Everything you need to do before you begin.
WELCOME AND CONGRATULATIONS!

You have made a great decision to join the Millersville University community! Millersville University’s online programs are of the highest quality and our faculty members are dedicated experts. Throughout your time with us, you will have access to our state-of-the-art technology, excellent online courses, dedicated staff in the Office of Online Programs, and so much more. The opportunities for you are endless.

In order to make your transition to Millersville as smooth as possible, we have created the 2019-2020 Online Programs Roadmap with important tasks for you to complete before you start classes.

We have also developed a fully online orientation to help familiarize you with the D2L course system, the program, the faculty, and Millersville University. The Office of Online Programs is here to support your needs. Please contact us first with any administrative questions or concerns. We are here to help you ensure your continued success as a Millersville University student!

Welcome to Millersville University.

Janice Moore, Ed.D.
Interim Director of Online Programs

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ONLINE STUDENT CHECKLIST

To help keep you on track, we have created a convenient checklist to complete before you start. Start with items in the "A.S.A.P." section, then move forward until you reach information pertaining to your start. If you are unsure of your plan or exact starting date, or if you have any other questions about any items listed below, contact Online Programs at 717-871-7200.

A.S.A.P.

☐ Activate your myVILLE account (page 3)
☐ Complete Online Orientation in D2L (page 7)
☐ Apply for financial aid if applicable (page 9)
☐ Confirm addl. documentation with Office of Online Programs if applicable (page 7)
☐ Contact Veteran Certifying Officer if using military benefits (page 9)
☐ Optional: Sign up for Third-Party Authorization to access bills if family member is helping pay (page 9)
☐ Accept financial aid awards if applicable (page 9)
☐ Review automatic registration in major courses with your advisor (page 9)
☐ Optional: Sign-up for M.Unit alert, your email/text/phone emergency notification system (page 9)
☐ Consult with your academic advisor to begin determining your personal course plan (page 9)
☐ Review the Military Tuition Benefits (page 9)
☐ Complete online alcohol and sexual assault prevention portals (page 9)
☐ Sign up for refunds with TMS if expecting a refund (page 9)

A.P.R.

☐ Spring 2020 registration begins (page 9)
☐ Spring 2020 bills due – pay or clear bill in MAX (page 9)
☐ Winter 2020 bills due – pay or clear bill in MAX (page 9)
☐ Winter 2021 bills due – pay or clear bill in MAX (page 9)

APRIL 2020

☐ Look for Summer 1 & A 2020 E-bill in MAX (page 9)
☐ Summer 1 & A 2020 bills due – pay or clear bill in MAX (page 9)

MAY 2020

☐ Look for Summer 2 & B 2020 E-bill in MAX (page 9)

JUNE 2020

☐ Look for Summer 2 & B 2020 E-bill in MAX (page 9)

JULY 2020

☐ Look for Summer 2 & B 2020 E-bill in MAX (page 9)

AUGUST 2020

☐ Look for Fall 2020 E-bill in MAX (page 9)

SEPTEMBER 2020

☐ August 2020 bills due – pay or clear bill in MAX (page 9)

SEPTEMBER 2020

☐ Look for Fall 2020 E-bill in MAX (page 9)

OCTOBER 2020

☐ Look for Fall 2020 E-bill in MAX (page 9)

DECEMBER 2020

☐ Look for Fall 2020 E-bill in MAX (page 9)

JANUARY 2021

☐ Winter 2021 bills due – pay or clear bill in MAX (page 9)

FEBRUARY 2021

☐ Look for Spring 2021 E-bill in MAX (page 9)

APRIL 2021

☐ Look for Spring 2021 E-bill in MAX (page 9)

MAY 2021

☐ Look for Spring 2021 E-bill in MAX (page 9)

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SEPTEMBER 2021

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OCTOBER 2021

☐ Look for Fall 2021 E-bill in MAX (page 9)

DECEMBER 2021

☐ Look for Fall 2021 E-bill in MAX (page 9)

If admitted after dates listed above, please complete all relevant steps up to your admit date as soon as possible, then continue to follow the checklist. For additional information, contact the Office of Online Programs at 717-871-7200 or OnlinePrograms@mville.edu.
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 Desire2Learn, 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: https://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/login to access the portals listed below.

- myVILLE provides access to your email, the university portal, and on-campus services.
- Desire2Learn provides access to all online courses, including your online orientation (D2L uses the same login credentials as myVILLE).
- MAX provides access to course registration, grades, transcripts and degree audits, and billing and financial aid information.

If requesting electronic transcripts, be sure they are sent to us in Online Programs at: OnlinePrograms@millersville.edu

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

For instructions on activating your Millersville account, visit: https://wiki.millersville.edu/display/ittac/Activating+your+MU+Accounts

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 or you may also give us a call at 717-871-7200.

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- 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
Location: Boyer Building (enter at door to left of main entrance, look for TAC)

The Office of Online Programs is here to help!

717-871-7200 • OnlinePrograms@millersville.edu
Location: Lyle Hall, Room 208
ONLINE 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 required to participate 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 can 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 have the chance 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 717-871-7177.

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

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

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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 7 for dates). Follow the instructions in the email to PRINT/PAY/CLEAR the bill. All bills are processed electronically and may be accessed at any time online in myVILLA. If changes to registration are made after the initial bill, your bill will not be updated; check your balance to see what you 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).

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.

THIRD-PARTY AUTHORIZATION
To complete Third-Party Authorization, students must:
1. Log on to myVILLA.
2. Select MAX.
3. Select Student Services.
4. Select Student Accounts.
6. Select Accept Terms by checking the box.
7. Click on Enable Authorized Payor Access.
8. Select Email Billing Tab.
10. Provide Parent/Third-Party Name, Email Address, create User ID and Password (of your choice), Hit Save.
11. Click on Return to Billing Email List to send an email confirmation.
12. Select Notify and Confirm request.

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 our office, 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:  Early August
Spring Term: Early January
Visit 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.edu.

*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 and click on the register tab.

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 myVILLA, select the Finances tab, and Current Balance including Recent Transactions 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.

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.millersville.edu/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.

STUDENT SERVICES
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. For any questions, call 717-871-7610.

MCNAIRY 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.

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). For distant students, online tutoring is available. All services are free of charge. For more details as well as hours, visit the Writing Center’s site at:
http://www.millersville.edu/english/writingcenter/index.php

MENALERT
If you plan to visit campus, be sure to sign up for MenAlert at menalert.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 information, visit www.millersville.edu/police/parking.

Library Website at www.millersville.edu/univsvcs
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! Phone: 717-871-5354 • Email: support@millersville.edu
Location: Lyle Hall, Room 352

**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
- 250GB Storage (or greater)

**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/education](http://apple.com/education)
- Dell Member Program: [dell.com/MPP](http://dell.com/MPP)
- CDW - Millersville: [cdwg.com/millersville](http://cdwg.com/millersville)

See IT’s wiki page for more info, found here: [goo.gl/ko7cMC](http://goo.gl/ko7cMC)

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

**MAC VS. WINDOWS**

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 is 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.

**SOFTWARE REQUIREMENTS**

Primarily, you will require access to a web browser and an office suite. For best compatibility with Desire2Learn, 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: [https://wiki.millersville.edu/display/ittac/Office+365](https://wiki.millersville.edu/display/ittac/Office+365)

**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). 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.

**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)

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GETTING TO MILLERSVILLE UNIVERSITY

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 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.

WELCOME TO MILLERSVILLE
Purchase your books, in advance, on our website:
store.studentservicesinc.com
We will ship them to you or hold them for pickup.

STUDENT SERVICES
Support the store that supports you!

OFFICE OF ONLINE PROGRAMS:
717-871-7200
OnlinePrograms@millersville.edu
www.millersville.edu/online
Location: Lyle Hall, Room 208

OFFICE OF STUDENT ACCOUNTS:
717-871-5101
osa@millersville.edu
www.millersville.edu/osa
Location: Lyle Hall, 2nd Floor

FINANCIAL AID:
717-871-5100
fa@millersville.edu
www.millersville.edu/financialaid
Location: Lyle Hall, 2nd Floor

REGISTRAR’S OFFICE:
717-871-5005
registrar@millersville.edu
www.millersville.edu/registrar
Location: Lyle Hall, 1st Floor

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

UNIVERSITY STORE (BOOKSTORE):
717-871-7610
store@millersville.edu
store.studentservicesinc.com
Location: Student Memorial Center (SMC)

MCNAIRY LIBRARY:
717-871-7111
Library.Circulation@millersville.edu
www.library.millersville.edu
Location: Ganser Hall

DEPARTMENT CONTACTS:

NURSING:
717-871-4274
Nursing@millersville.edu
www.millersville.edu/nursing
Location: Caputo Hall, Room 127

BUSINESS ADMINISTRATION:
717-871-7209
buadm@millersville.edu
www.millersville.edu/buadm
Location: McComsey Hall, 3rd Floor

SOCIAL WORK:
717-871-7206 (BSW)
Christine.Kolenda@millersville.edu
www.millersville.edu/socialwork
Location: Stayer Hall, Room 301
Did you know?

Millersville University has an online, interactive campus map. You can find it at www.millersville.edu/directions.