Everything you need to do before you begin

Millersville University

YOUR ROADMAP TO ENROLLMENT
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)
SETTING UP YOUR myVILLE ACCOUNT

You can set up your myVILLE account at [https://wiki.millersville.edu/display/ittac/Activating+your+MU+Account](https://wiki.millersville.edu/display/ittac/Activating+your+MU+Account) using the M# (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](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.

ADMISSIONS PROCESS

The admissions process for online students is handled entirely by the Office of Online Programs. 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

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](http://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](http://miller...)
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 717-871-7177.

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.

ACCESSIONG 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.

ONLINE ORIENTATION (MANDATORY)

GETTING REGISTERED FOR CLASSES

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 at www.mvile.us/transfer-equivalency 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.

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. 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 to 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.
     • 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.

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.

* 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 Millerstown 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 $40 application fee will be added to your first semester’s bill (unless you have already paid an application fee).

CURRENT ACCOUNT BALANCE
Milerstown 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
Milerstown 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 required by law. For details, visit www.millersville.edu/osa/third-partyauthorization.php.

TMS PAYMENT PLAN
Milerstown 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 TMS at 1-800-722-4867 (recommended) or visit them at 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
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.

STUDENT SERVICES—SMART THINKING ONLINE TUTORING
SMART THINKING ONLINE TUTORING
Students may receive online tutoring through SmartThinking. SmartThinking provides students with online tutoring that’s fast, simple, and convenient. Expert tutors are available 24 hours a day, 7 days a week, on demand or by appointment across a wide range of subjects. SmartThinking tutors use a pedagogical method tailored to your individual student needs in order to help, encourage, and involve you in understanding the subject matter. Milerstown 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!
*Certain services, such as expedited assistance, may incur a nominal fee.

To log into SmartThinking, first log into D2L. Next go to the university tab on the navigation bar, hit the down arrow and a link for SmartThinking is found directly under Resources for Student Success. For more details, visit Millersville’s wiki page for SmartThinking: wiki.millersville.edu/display/instructdocs/SmartThinking+Online+Tutoring

PHOTO ID
Photo IDs are optional for online students. If you would like one, you may submit a photo at 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.

STUDENT SERVICES—UNIVERSITY STORE
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 store.studentsservicesinc.com. For any questions, call 717-871-7610.

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

PHOTO ID
Photo IDs are optional for online students. If you would like one, you may submit a photo at 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.
FINANCIAL AID

To find out our eligibility for federal financial aid, you will need to complete the FAFSA application, found at fafsa.ed.gov. 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 www.millersville.edu/finaid/index.php.

FINANCIAL AID/VETERANS/ACCOMMODATIONS

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 www.millersville.edu/learningservices.

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

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.

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

IT HELP DESK

Online Help: myville.us/help
Phone: 717-871-7777
Email: help@millersville.edu
Facebook: 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/3F7npL2

myVILLE TECH/TECHNOLOGY REQUIREMENTS

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

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

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

? The Office of Financial Aid is here to help! 717-871-5100 • fa.mail@millersville.edu
Location: Lyle Hall, Room 352

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

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.
Did you know?

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