

UNIVERSITY OF NORTHERN COLORADO

EXTENDED STUDIES STUDENT GUIDE

Welcome to Extended Studies at the University of Northern Colorado. This Student Guide is to provide general information for your program and learning experience at UNC and the Office of Extended Studies. If you have any questions, or need assistance at any time, please feel free to contact the Office of Extended Studies (OES) at 970-351-2944 or at our web address: <http://www.unco.edu/extendedstudies/>.

You will want to bookmark the Office of Extended Studies (OES) Current Programs webpage at <http://www.unco.edu/extendedstudies/extended/current/Cur-programs.html>. This is where you will find syllabi, schedules, book information and more. Make sure to note your program and location.

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1. Extended Studies Locations and Contact Information

Extended Studies staff is available to answer your questions between 8am-5pm, Mountain Time.

Our mailing address is:

Office of Extended Studies

University of Northern Colorado, Campus Box 21

Greeley, CO 80639

Web site: <http://www.unco.edu/extendedstudies>

Extended Studies Student Services: 970-351-1799 (Registration, drop/add/withdrawal)

Main/UNC Campus:	Phone: 970-351-2944 (800) 232-1749 (toll free) Fax: 970-351-2519 Hours: 8a- 5p esinfo@unco.edu	UNC/Greeley Michener Library , Room L50 Greeley, CO 80639
Loveland:	Phone: 970-351-1693 Fax: 970-667-2407 Hours: 8a- 5p, M-F Evenings & weekends when classes are in session esinfo@unco.edu	UNC Center at Centerra 2915 Rocky Mountain Ave Loveland, CO 80538
Denver:	Phone: 303-637-4335 888-786-2336 (toll-free) 970-518-2810 (Denver Center Manager cell) Fax: 303-340-7229 esinfo@unco.edu Office Hours: Mon-Thurs, 8a-5p Fri. 8a-9p, Sat, Sun 8a-5p	UNC Extended Studies Denver Center 1059 Alton Way, Bldg. 758 Denver, CO 80230
Colorado Springs:	Phone: 800-232-1749 (toll free) esinfo@unco.edu	UNC's Center at Colorado Springs/Oracle 12320 Oracle Blvd, Colorado Springs, 80921

Also note the Maps/Directions link on the <http://www.unco.edu/extendedstudies/extended/current/Cur-programs.html>. The campus map for UNC in Greeley is at <http://www.unco.edu/uncmap/>. Greeley Students may buy a parking permit at <http://www.unco.edu/parking/permits.html>. Parking is free at the Loveland, Denver, and Colorado Springs Centers.

2. Graduate School Information

The Graduate School provides tools and information that will help you achieve your goal. Throughout your time at UNC, you will be primarily working with your academic program coordinator but the Graduate School helps see you through. Their website is a collection of resources deigned to support your progress toward the completion of your degree. Check out their current student information at <http://www.unco.edu/grad/current/index.html> where you will find forms, preparation of thesis, capstone and dissertation information, deadlines and graduation information as well as FAQ's.

3. How do I find the schedule of classes?

You can access your class schedule through the Extended Studies website www.unco.edu/extendedstudies

→ Click *Extended Degree Programs, Licensures, and Certificates*

→ Choose *Admitted Students* then scroll down to find your program. If your program uses a cohort schedule, be sure to choose the correct cohort based on your location and date you started the program.

4. How do I find the syllabus for a class?

Prior to the start of each course, the syllabus will be linked to the schedule of classes page for your program (see “How do I find the schedule of classes” section). The syllabus and any additional materials will be linked in red under the course CRN. You will need Adobe Acrobat Reader installed on your computer in order to print off the syllabi and other supporting materials. A free download of the latest version of Adobe Acrobat is linked on your program page.

You are responsible for any assignments due prior to the first day of class.

5. What is Ursa?

Ursa is the university's online single point of access to secure information and tools for students, faculty/staff and will be used for all class registrations, online billing system, etc. Ursa is located at <https://ursa.unco.edu/>.

With Ursa, you'll be able to:

- Accept or decline financial aid awards
- See balance of remaining work-study
- Check financial aid status
- View and search catalog and class schedule
- Register for classes
- Check e-mail
- Get campus announcements directed at students
- View grade
- View progress toward degree
- View and pay account balances

- View and order transcripts

6. How do I find the registration number for the class?

The Course Registration Number (CRN) can be found on the schedule of classes for your program (see “How do I find the schedule of classes” section). It will appear under the course prefix and number. You will use this CRN to register for the class in the Ursa system (see “How do I register for classes” section).

7. How do I register for classes?

Ursa is the secure entry point and personal portal for UNC students, faculty, and administrative staff. Among the many options available to students through this portal are access to Bearmail, your student records, e-bill, and course registration.

New Students—Activating Your URSA Account

As a first time student, you have to activate your account (this could take anywhere from 15-30 minutes the one time).

Using a web browser, go to the UNC site at <http://ursa.unco.edu/>. If you have not been an “active” student or are a new UNC student, choose *I am a new student and need to activate my account* in the 2nd box on the left hand side of this page. If you have a pop-up blocker installed on your computer you will need to follow the instructions on the screen to remove the pop-up blocker in order to access Ursa. (Be sure you have your Bear number and your Bearmail/e-mail information ready as both are necessary to activate your Bearmail information/password.

Logging In to URSA and Registering

In the Secure Access Login area of <http://ursa.unco.edu/> you will need to enter your User Name (the first eight characters of your Bearmail) and Password (the same password that is used to access Bearmail) and then click the Login button.

There will be several tabs across the top of the screen. To register you will need to click on the *Student* tab and then follow these instructions:

1. Find the correct 5-digit course reference number (CRN) on your schedule of classes by following the steps listed in “How do I find the schedule of classes” section.
2. On the *Student* tab there is a *Registration Tools* menu. In this menu you will need to select *Register, Add or Drop* classes.
3. Select the appropriate term and submit.
4. From this point you can register for class on the *Add Classes Worksheet*:
 - *Enter the CRNs of the courses for which you want to register in the boxes.
 - *Click the Submit Changes button at the bottom of the page.
 - ** For OES classes you will be asked to enter a Start and End date.**Do not enter dates. Click the submit changes button until the course is saved to your registration.**

*Read the instructions at the top of the page and scroll down to check for any registration errors.

*Review your current schedule.

5. When you have finished registering go back to the *Student* tab.
6. To view your schedule, select the *Registration* menu item. From here you can look at your Student Detail Schedule, Week at a Glance or Registration History. All three of the choices will give you a different view of your schedule.
7. To logout, click the *Logout* icon in the top right corner of the screen.

Common Registration Error Messages

- **Time Conflict**—course times overlap. Choose a different section for one or both of the conflicting classes, then add both classes to your registration.
- **Approval**—permission has not been processed. See the appropriate person to have the permission processed. Once it has been processed you will need to web register for the course. This applies in cases of required course pre-requisites, co-requisites, and major/college restrictions.
- **Class Closed**—the course section is full. You will need to register for another section or course.
- **Link Error**—You have registered for a lab or lecture section without the corresponding lecture or lab. Use the Add Class area to add BOTH the lecture and lab sections at the same time.
- **PIN**—If you are registering for Fall or Spring terms and you are required to enter a unique PIN, your advisor will provide that number for you.

Ursa Portal Entry Troubleshooting

If you have problems logging onto URSA please contact the Technical Support Center at 970-351-4357 or 1-800-545-2331.

Registration Troubleshooting

If you have problems registering for your classes, please contact the Registrar's Office at 970-351-2231 or Extended Studies Student Services at 970-351-1799. If the classes are closed, or if it is requiring a prerequisite, please contact the instructor or your program coordinator.

8. How do I find out what books and materials will be used and where do I get them?

Books for each course are posted within the syllabus or if the syllabus is not yet available you can retrieve textbook information through UNC's Barnes & Noble bookstore (the service provider for all required texts and supplemental materials) website at <http://unco.bncollege.com>. On the UNC bookstore site you can view the official textbook list, order books, and view up-to-date bookstore hours.

The following directions will help you to find the textbooks for the classes for which you have registered:

1. Enter Barnes & Noble Bookstore website at: <http://unco.bncollege.com/>
2. On the tab near the top of the page, click on *Textbooks*.
3. There are drop-down selections to complete in order:
Step 1 – Select your *Term*
Step 2 – Select the *Department Prefix*
Step 3 – Select the *Course #*
Step 4 – Select *Section*. You are able to keep track of your section by verifying your teacher's name.
Click on *Add Course*
4. Note: if book information has not yet been ordered by the faculty, no books may appear for that course. You will want to check back later for that course. Sometimes a course may not have a book. You can contact the instructor to verify.
5. Repeat this process then click *View Textbook List*
6. You can then review the materials, save for later, make changes, and add materials to your cart.

To order books through UNC bookstore you can order using the web steps above or you contact the bookstore via telephone at 970-351-2135. Be ready to provide the needed textbook information along with the course number (CRN) and location (which site or if online) of your class.

You are responsible for having your books prior to class. The course syllabus contains detailed textbook information, in addition to the UNC Bookstore list for the course. You may purchase your books through any vendor you wish, however you are responsible for any costs incurred if you purchase the wrong edition, outdated materials, etc. Books are not available through the Office of Extended Studies.

9. How do I find my student e-mail account and how do I access it later?

BearMail is the official e-mail for UNC students and how you will be contacted for any information concerning your classes, status, changes in scheduling, etc. Your BearMail email information is provided with your admission information, however it will be your first four characters of your last name and 4 random chosen numbers (i.e. smit1234 or fox4321). To find out your actual BearMail e-mail address, go to: <http://ursa.unco.edu/> and follow the instructions.

10. Where do I find my registration date?

As a student you can view the dates for registering at: http://registrar.unco.edu/registration/registering/reg_calendar.html#Top. Urban Education Students will need to contact their coordinator for registration dates.

11. What is a listserv and why should I subscribe?

The Love2Learn listserv for Extended Studies Students is a message system that is used to communicate upcoming events such as comprehensive exam dates, emergency notifications, scholarship information and additions to the schedule. All Extended Studies Students are strongly encouraged to subscribe as the listserv is a great way to keep abreast of important information about your program! ***Please do not use the listserv for personal communications amongst your classmates as we have approximately 500 students at any one time getting these emails. Please do not respond to the listserv emails as any response would be directed to these same 500 students**.*

To subscribe to the LOVE2LEARN listserv:

1. Send a message to: listserv@listserv.unco.edu
2. Leave the subject line blank
3. In the body of the message type: subscribe LOVE2LEARN
4. Remove your signature if you are using one
5. Send the message
6. You will receive a message that you should print and keep.

To send a message to the LOVE2LEARN listserv:

1. Send a message to LOVE2LEARN@listserv.unco.edu
2. Type a subject in the subject line
3. Type your message
4. Send the message

Please "signoff/unsubscribe" when the course/program is over.

To signoff from the LOVE2LEARN LISTSERV:

1. Send a message to: listserv@listserv.unco.edu
2. Leave the subject line blank
3. In the body of the message type: signoff LOVE2LEARN
4. Remove your signature if you are using one
5. Send the message

12. When I need to use the library, what can I do?

If your assignments require library services to which you do not have access locally, contact the UNC Michener Library at 970-351-2562 for assistance or visit <http://library.unco.edu/services/distance.htm>. Special access is provided for individuals living more than 50 miles from UNC. Your syllabus/study guide may have more specific information concerning use of the library, items on reserve, reference resources, etc.

Students who live within the 50-mile radius are expected to visit the UNC Michener Library in person. To borrow materials from the Michener Library in person, bring positive identification and your bear number or confirmation/receipt from registration for your independent study course.

You are also encouraged to use your local area libraries as a primary resource. When there is a choice, an academic library is more likely to have the indexes and other resources you will need for college-level research. Because many libraries provide remote access, you can search various library databases from your home or business, at your own convenience if you have access via the Internet. You can also search library databases from the UNC Libraries website and get online access to many journal articles. Start at www.unco.edu/library/dbases.htm.

If the materials you need are not available through your local area libraries or if you need additional assistance, contact the UNC Michener Library. When placing requests, please remember to include the complete citation information. **You can check the UNC Libraries online catalog at <http://source.unco.edu> to find out if the materials you need are available at Michener Library.** If they aren't, library personnel will order them from another library for your use.

You may request materials 24/7 by

- Visiting <http://library.unco.edu/services/distance.htm>
- E-mail: library.ocp@unco.edu
- Fax: 970-351-2540

13. Online Orientation

An Online Program Orientation is available for students who are enrolled in an online degree or certificate program. It's a free orientation that gives instruction on using UNC libraries, blackboard, and other helpful information.

14. How do I access my online class or Blackboard supplement?

ACCESS your online/Blackboard course by using a browser and typing in the following URL: <http://unco.blackboard.com> (***you will not be able to access your course until the first day of class and if you have registered for the class within the past 24 hours you may need to wait for the system to update and grant you access**).

- USERNAME: The first 8 characters (everything before the @ symbol) of your UNC generated Bearmail address. (see #6)
- PASSWORD: The same password you use to access URSA and your BearMail account
- The e-mail address that is integrated into the Blackboard system will be your university-generated BearMail address.

Please consider logging onto the UNC Blackboard Help site for more assistance with your online course at: <http://www.unco.edu/blackboard/> and click on *Student Support*. There are tutorials that will help you better understand online instruction to enhance your learning.

Contact the Technical Support Center at 970-351-4357 or 800-545-2331 for problems or any questions you may have. They are open 24 hours a day, 7 days a week, 365 days a year.

15. Computer specifications for online courses and using Blackboard for supplemental materials for a face-to-face course

When taking an online course or accessing supplemental course materials through UNC's Blackboard Course System, your computer should meet the following minimum specifications:

- Memory: Minimum 128 MB RAM, 2 G of free disk space. (If you have minimal RAM, you may not be able to run other programs at the same time you are using Blackboard, especially the Collaboration tools in Blackboard.)
- Platform: PC- Windows 2000/XP/Vista/.
- Ethernet or Wireless network card (for high-speed Internet connection) or 56K modem (for dial-up Internet connection) monitor: A monitor with a minimum of 800 x 600 resolution is recommended.
- T1, DSL, Cable, or Satellite high-speed connection (56K dial-up will work, but the online course system will run slowly).
- Sound card with speakers (for courses with multimedia content).

Tips:

- Disable pop-up blocker software.
 - Check firewall settings (if applicable) to make sure settings aren't blocking Blackboard or UNC sites. Depending on your access location, this could be on your computer, on a network, or through your ISP.
 - Mail preferences in your chosen e-mail program may need to be set to open "Mail To" commands for certain e-mail links within Blackboard to function properly.
- **Additional Suggested Software:** Microsoft Office 97 or higher (or Microsoft Office Converters and Viewers - MS Word Viewer, MS Power Point Viewer), Adobe Acrobat Reader , Windows Media Player or equivalent, QuickTime plug-in, Real Player plug-in, Flash Player Java JRE plugin (very important!) and Shockwave Player. (Note: Internet Explorer 6 works best for downloading these programs.)
 - **Anti-virus software:** (Highly recommended for students; Required for instructors. This is for your own protection and the protection of others. Online courses involve much file sharing, which increases your risk of computer virus infection. Anti-virus software will help protect your computer in case of exposure to a computer virus.)
 - **Please contact the instructor concerning specific software or hardware that may be required for his/her course.**
 - To ensure that everything works properly the installation of Java plugin is highly recommended.

1. To load Java plugin: [Click here to download the correct Java version.](#)
2. Click to Accept the License Agreement.
3. Click Window Offline Installation, Multi-language.
4. Click Run to download.
5. Click Run to install.
6. Follow the prompts to install the Typical Java installation.
7. Restart your computer to complete the installation process.

NOTE: If you are using a **Macintosh**, [click here to download Java](#).

Determine Operating System

No matter which browser and operating system you use, we recommend that you download and install the most current version of that browser. Depending on your platform, certain browsers are certified, while others are at least compatible. For updated information on computer requirements use link: <http://d2.parature.com/ics/support/default.asp?deptID=8017> and look under the “Blackboard 7.3) tab, Technical Requirements, Computer Requirements.

16. How do I update my personal information with the Registrar’s office?

To update your personal information (name, address, etc.), fill out http://www.registrar.unco.edu/pdf/Individual_Data_Change2.pdf and mail it to the address listed on the form.

17. How and when do I pay my bill?

UNC uses a secure electronic billing (e-billing) system. You will receive notification of an available electronic bill via an e-mail send to your e-mail (Bearmail) address. E-bill notifications will be sent only to the student unless the student has added an authorized payer to their student account and the authorized payer has submitted a valid e-mail address for receipt of e-bill notifications. ***Payment is due ON OR BEFORE the payment due date shown on the electronic bill.*** Failure by you or your authorized payer to check e-bill availability will ***not*** constitute valid grounds for waiving late payment penalties or registration, grade, diploma or transcript holds. You can pay your bill by URSA, phone, at 970-351-2201, mail or e-mail at <mailto:bursar@unco.edu>. The Bursar’s Office accepts credit cards (Visa, MasterCard, Discover/Other Novus Card) cash or checks. For more detailed information on how to pay a bill, visit the Bursar’s webpage at <http://www.unco.edu/acctservices/bursar/index.htm> and check the links on the right-hand side of the page.

18. What happens if I am not current in my account payments?

It is recommended that you stay current on any financial loan payments. However, if you were to become delinquent with your payments, a hold could be placed on your academic records and diploma, collection processing could be started and it could affect your credit score. For more information please go to: <http://www.unco.edu/acctservices/ftp/bursar/crditagr.pdf> or contact the UNC Bursar’s Office at 970-351-2201.

19. Students with disabilities

Any student requesting disability accommodation for this class must inform the instructor giving appropriate notice. Students are encouraged to contact Disability Support Services at (970) 351-2289 or www.unco.edu/dss/ to certify documentation of disability and to ensure appropriate accommodations are implemented in a timely manner.

20. How do I drop a course or drop out of a program?

If you are dropping out of the program you will need to contact your Program Coordinator as well as contact the Registrar's office at 970-351-2231 to drop/withdraw from your registered courses.

If you decide to drop your course, refunds will be dependent upon the date of your request relative to when the class started. Once the course reaches the midway date the class can no longer be dropped; you can only withdraw from the course. Please contact the Registrar's office at 970-351-2231. If you request withdrawal from the course after the midway point, you *will not* be eligible for an account credit or refund.

A dropped course does not appear on your UNC transcript. If you withdraw, however, a mark of "W" will be entered on your student record (transcript) at UNC. The "W" carries no academic penalty, as it does not affect your grade point average.

21. Academic Conduct

All members of the UNC community are entrusted with the responsibility to uphold and promote five fundamental values: *Honesty, Trust, Respect, Fairness, and Responsibility*. These core elements foster an atmosphere, inside and outside of the classroom, which serves as a foundation and guides the UNC community's academic, professional, and personal growth. Endorsement of these core elements by students, faculty, staff, administration, and trustees strengthens the integrity and value of our academic climate. (www.unco.edu/dos/honor_code/index.html)

22. Do I evaluate my instructors?

Yes, students will be asked to evaluate the workshop for instructors' knowledge, interest and enthusiasm as well as providing additional information on classes or topics which you would like to see developed as a future offering from UNC. On-site programs evaluate each course instructor on the last day. Site coordinators will distribute the evaluations at that time. Online programs evaluate each course instructor via Blackboard. You will be notified by BearMail.

23. Portable Electronic Devices

Please extend courtesy to your instructor and fellow students by turning off your portable electronic devices such as: cell phones, pagers, and music players. Although not an audio issue, text-messaging is a distraction to other students and prevents you from full participation in class. You should keep your portable electronic devices in your backpack or purse during class. Your personal electronic devices should not be on your desks and instructors may also request that laptop computers are not to be used during lectures. If you know that you may need to accept an emergency phone call during class or if you have children in childcare or school, please let the instructor know. If you need to take a phone call during class, please step out of the classroom to accept your call. Thank you for your cooperation.

24. What sources of financial aid are available?

Carlos Barrientos, Financial Aid Counselor

Office Address: Office of Financial Aid
Carter Hall 1005
Campus Box 33
Greeley, CO 80639-0001

Office Telephone: (970) 351-2502

E-mail: carlos.barrientos@unco.edu

25. Is there student health insurance available?

If you are interested in student health insurance options and information please visit <http://www.ahpcare.com/uncopt>.

26. MY RESPONSIBILITIES AS AN EXTENDED STUDIES UNC STUDENT

For additional UNC policies, please access UNC's website at: www.unco.edu. As an off-campus student taking courses from UNC, you should familiarize yourself with the academic regulations and procedures contained in the current UNC catalog: <http://catalog.unco.edu>.

To view all of our off-campus offerings, please visit the extended studies website: www.unco.edu/extendedstudies.