Library & Learning Forum (at Ganser Hall)	38	Lebanon House (Police)	27	Nichols House	82	Pucillo Gymnasium	89	Susquehanna House	73	York House	8
Biemesderfer Stadium & Chryst Field	61	Chester House	33	Franklin House	44	Lehigh Hall	13	Northampton House	16	Reighard Hall (Affiliated Housing)	57	Tanger House	22		
Bishop Service Building	85			Fulton House	47			Northumberland House	6	Roddy Hall	81				
								Osburn Hall	64						