LET'S GET STARTED!

YOUR NORTHERN
ACCESS GUIDE

- STUDENT PORTAL
- EMAIL
- TUITION
- REGISTRATION
- FINANCIAL AID & MORE!

WEST VIRGINIA
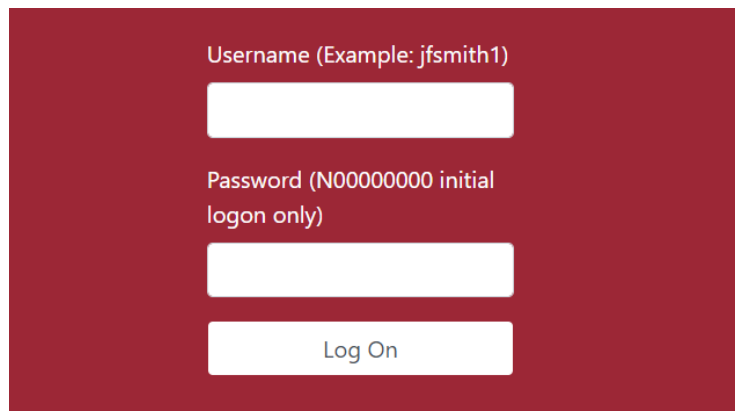## NORTHERN
COMMUNITY COLLEGE

WWW.WVNCC.EDU
Wheeling • New Martinsville • Weirton

MY WVNCC STUDENT PORTAL

The My WVNCC Student Portal provides students with single sign-on access to the student web services such as Northern on the Web (N.O.W.), Blackboard Learning System, Student Email and more! **You will need your acceptance letter from the college in order to log in.**
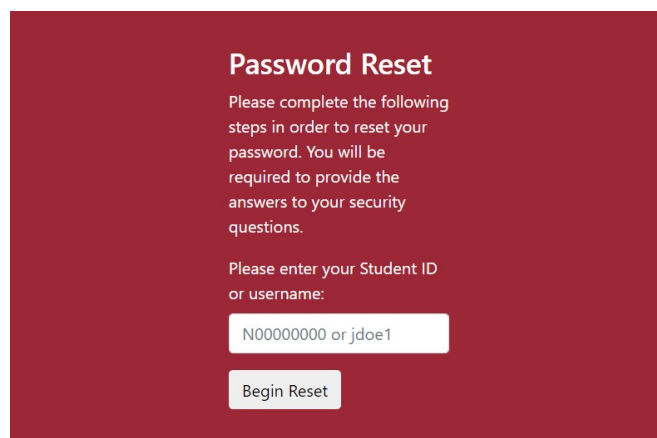
Username (Example: jfsmith1)

Password (N00000000 initial logon only)

Log On

LOGGING INTO THE PORTAL
From the College homepage - www.wvncc.edu - select the Student Portal link under the Current Students section and enter your username and password. Your username will always be your email address with the '@mail.wvncc.edu'. For example, if your full WVNCC email address is 'jmsmith@mail.wvncc.edu', your username would be 'jmsmith'. Your password is your student ID with a capital N. Upon first logon, you must change your password. Passwords are case sensitive and must be at least 8 numbers or letters only (no special characters). You will also have to set up security questions that will allow you to access your account, should you forget your password or lock your account.
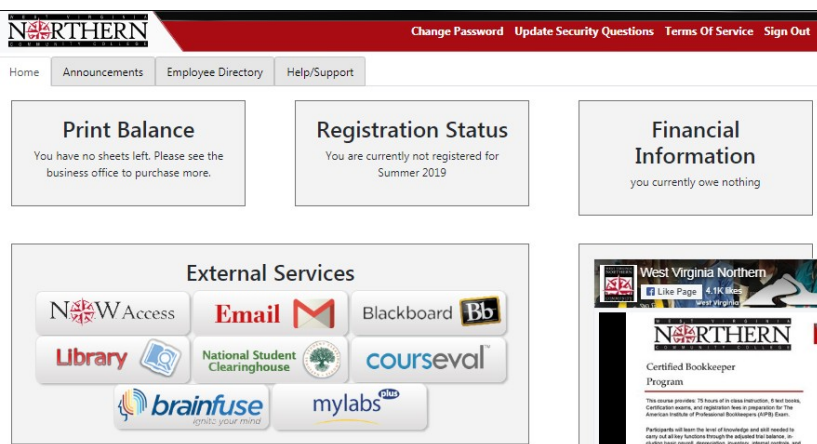
LOCKED ACCOUNT/PASSWORD RESET

If you have never logged into the portal and become locked out while trying to log on for the first time, you must contact your campus service center to have your account unlocked. To avoid this, please be sure that you follow the above instructions carefully.

If this is not your first time logging in, and you have previously selected your own password, select Forgot Password and enter your student ID number or username. Answer the security questions you set up during your first login and your account will be unlocked and your password reset back to your student ID. When you next log in, you will be required to change your password.

Password Reset

Please complete the following steps in order to reset your password. You will be required to provide the answers to your security questions.

Please enter your Student ID or username:

N00000000 or jdoe1

Begin Reset

ACCESSING SERVICES

Change Password   Update Security Questions   Terms Of Service   Sign Out

Home   Announcements   Employee Directory   Help/Support

Print Balance
You have no sheets left. Please see the business office to purchase more.

Registration Status
You are currently not registered for Summer 2019

Financial Information
you currently owe nothing

External Services
N⊕W Access   Email   Blackboard Bb
Library   National Student Clearinghouse   courseval
brainfuse   mylabs plus

The student portal home page will tell you important information such as your advisor, registration status, and financial information. You can update your address and phone number on this page as necessary.

Clicking one of the buttons in the middle of the page will open a new browser window/tab and automatically log you into various accounts, like your N.O.W. (Northern On the Web), Student Email, and Blackboard. Closing the new window/tab will log you out of that service and return you to the portal.

WVNCC STUDENT EMAIL

Official correspondence from the college is sent to your @mail.wvncc.edu email account, **so it is critical that you set up and monitor this account.**

From the Student Portal, click the Email button and your email will open in a new tab. Upon initial setup, accept the terms in order to be taken to your inbox.

REGISTRATION

GET READY TO REGISTER

1. Contact your campus service center each semester to have your account reviewed. Students with all requirements complete will be issued a REGISTRATION TICKET.

2. Review your Northern Navigator:
   1. Select N.O.W. ACCESS from your My WVNCC Student Portal;
   2. Go to STUDENT SERVICES;
   3. Select STUDENT RECORDS;
   4. Next, select NORTHERN NAVIGATOR;
      The Navigator will show the courses completed, classes currently scheduled, and those left to complete. A blank checkbox in the left column indicates a requirement has not been met. Work with your academic advisor to determine the order in which you should take the remaining courses.

   If you are considering changing your major, do the following in the Northern Navigator page:
   1. Click WHAT-IF on the left side of the screen.
   2. Select the appropriate Degree, Academic Year, and Major.
   3. Select PROCESS WHAT-IF.

   To go back to your current major, click WORKSHEETS on left.

3. Meet with your campus counselor or academic advisor to plan your schedule and receive the 6-digit PIN you need to register. Remember, you must have your REGISTRATION TICKET!
   a. New students and those who have not registered in the last year should set up an appointment with a campus counselor when they receive their registration ticket.

   b. Returning students will take their registration ticket and make an appointment with their academic advisor. Advisor contact information is listed on the student portal homepage.

ONLINE REGISTRATION INSTRUCTIONS

1. Select N.O.W. ACCESS from your My WVNCC Student Portal;
2. Go to STUDENT SERVICES; then click REGISTRATION;
3. Next, click SCHEDULE PLANNER;
4. ADD COURSES you intend to take next term, ADD BREAKS to block off times for no class, then click GENERATE to see all possible schedules;
5. Click VIEW to see each schedule. From the VIEW screen, click the SHOPPING CART button to send your chosen schedule to the N.O.W. Account for registration; **(INSTRUCTIONS CONTINUE ON NEXT PAGE)**

ADD COURSES To Take Next Term

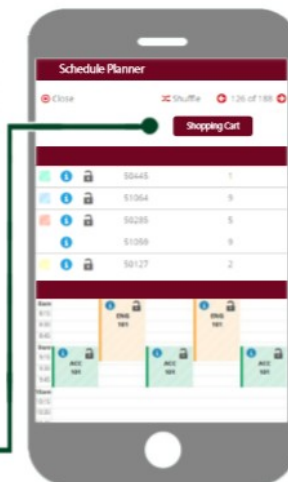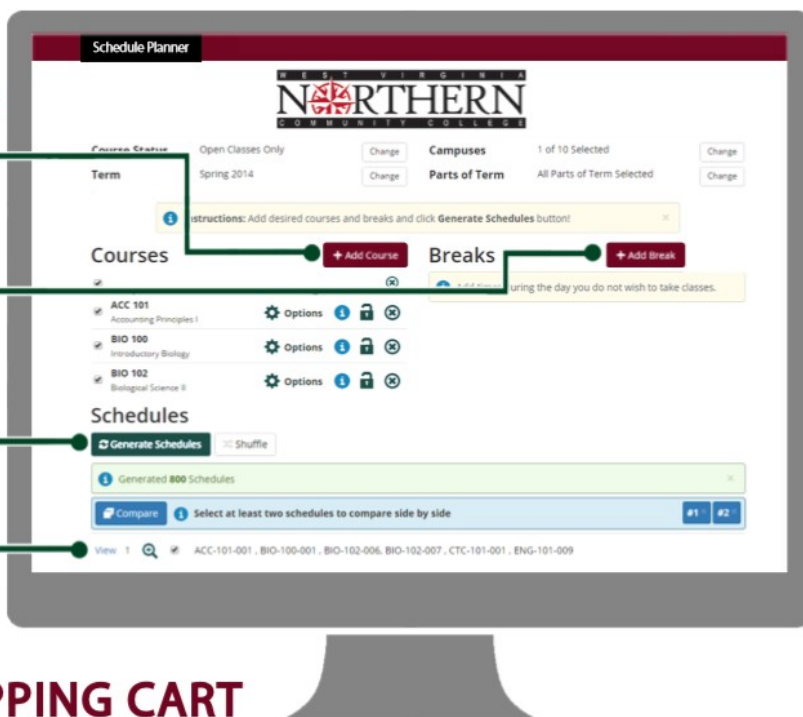**ADD BREAKS** To Block Off Times For No Class

GENERATE All Possible Schedules

VIEW To See Each Schedule

SEND TO SHOPPING CART From the "View" Screen, Click the "Shopping Cart" Button to Begin Registration!

REGISTRATION, CONT.

6. Enter the 6-digit PIN from your counselor or advisor;
7. Registration is successful for classes indicating "Web Registered";
8. If registration errors occur due to prerequisites, major restriction, or other problems, work with your advisor to discuss your options or select an alternate course. Remember that faculty are not available during summer or school breaks. Call your service center during these times or if you do not understand why you are receiving a registration error;
9. **Be sure to keep your alternate PIN as it is required to make schedule changes.**

ONLINE WAITLIST

If a course is full when you attempt to register, you may add yourself to a waitlist to receive notifications if a space becomes available. Students can add themselves to the waitlist up to two weeks prior to the week the course begins, and notification of course openings ends the Thursday prior to the start of a course. Students notified of a course opening must have the proper prerequisites in order to register and have no active holds on their account preventing registration.

1) STEPS TO PLACING YOURSELF ON A WAITLIST:
   a. Attempt to register for the course. A Registration Add Error stating that the status is CLOSED will appear;
   b. Click on the drop-down arrow under ACTION and select WAITLIST; then click SUBMIT CHANGES;
   c. The status for this course will now state "Waitlist."

2) CHECK YOUR WVNCC EMAIL DAILY. When a space becomes available in a waitlisted class, the first person on the waitlist is notified by WVNCC email with instructions to register. Students have 48 hours after the notification is sent to register or they will be removed from the waitlist. Depending on the length of time prior to the start of the course, students may be able to put themselves on the waitlist again. Starting the week before the semester begins, the time to register is shortened to 24 hours from notification. **Students are responsible for checking their WVNCC email and following the instructions to register themselves when they receive the waitlist notification; college employees do not complete registration for students.**

ADDING COURSES: Providing there is a space open, students can add a course through the first week of that course. You may use the schedule planning tool again or go directly to N.O.W. to add a course.
1. Select N.O.W. Access from your My WVNCC Student Portal;
2. Go to STUDENT SERVICES; then click REGISTRATION; then REGISTER OR ADD/DROP CLASSES;
3. Enter your 6-digit PIN;
4. Enter 5-digit Course Registration Number (CRN) for each desired course into the boxes under ADD CLASSES WORKSHEET and click SUBMIT CHANGES. You can find CRNs in the SCHEDULE PLANNER, on the CURRENT STUDENTS section of the website.
5. You can also SEARCH FOR SECTIONS at the bottom of the page instead of typing the CRNs into the boxes. When you find the section you want, click the checkbox to the left and choose REGISTER.

DROPPING COURSES: Students must drop courses online by the deadlines posted in the ACADEMIC CALENDAR on the website under CURRENT STUDENTS.
1. Select N.O.W. Access from your My WVNCC Student Portal;
2. Go to STUDENT SERVICES; then click REGISTRATION; then REGISTER OR ADD/DROP CLASSES;
3. Enter your 6-digit PIN;
4. Select a withdrawal option from the drop-down box besides the course you wish to drop. The options will change depending on when you are dropping the course and may include DROP PRIOR TO CLASS START, DROP FIRST WEEK, or WITHDRAW WITH A W GRADE;
5. Click SUBMIT CHANGES and check that your registration status has changed.

TO VIEW A COPY OF YOUR SCHEDULE FROM N.O.W.:
1. Click STUDENT SERVICES;
2. Return to REGISTRATION menu and click STUDENT DETAIL SCHEDULE;
3. Select term if prompted.

TUITION, FEES, & PAYMENT

Students registering for classes at West Virginia Northern Community College will be subject to the tuition and fee schedule that can be found on the College's web page under FUTURE STUDENTS.

Payment arrangements must be made prior to the beginning of each term. Any unpaid balances will be pursued for payment to the fullest extent in accordance with state and federal law and according to College procedures.

REFUND POLICY

Only in cases where the College cancels class or a student withdraws prior to the first day of the semester (or prior to the first day of class for those classes with a delayed start) will full tuition and fees be refunded. After that time, students who totally withdraw from ALL of their classes will have their tuition adjusted according to the schedule listed on the Academic Calendar webpage. Refunds are not made for partial withdrawals or administrative withdrawals.

* FEES ARE NON-REFUNDABLE AFTER THE 100% REFUND PERIOD. NO EXCEPTIONS.

Contact the Student Accounts Office for additional details on the tuition refund policy or see the college catalog. Financial aid students will have their aid adjusted according to the policy concerning return of Title IV funds. Consult with the Financial Aid Office for details.

MAKING PAYMENT

WVNCC accepts cash, debit, checks, money orders, cashier's checks, or credit cards (American Express, VISA, Master Card, and Discover). Payment can be made in person at the Student Accounts Office on the Wheeling campus or the Weirton or New Martinsville Campus Service Centers during regular business hours, by mailing a check or money order, or via online credit card payments through Northern On the Web. The College also offers an interest-free monthly payment option. For additional information contact the Student Accounts Office.

Financial Aid requirements or payment arrangements must be completed by the "last day to pay" as identified on the ACADEMIC CALENDAR, accessible from the CURRENT STUDENTS section of the website. After this date, payment arrangements must be made at the time of registration.

VIEW A COPY OF YOUR SCHEDULE AND BILL

Log into the student portal and select the N.O.W ACCESS button. Select STUDENT SERVICES, then REGISTRATION. Select STUDENT DETAIL SCHEDULE. At the bottom of the schedule, click VIEW FEE ASSESSMENT for a copy of your bill.

ONLINE PAYMENT INSTRUCTIONS

1. **TO PAY YOUR TUITION ONLINE BY CREDIT CARD THROUGH THE N.O.W. ACCOUNT:**
   a. Select STUDENT SERVICES; select REGISTRATION; select STUDENT TUITION & FEE CHARGES and choose the term if prompted to view the amount you owe;
   b. Return to the REGISTRATION menu and select PAY TUITION AND FEES ONLINE BY CREDIT CARD;
   c. Enter your Student ID, telephone number, term, and payment amount, and select FINISH.

2. **OTHER PAYMENT OPTIONS MUST BE ARRANGED BY THE LAST DAY TO PAY:**
   a. Financial Aid – See Financial Aid section below
   b. Installment Plan – Allows students to divide payments into 4 installments. This plan is set up directly through the Student Accounts Office or Service Center and can also be submitted electronically. Agreement includes a small fee.
   c. Third-Party payments (i.e., Vocational Rehabilitation, employer-sponsored payments, etc.) must be documented in the Student Accounts Office prior to the last day to pay or, if registering after the last day to pay, upon registration.

FINANCIAL AID

In order to be held in classes, financial aid students must verify that all financial aid documentation is complete and that awarded financial aid funds will cover tuition and fees. Students who are registered early but whose financial aid files are incomplete will be PURGED FROM CLASSES unless they remit payment by the published "last day to pay" (see the semester's Academic Calendar for this deadline). Students registering late must complete financial aid documentation prior to registration or be prepared to pay at the time of registration.

Remember that the first step to applying for financial aid is completing the Free Application for Federal Student Aid at www.fafsa.gov. Contact the Financial Aid Office at 304-214-8844 if you need assistance with this step.

CHECK YOUR FINANCIAL AID DOCUMENT STATUS
1. From the Student Portal, select N.O.W. ACCESS and click on FINANCIALAID.
2. Click REVIEW YOUR FINANCIAL AID FILE FOR MISSING DOCUMENTS OR HOLDS.
3. Click MISSING DOCUMENTS, HOLDS, AND STUDENT REQUIREMENTS.
4. Select the appropriate AID YEAR and click SUBMIT.
5. The next page shows:
   - DOCUMENTS ON FILE. If none, complete a FAFSA at www.fafsa.gov. Allow 5-10 business days for processing.
   - UNSATISFIED REQUIREMENTS. There is no need to worry about the requirement of FINAL REVIEW. Other outstanding documents must be completed as soon as possible. You can print necessary forms from the College website or pick them up at the Financial Aid Office or your Campus Service Center.
   - ALL SATISFIED DOCUMENTS.

f you are missing documents within a week of the last day to pay, a payment should be submitted to hold your class registration while your file is in progress. Even a partial payment using a payment plan holds class registration.

CHECK YOUR AID AWARD
1. From the Student Portal, select N.O.W. ACCESS and click on FINANCIAL AID.
2. Click AWARD.
3. Click AWARD FOR AID YEAR.
4. Select the appropriate AID YEAR, if prompted.
5. Click AWARD OVERVIEW to see:
   - COST OF ATTENDANCE, including estimated costs for tuition, fees, and books as well as expenses outside of school such as gas, room and board, etc.
   - AWARD OVERVIEW. Listed are awards for Pell and WV State Grants, in addition to other forms of aid posted to your account. Loan amounts may not be posted yet. If you completed the loan request form as well as the online Master Promissory Note and Entrance Interview, eligible amounts appear after manual processes are complete.

If no award funding is listed, you should contact the Financial Aid Office for more information. A payment to hold class registration may be required if the last day to pay is approaching or has passed.

FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS (SAP)

In N.O.W, click FINANCIAL AID and then MISSING DOCUMENTS, HOLDS, AND STUDENT REQUIREMENTS. Here you can check FINANCIAL AID ACADEMIC PROGRESS to see if you are limited in credit hours for a particular term. You cannot register for more than the hours listed. Details on Financial Aid Standards of Progress can be found here: http://www.wvncc.edu/offices-and-services/satisfactory-academic-progress/656

STUDENT SERVICES

BOOKSTORE
A link to the College's online bookstore is available on the website under CURRENT STUDENTS. Students should enter course information from their schedules to look up the required textbooks. Students are welcome to order these books from the bookstore or use the ISBN information to order from the bookseller of their choice. Books are shipped to the students home or can be shipped to the students campus for pickup.

STUDENT ID CARDS
Doors to all college buildings, with the exception of the front doors to the Weirton and New Martinsville campus buildings and the front door to the B&O Building on the Wheeling campus, are locked at all times and accessible only via a student ID card. ID cards are issued to registered students who show a valid photo ID at any campus service center. There is no cost for the first card issued to a student; there is a fee for a replacement ID.

PARKING PASSES
Registered students wishing to park on campus during the fall or spring semesters may apply for a parking tag at the Weirton or New Martinsville Service Centers or in the Business Office on the Wheeling campus. There is no cost for the first parking tag issued to a student; there is a fee for a replacement tag. Parking tags are not required for the summer semester.

TEXT ALERT
The College uses a text alert system to send routine and emergency notifications to faculty, staff, and students. Weather alerts, campus emergencies, campus closings, and other urgent information will be shared via the text alert and other methods. Students who provide the college with a valid cell phone are automatically signed up for the text alert system and can opt out at any time by replying to text messages they receive.

LIBRARY SERVICES
Each campus has a separate Library/Learning Resource Center (LRC). A wide variety of resources, both print and non-print, are available to students, faculty, and staff. To access the library webpage, catalog, and many electronic resources and databases, look for the LIBRARY link under CURRENT STUDENTS or in the Student Portal. Each campus LRC has computers available to students for research, class assignments, word processing, and Internet searching. Individual and group instruction for research or any of the LRC resources is available from the LRC staff.

ACADEMIC SUPPORT CENTERS
Academic Support Centers (ASCs) are located on all three campuses and provide support services like free tutoring, accessibility services, assistive technology, advising, and retention initiatives. For more information, view the ASC webpage under CURRENT STUDENTS or contact 304-214-8923 or asc@wvncc.edu.

STUDENT ACTIVITIES
The Office of Student Activities offers students hands-on leadership experience through positions with the Student Government Association and Campus Activities Board, opportunities to become active in our vibrant communities through community service and service-learning events, and the ability to join (or create) a student club or organization. These are in addition to many educational, cultural, and social student events held throughout the year. For more information, view the college website under STUDENT LIFE or contact the Director of Student Activities at swood@wvncc.edu or 304-214-8917.

CAREER PLANNING AND PLACEMENT SERVICES
The Career Services Office provides the following services to students:
- online job board and referral services through College Central
- individual career advising including resume writing and interview preparation
- career assessments (contact Career Services or your Campus Counselor for more information)
- access to occupation information including job growth, salary, and education requirements
- workshops on career related topics such as job searching, social media, and resume writing
- career/job fairs and on-campus recruiting, and more!

Students seeking job referral services must register with the Career Services Office online at https://www.collegecentral.com/wvncc/. For more details, contact 304-214-8817 or careerplaninfo@wvncc.edu.

BANKMOBILE INFORMATION

BANKMOBILE DISBURSEMENT REFUND SELECTION KIT

Students who are eligible for more aid than they owe in tuition and fees may use the remaining aid to purchase books and supplies in the campus bookstore. Any remaining funds will be released to the student in the form of an aid refund. Students must select how they wish to receive their aid refund.

STEPS TO SELECTING REFUND PREFERENCE

1. Receive a Personal Code through a Refund Selection Kit mailed to your home address or generate a code at www.refundselection.com. It is the student's responsibility to provide an accurate mailing address to the College. Refunds will be delayed if an accurate mailing address is not provided to WVNCC.
2. Access the BankMobile Disbursements website at www.refundselection.com.
3. New Students will need to enter their unique Personal Code included in the Refund Selection Kit or requested online.
4. Create a login and password.
5. Choose how you want to receive your refund. Choices are:
   a. Electronic Deposit to Another Account. Enter bank account info and follow the instructions.
   b. Electronic Deposit to a BankMobile Vibe Account. Refunds are loaded onto the BankMobile Vibe card.
6. WVNCC recommends students provide a cell phone number or email address so they will be notified of problems or when monies are deposited to their selected accounts.

Please note that it is the responsibility of each student to select a refund preference. WVNCC employees are prohibited from making a selection for a student.

FOR BANKMOBILE ASSISTANCE, CONTACT:

1. **BankMobile Student Customer Service – 1-800-327-9515 or** www.refundselection.com
   7 days a week, 8 am - 11 pm EST

2. **WVNCC Business Office - 304-214-8811 /** wvnccbusinessoffice@wvncc.edu
   Monday through Friday, 8:30am - 5pm

BLACKBOARD INFORMATION

Online courses at WVNCC are conducted through Blackboard. Instructors of on-campus courses may also utilize Blackboard to supplement their in-class instruction.

TO ACCESS BLACKBOARD

1. Log into your Student Portal on the college website;
2. Click on the Blackboard Learning Systems button. You should be automatically logged into the system;
3. Under My Courses, click on the course that you want to access. Everything you need for class, including assignments, syllabus, and assessments should be accessible at this site.

If you have trouble accessing your Blackboard account, contact Kim Patterson at kpatterson@wvncc.edu or 304-214-8907. After hours, you can access the WVNET Blackboard Helpdesk at 1-800-253-1558 (press 1 for the Helpdesk).

TECHNICAL REQUIREMENTS

Your computer system needs certain hardware and software specifications in order to run Blackboard. If your computer system does not have these specifications, you can use the computers in the library or other labs available at WVNCC. See the ONLINE COURSES page on the website under CURRENT STUDENTS for details.

UPDATED JAN 2021