Online Education Quick Reference Guide

StarID
The StarID is a username that will be used across the Minnesota State Colleges and Universities to access information technology systems and services including E-mail, D-2L and your e-Services account.
1. Go to the StarID Site and activate your StarID.
2. Go to www.rctc.edu. Choose D2L, Mail or e-Services from the buttons on the upper-right hand corner.
3. Log In with your StarID and password.
4. If you need help, contact the Technology Support Center:
   i. Phone: 507-536-5555, 1-800-247-1296 / TTY Relay 1-800-627-3529
   ii. Email: tech.help@rctc.edu

All students will receive e-mail accounts through the college. Look up your email address in the directory: http://www.rctc.edu/directory/.

Registration
You can register via e-Services by logging on with your STAR ID number. This allows you to log on 24 hours a day, 7 days a week, anywhere there is internet access available. You can “Search for Open Sections” to see which classes are still available and you can also “Quick Add” if you know which class you want. This can all be done by using the registration function of e-Services.

E-Services http://www.rctc.edu/eservices

As a Rochester Community and Technical College student, you can count on e-Services to help you succeed as a college student. The goal of e-Services is to provide you a source to go to with your student services needs, 24 hours a day, 7 days a week. You will find information about registration, transcripts, Degree Audit Reports, financial aid and much more.

Registration Window
Your registration window is the timeframe in which you can register for classes. Internet or online registration windows are made available to students based largely on the number of completed credits you have earned.

You can check your online registration window by logging in to e-Services, select the 'Registration' tab and then select the proper year/term and click on the 'Registration Window' link.

Deadlines
There are some complex rules regarding deadlines. Use e-Services to accomplish the task by the deadline. Keep up on when the last day to drop is and when you can withdraw using e-Services.

View Grade Reports
Using this feature you can view and print your final grades for each term/semester. If using this printout for purposes of reimbursement from your employer, you can check the box on the login screen that allows your name to be printed on the grade report.

Degree Audit Report (DARS)
A DARS report is an accurate, up-to-date record of your progress toward completing your degree.

This tool will help you and your advisor in the process of course selection and academic program planning to make sure you are on-track for graduation.

Transcripts
You can print an unofficial transcript that will list the classes that you have taken, the grades that you received in those classes, and also the classes that you are currently enrolled in.

Student Records
The Student Records portion of the e-Services allows you to update your address, update demographic information, and gives you instructions on how to update your major. This is also where you can view your term grades for the current term or past terms that you were enrolled.

Quick Contacts
Online Website – http://www.rctc.edu/Online
RCTC Website – http://www.rctc.edu

Online Education Advisor for BTEC and HIMC programs
Emily Buehler emily.buehler@rctc.edu 1-800-247-1296 ext. 7469 Office: SS 143

Online Education Advisor for Online Liberal Arts Students
Becky Smith becky.smith@rctc.edu 1-800-247-1296 ext. 3115 Office: SS 135

Office of Admissions and Records
1-800-247-1296 ext. 7268

Technical Support/Desire 2 Learn
1-800-247-1296 ext. 6126

RCTC Bookstore
http://bookstore.roch.edu

The RCTC Bookstore online ordering is the most convenient way to order your college textbooks and have them shipped directly to your home.

Bookstore Contacts
- Phone Number: 1-800-247-1296 ext. 7202
- Fax: 507-285-7496
- E-mail: bookstore@roch.edu

Dropping Classes Policy
Assessment of Tuition and Fees - Dropping Credits
Dropping a course is the equivalent of un-registering. The course will not appear on a student transcript and no tuition or fees shall be charged for dropped courses. Students are responsible for payment of related tuition and fees for registered credits at the end of the drop period.

Drop Period for Full-Term Courses
The drop period for full-term courses shall be five (5) business days, including the first meeting date of the course (fall, spring, and summer terms).

Drop Period for Partial Term Courses (More Than 3 Weeks)
The drop period for partial-term courses shall be five (5) business days, including the first meeting date of the course. Partial-term courses are those that last longer than three weeks but do not last the entire length of the term.

Drop Period for Short Courses (Less Than 3 Weeks In Length)
Students must drop prior to the second scheduled meeting time of the course. If the course lasts only one weekend, students must drop prior to the start of the course.
Withdrawing from Classes Policy

Assessment of Tuition and Fees - Withdrawal and Total Withdrawal

The withdrawal deadline date will be set each term by the Admissions Office. Withdrawing from a course means that the student is assigning a grade of “W” to the course. These courses will appear on the student transcript and students are responsible for all related tuition and fees. Withdrawal requests must be made in writing to the Admissions and Records Office by the posted deadline or the student must withdraw from the class via e-Services.

Withdrawing from a portion of registered credits does not entitle the student to any refund or reduction of related tuition and fees. Students who withdraw from all courses for a particular term (total withdrawal) are obligated for a portion of the related tuition and fees in accordance with the schedule below:

Fall and Spring Semester Schedule - Total Withdrawal

Students may withdraw up to the 60th class day of the term.
- 1st through 5th business day of term --- 100% Tuition and fees refunded
- 6th through 10th business day of term --- 75% Tuition and fees refunded
- 11th through 15th business day of term --- 50% Tuition and fees refunded
- 16th through 20th business day of term --- 25% Tuition and fees refunded
- After 20th business day --- No refund

Summer Semester & other terms 3-10 weeks in length - Total Withdrawal

Withdrawal deadlines for each course will be determined by the Registrar.
- 1st through 5th business day of term --- 100% Tuition and fees refunded
- 6th through 10th business day of term --- 50% Tuition and fees refunded
- After 10th class day of term --- No refund

Partial-term and short courses (less than 3 weeks) - Total Withdrawal

Withdrawal deadlines for each course will be determined by the Registrar.
- 1st business day of term --- 100% refund
- 2nd and 3rd business day of term --- 50% refund
- After 3rd business day of term --- No refund

NOTE: View the schedule in e-Services to find specific withdrawal deadlines – http://www.rctc.edu/eservices/

Goddard Library

http://www.roch.edu/library

Virtual eLibrary:
 Via the virtual library, patrons now have online access to many library services and databases. The library provides patrons many resources not available elsewhere on the Internet.

Resources Available
- Ask a Librarian - All of our patrons are welcome to contact our reference staff electronically; our staff will respond to electronic reference service requests as soon as possible.
- eBooks - eBooks gives patrons access to over 6,500 books online.
- eJournals - The library currently subscribes to over 13,000 online full-text journal titles. Some of these online resources are available to all Goddard Library patrons and most are available to UCR students off campus, via the UCR Proxy server.
- eNewspapers - The library subscribes to many major online newspapers; check out a partial list here.
- eReference - An electronic reference collection (dictionaries, encyclopedias, manuals, etc.)
- eResearch Tools - Get immediate help online using research tools tailored to maximize efficient and comprehensive use Goddard Library resources.
- eRes - Search for electronic reserves currently posted for classes at the University Center.
- Remote Access Information - Via the UCR proxy server, all current UCR students can access journals and databases otherwise available only to students on campus. Learn how to access the UCR proxy server here.

Student Guidelines for Electronic Communication

The computer resources and capabilities at Rochester Community and Technical College (RCTC) and University Center Rochester (UCR) must be used in an ethical and lawful manner. Violations of RCTC computer policies, standard Internet etiquette, or violations of the laws of Minnesota and the United States can result in disciplinary action by RCTC and/or prosecution by legal authorities. Access to computer systems, and the networks attached to them is a privilege. Responsibilities include but are not limited to:

1. You must not permit others to use your accounts(s). You are responsible for maintaining the secrecy of all passwords you may have and for changing passwords frequently.
2. Fraudulent, harassing, obscene and other inappropriate messages or uses of computers, networks or dial access capabilities must not be created, downloaded or transmitted. This includes messages that might harass individuals or groups because of their age, race, sex, religious beliefs, sexual orientation, physical attributes, etc.
3. You must not attempt to access computer systems or data that you are not authorized to access. You must not attempt to circumvent normal computer access mechanisms in any way, nor intentionally, degrade system performance.
4. Computer technology must not be used to enable plagiarism.
5. Making or distributing unauthorized and/or illegal copies of software is against the law and may result in disciplinary action by RCTC and/or criminal/civil prosecution.
6. RCTC/UCR computer technology must not be used to promote products or services for the intent of financial or other gain for yourself, your company or employer, or any other local enterprise.
7. You may not install any software on campus computers without written consent from the Coordinator of Computing Services.
8. Remember that Internet communications are not secure. Communication that must be 100 percent private and secure should not use the Internet as a transport.

Paying for College

Tuition and Fees Payment

Learn more about your tuition rates and options for reduced rates. See the complete list of tuition rates as well as view your account or print your balance.

Financial Aid

If you have applied for financial aid and you want to know what aid you are eligible for, you can do so by checking your financial aid status via e-Services. This is the first step toward completing your file so your eligibility can be calculated.

Once you have completed your file and received notification that your award has been made, you can review your award letter via e-Services. Your online award letter will give you information about your eligibility at all credit levels as well as information about how to begin a work study assignment or to apply for your loan, if you have been awarded these programs.

Scholarships [http://www.rctc.edu/foundation/html/scholarships.html]

The RCTC Foundation offers a variety of scholarships to incoming, returning, and graduating students. All scholarships offered through the RCTC Foundation are made possible by generous donors supporting the effort to provide scholarship and program support to students who might not otherwise have the resources to pursue higher education.

http://www.rctc.edu/online