

Millersville University

ONLINE PROGRAMS



Millersville University

**YOUR ROADMAP
TO ENROLLMENT**



**Everything you need
to do before you begin**



Continuing your education is an important transition! This roadmap is your guide to getting started. Contact the Office of Online Programs at (717) 871-7200 or onlineprograms@millersville.edu with any questions.

Becoming a Millersville Marauder is a once-in-a lifetime experience. 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 Online Programs Roadmap to help you get set up and get started.

We have also developed a fully online orientation to help familiarize you with the D2L course system, your program, the faculty, and Millersville University.

The Office of Online Programs is here to support you. 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!

WE ARE COMMITTED TO MAKING YOUR TRANSITION AS EASY AS POSSIBLE!

Follow the below check list to get set up and ready to go before your courses begin. If you have any questions, contact Online Programs at 717-871-7200 or onlineprograms@millersville.edu.

- ✓ **Set up your MU student accounts (page 3)**
- ✓ **Apply for Financial Aid (if applicable) (page 9)**
- ✓ **Sign up for payment plans (if applicable) for spring and fall semesters only (page 7)**
- ✓ **Contact Veteran Certifying Office if using military benefits (page 9)**
- ✓ **Review your Degree Audit through MAX (page 6)**
- ✓ **Review your Welcome Packet sent via email and mail**
- ✓ **Review automatic major course registration (page 6)**
- ✓ **Review registration dates (page 6)**
- ✓ **Accept financial aid awards (if applicable) (page 9)**
- ✓ **Sign up for MU Alert email/text emergency notification system (page 8)**
- ✓ **Consult with your academic advisor to determine your academic plan (page 6)**
- ✓ **Purchase textbooks (page 6)**
- ✓ **Complete Online Orientation in D2L (page 5)**
- ✓ **Submit final official transcripts to the Office of Online Programs (if applicable) (page 4)**



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MYVILLE ACCOUNT SET UP

You can set up your myVille accounts at <https://wiki.millersville.edu/display/ittac/Activating+your+MU+Accounts> using the P# (Student ID number) listed on your Acceptance Offer Letter.

Please keep in mind, accounts can only be set up 24 hours after acceptance confirmation is received.

You will use your myVILLE account to access student email, D2L Brightspace, and more important resources

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!

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 <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

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

ADMISSIONS PROCESS

Complete your application online at <https://apply.millersville.edu/apply/>. For questions on your application or acceptance offer please reach out to us!

If you have in progress courses, be sure to submit your final college transcripts once they are completed.

Need to update your personal info?

The Office of Online Programs can help if you would like to change personal information such as email, phone, address, or 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.

Sending in final transcripts:

Electronic official transcripts can be sent directly to the Office of Online Programs at OnlinePrograms@millersville.edu

Mailed official transcripts can be sent to:

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



The Office of Online Programs is here to help!

717-871-7200 • OnlinePrograms@millersville.edu

Location: Lombardo Welcome Center

D2L BRIGHTSPACE (ONLINE COURSES)

D2L BRIGHTSPACE (ONLINE COURSES)

Once you have set up your myVILLE account, your next step is to familiarize yourself with D2L Brightspace, Millersville’s online Learning Management System. Visit the following page for tips on how to get started, and check out the introductory video:

wiki.millersville.edu/display/d2ldocs/Getting+started

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

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. If you have any issues or questions, call the IT Help Desk at 717-871-7777.

The Office of Online Programs is here to help!

717-871-7200 • OnlinePrograms@millersville.edu

Location: Lombardo Welcome Center

ONLINE STUDENT ORIENTATION

All new online students are **required** to access and complete the Online Student Orientation before beginning classes.

The Online Student Orientation, will become available in D2L a few weeks before classes begin.

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

To access the Online Student Orientation, 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.

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 (a few weeks before classes begin):



1. Log on to **D2L Brightspace**:

Access the Logins page (www.millersville.edu/logins). Click the Brightspace logo and log in with the same username and password as your myVILLE account.
2. Once logged in, click the Course Selector at the top (you may first need to access the menu in the top left). In this list, you will see **Online Orientation**. Click the pin icon (which ensures the Orientation appears in your My Courses widget) then 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** (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.

The Office of Online Programs is here to help!

717-871-7200 • OnlinePrograms@millersville.edu

Location: Lombardo Welcome Center

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. Many online courses at Millersville are just like this, offered in what is called an **asynchronous** format, *without* specific meeting times.

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 DEGREE AUDIT

- After setting up your accounts, you can access your degree audit to review remaining requirements in your program.
- Access the Degree Audit by clicking the MAX icon on the MU logins page. Then click Student Services, Advisement, and Degree Audit Report.
- If you are taking or planning to take any courses at another institution, check out the [Transfer Equivalency website](#) to see what may transfer.

STEP 2: SPEAK WITH YOUR ADVISOR

- Check your offer letter for instructions on connecting with your advisor. Your advisor will help create an academic plan for your degree.
- Always check with them before enrolling in any courses.
- You may consult with your advisor by email, telephone, or live video chat. If nearby, you are welcome to come by in person!

STEP 3: GET REGISTERED FOR CLASSES

- You may consult with your advisor by email, telephone, or live video chat. If nearby, you are welcome to come by in person!
- As an online MU student, you are guaranteed a seat in all required major courses.
- You will be automatically registered for all major courses during your program.
- 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.
- You may register yourself for any needed general education or elective courses 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 message notifications.

The Registrar's Office is here to help!

717-871-5005 • registrar@millersville.edu

www.millersville.edu/registrar • Location: Lyle Hall, 1st Fl.

STEP 5: PURCHASE TEXTBOOKS

- Once you have been registered for classes, be sure to check exactly what textbooks you will require. To do so:
 1. Visit the **bookstore website**.
 2. Log in with your **MU student information**.
 3. Review your course information and required textbooks.
 4. 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.
 5. Purchase your textbooks!

*DROPPING CLASSES

- Be sure to drop courses *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.
- 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



E-BILLS

Student Accounts will send **email** notification to students at their **Millersville student email address** when their bill becomes available.

Follow the instructions in the email to VIEW/PRINT/PAY/CLEAR the bill. All bills are processed electronically and may be accessed 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.

Your \$150 acceptance deposit will be added to your first semester’s bill.

CURRENT ACCOUNT BALANCE

Millersville bills undergraduate students on a per-credit basis (for part-time students). 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.

THIRD-PARTY AUTHORIZATION

Third-Party Authorization is found in **myVILLE**. For details, visit www.millersville.edu/osa/third-partyparent-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** payment plan, available for the Fall & Spring terms only.

Approximate deadlines to join are:

Fall Term:	Mid-August*
Spring Term:	Early January*

Visit www.millersville.edu/osa/installmentplan.php for more details and exact deadline dates. To take advantage of this offer, contact at **1-833-269-3675**.

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

STUDENT REFUNDS

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 a payment plan, all refunds are processed in this system.

Register your account with SAM (Student Account Manager) to choose either a paper check or direct deposit, and verify your address. Register your preference at <https://www.millersville.edu/osa/student-account-manager.php> and click on the register tab.



The Office of Students Accounts is here to help!
717-871-5101 • osa@millersville.edu
www.millersville.edu/osa • Location: Lyle Hall, 2nd Floor

PHOTO ID

Photo IDs are optional for online students. If you would like one, you may submit a photo at <https://www.millersville.edu/ocidserv.php> 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.

MCNAIRY LIBRARY

As an online 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 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



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 shipped.

Be sure to check out the store website for all textbook and school supply needs, as well as clothing and gear to show off your Marauder pride! You may find the University Store website at <https://www.mville.store/>. For any questions, call 717-871-7610.

MU|ALERT

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



FINANCIAL AID

To find out your eligibility for federal financial aid, you will need to complete the FAFSA application, found at studentaid.gov/h/apply-for-aid/fafsa. Millersville’s FAFSA school code is **003325**.

If you are planning to purchase books through the University Bookstore, financial aid cannot be used upfront. If you are expecting a refund, 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.

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 <https://www.millersville.edu/finaid/>.



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

VETERANS

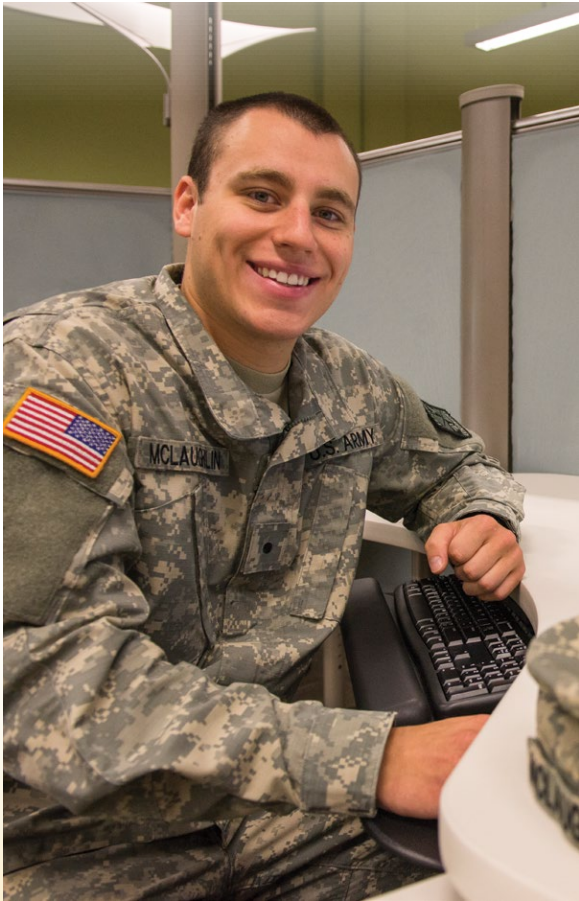
The Veterans Certifying Officials in the Office of Financial Aid handles all paperwork for veterans applying for the Department of Veterans Affairs (DVA) educational benefits. This office is also your link to the DVA in cases of problems with educational benefit processing.

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

For advisement and registration assistance, veterans may contact Academic and Student Development at vet.advisor@millersville.edu.

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

For more info, visit our Veterans Resource Center (VRC) page at <https://www.millersville.edu/finaid/financial-aid-options/veteran-benefits/index.php>



ACCOMMODATIONS

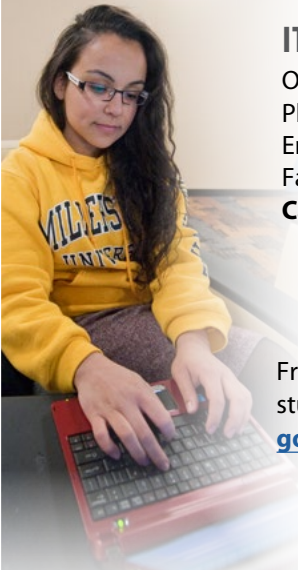
The Office of Learning Services provides accommodations for students with developmental, medical, mobility, physical, psychiatric and learning disabilities, both online and in-person.

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 <https://www.millersville.edu/learningservices/>



The Office of Learning Services is here to help!
717-871-5554 • Learning.Services@millersville.edu
Location: Lyle Hall, Room 352



IT HELP DESK

Online Help: mville.us/help
Phone: 717-871-7777
Email: 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

MINIMUM TECHNOLOGY REQUIREMENTS

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)
- Microphone (built-in or external)
- Broadband (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)



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

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

BACKUP SOLUTIONS

Regular backups are essential, and all computers come with backup software. 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.

Another option is to save your work in the cloud, which allows you to access your data from anywhere. OneDrive 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
Location: Boyer Building (door to left of front, look for TAC)



OFFICE OF ONLINE PROGRAMS:
717-871-7200
OnlinePrograms@millersville.edu
www.millersville.edu/online
Location: Lombardo Welcome Center

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.mail@millersville.edu
www.millersville.edu/finaid
Location: Lyle Hall, 2nd Floor

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

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

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@ssi.millersville.edu
mville.store
Location: Student Memorial Center (SMC)

LEARNING SERVICES:
717-871-5554
learning.services@millersville.edu
www.millersville.edu/learningservices
Location: Lyle Hall, Room 352

OFFICE FOR INCLUSIVE EXCELLENCE:
717-871-4473
<https://www.millersville.edu/oie/>
Location: Student Memorial Center

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

WRITING CENTER:
717-871-7389
<https://www.millersville.edu/enwl/writing-center/>
Location: McNairy Library (Ganser Hall), Rm. 106

POLICE & PARKING:
Emergency: 911
Non-emergency: 717-871-4357 (871-HELP) Alternative Non-emergency: 717-897-0967 <https://www.millersville.edu/police/>
Location: Boyer Building



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."

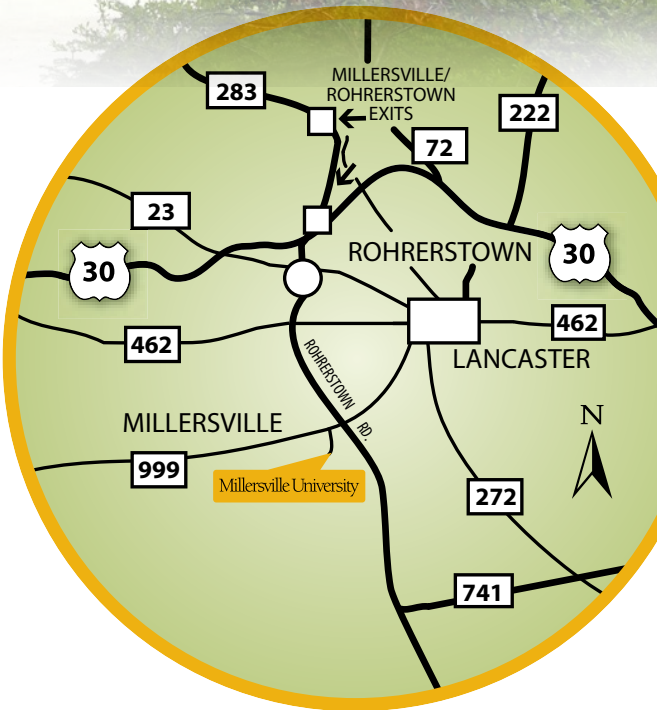
From Route 30:
Take exit for Route 741 east. Then follow "From Route 741."

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.

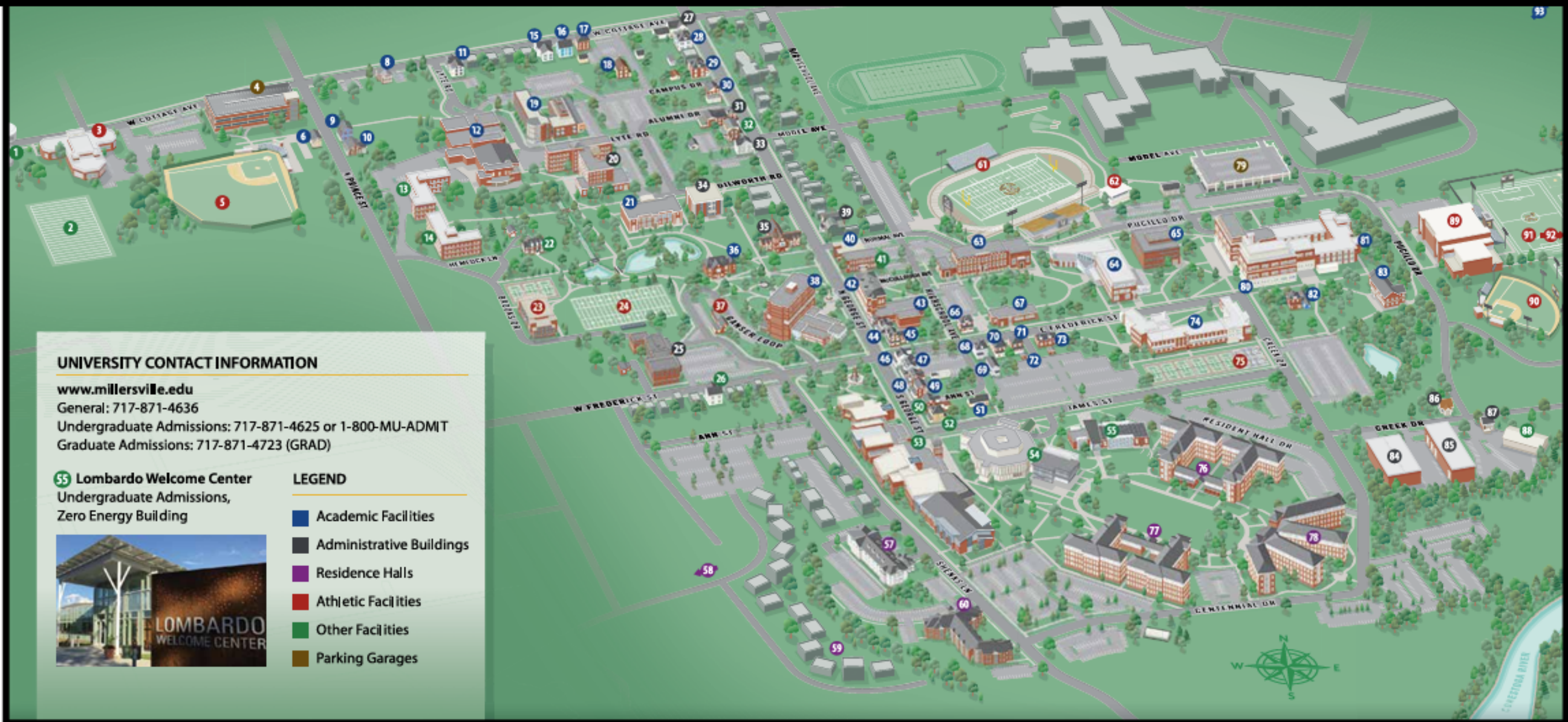
From downtown Lancaster:
Go west on Orange Street, turn left on Charlotte Street and then bear right onto Manor Street. It will become Route 999 (Manor Avenue). When you cross Route 741 (Millersville Road), follow "Almost there," below.

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.



Millersville University

MAP OF CAMPUS



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	Schuyll 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	Stayer Hall	19	West Village	77
Bedford House	49	Brossman Hall	83	Duncan Alumni House	31	Jefferson Hall	3	Mifflin House	9	Prince Street Garage	4	Student Memorial Center	53	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	Susan P. Luek Hall	63	Winter Visual & Performing Arts Center	12
Berks House	28	Caputo Hall	80	East Village	76	Lancaster House	11	Montour House	50	Pucillo Garage	79	Susquehanna House	73	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	Tanger House	22	York House	8
Biemesderfer Stadium & Chryst Field	61	Chester House	33	Fulton House	47	Lehigh Hall	13	Northampton House	16	Reighard Hall (Affiliated Housing)	57				
Bishop Service Building	85							Northumberland House	6	Roddy Hall	81				
								Osburn Hall	64						