# Logan University

# Self-Service Student Tip Sheet

# Self-Service

## Log on to Self-Service

- Open your web browser and go to: selfserve.logan.edu
- On the *Login* window, enter your **User Name** and **Password. (**Your user name and password will be the same as your Logan email account)
- Select **Log In**.

- The first time you log on to Self Serve a verification page will appear. The following information will need to be completed:
  - Student ID: Your Logan student id number
  - First name:
  - Last name:
  - Birthdate: mmddyyyy (using your birthdate)

## Viewing Your Class Information

- From the **Classes** tab, you can view information about the courses on your schedule, and access the Course Home Page for one of your registered courses.

### *Viewing Your Class Schedule*

You can view a schedule of the classes for which you have registered, have been put on the waitlist, or have added to your shopping cart.

1. Select the **Classes** tab.
2. Select the **Schedule** menu item.
3. Select the **Student Schedule** option.
4. Specify whether you want to view your schedule in a **Text** list or on a calendar **Grid**.

| Format | Description |
|---|---|
| Text | The Text list displays ALL the course details, including the course title and instructor's name. |
| Grid | The Grid shows your courses on a calendar for the week, so you can clearly see when each course meeting is scheduled. For each course meeting, the grid will display the course number, building name, and room number. |

5. Choose the time **Period** for the schedule you want to view.
6. Specify which courses you want to include in your schedule.
   - **Courses in** your shopping **Cart**

- **Waitlisted Courses**

7. Select **Submit**.
8. If you are viewing your schedule in a **Text** list, the system will display different information for the various types of courses on your schedule.

| For | The Schedule Will List |
|---|---|
| Registered Courses | Course title, instructor's name, number of credits, duration, schedule, and location.<br><br>A summary of the total number of registered courses and credits will also be displayed, along with your program, advisor, class level, and full- or part-time status. |
| Waitlisted, Pending, or Holding Courses (optional) | Course title, instructor's name, number of credits, duration, schedule, and location. |
| Courses in Shopping Cart (optional) | Course title, instructor's name, number of credits, duration, schedule, and location. |

9. To find out more information about a course, select the course title.
10. If a *Course Home Page* has been created for one of your registered courses, you can access it when you are viewing your schedule in a text list.

## *Accessing a Course Home Page*

You can access the Course Home Page for any of your registered courses which have a Course Home Page. You and all the other students who are registered for a course can view course information, download course documents, submit your course activities, and post information to the course section forums. If you drop the course, you will no longer be able to access the Course Home Page. If you withdraw from the course, you will only be able to view the Course Home Page.

1. Select the **Classes** tab.
2. Select the **Schedule** menu item.
3. Select the **Student Schedule** option.
4. Choose to view your schedule in a **Text** list.
5. Choose the time **Period** for the course schedule.
6. Select **Submit**.
7. In the list of courses, find the registered course for which you want to access the Course Home Page.
8. Under the information about the registered course, select **Go to Course Home Page**. (If the *Course Home Page* is not available at this time, this link will not be displayed.)

9. View the information on the Course Home Page for the specified course. The amount of information that is displayed on the page is determined by the faculty members who are teaching the course section.

| Web Part | Description |
|---|---|
| Course Announcements | View any class announcements that have been posted by the course instructors. |
| Course Documents | Access to the documents the instructors have posted for the course. There may be documents for the course in a S**ection Media** folder, and documents in the folders for each of the course activities. |
| My Activities | View a list of the activities you need to complete for the course.<br>• The date on which the activity was **Assigned**.<br>• The date on which the activity is **Due**.<br>• Your numeric **Score** for the activity.<br>• Your letter **Grade** for the activity.<br><br>You can:<br>• Select **View Details** to display more information about the activity on the **My Activity Detail** Web part.<br>• Select **Submit Media** when you are ready to upload your completed activity to your instructor.<br><br>Refer to:<br>• *Downloading Course and Activity Media*<br>• *Submitting a Course Activity*<br>• *Viewing Your Submitted Activity Media*<br>• *Viewing Your Activity Grades* |
| My Activity Detail | When you select **View Details** to the left of an activity on the **My Activities** Web part, the system will display more information about the activity on the **My Activity Detail** Web part.<br>• The date on which the activity was assigned and the date on which it is due.<br>• The timeframe when you can view information about the specified activity on the Course Home Page.<br>• Whether the grade for the specified activity counts toward your midterm and final grades.<br>• Your grade and the number of points you have earned.<br>• Any comments the instructor has written about your grade. |
| My Attendance | View how many times you were marked as absent, tardy, and present for the course.<br>Refer to *Viewing Your Attendance for a Course*. |
| Section Display | View information about the course section:<br>• Course title and description<br>• When and where the class meets<br>• Names of the instructors |
| Submitted Documents | There will be a folder for each course activity. You will post each of your completed course assignments in the corresponding folder by the due date and time specified by your instructor. |

10. When you are finished viewing the Course Home Page, you can:

- Select the **Self-Service Home** link to use the Self-Service features, or
- Select the **Course Pages for Year/Term** link at the top of the page to display the *Site Collection* page for all the courses for the specified year and term. Your course schedule will be displayed on the *Site Collection* page.

## Downloading Course and Activity Media

Your instructor will upload to the Course Home Page all the document files that you will need for the course section and for completing the course activities. When these document files are available on the Course Home Page, you can download them to your computer.

1. If you are not already viewing the Course Home Page for the course section, follow these steps:
   - Select the **Classes** tab.
   - Select the **Schedule** menu item.
   - Select the **Student Schedule** option.
   - Choose to view your schedule in a **Text** list.
   - Choose the time **Period** for the course schedule.
   - Select **Submit**.
   - In the list of courses, find the registered course for which you want to access the Course Home Page.
   - Under the information about the registered course, select **Go to Course Home Page**. (If the *Course Home Page* is not available at this time, this link will not be displayed.)
2. On the left pane of the Course Home Page, select **Course Documents**.
3. Select the appropriate folder.
   - To download a **Course** document, select the **Section Media** folder.
   - To download a document for an **Activity**, select the folder for that Activity.
4. **Right-click** over the **Name** of the document that you want to download.
5. From the drop-down list, select **Save Target As...**.
6. In the **Save in** field, navigate to the location on your computer where you want to save the document.
7. Select **Save** to download the file to the specified location on your computer.

## Submitting a Course Activity

Once you have completed a course activity, you can submit it by the instructor’s deadline via the Course Home Page.

1. If you are not already viewing the Course Home Page for the course section, follow these steps:

- Select the **Classes** tab.
- Select the **Schedule** menu item.
- Select the **Student Schedule** option.
- Choose to view your schedule in a **Text** list.
- Choose the time **Period** for the course schedule.
- Select **Submit**.
- In the list of courses, find the registered course for which you want to submit your activity.
- Under the information about the registered course, select **Go to Course Home Page**. (If the *Course Home Page* is not available at this time, this link will not be displayed.)

2. On the **My Activities** Web part, find the activity for which you want to upload media.
3. Select **Submit Media** to the left of the activity.
   - If **View Media** is displayed for the activity instead of **Submit Media**, this means that your instructor is not accepting submissions for this activity now. Your instructor will specify the time period within which students can submit their completed course activities, and whether late submissions will be accepted.
4. On the *Submitted Documents* page for the specified activity, you should see a folder with your name.
5. Select **Upload**.
6. On the *Upload Document* page, select **Browse...** to find the document file you want to submit.
7. Select **OK** to upload the file to the submitted document folder for the activity.

## Viewing Your Submitted Activity Media

After you have submitted a course activity, you can view it via the Course Home Page.

1. If you are not already viewing the Course Home Page for the course section, follow these steps:
   - Select the **Classes** tab.
   - Select the **Schedule** menu item.
   - Select the **Student Schedule** option.
   - Choose to view your schedule in a **Text** list.
   - Choose the time **Period** for the course schedule.
   - Select **Submit**.
   - In the list of courses, find the course for which you want to view your submitted activity.
   - Under the information about the registered course, select **Go to Course Home Page**. (If the *Course Home Page* is not available at this time, this link will not be displayed.)

2. On the **My Activities** Web part, find the activity for which you want to view your submitted media.
3. Select **View Media** or **Submit Media** to the left of the activity. Both of these options should allow you to access your media submission.
   - If the **View Media** appears for the activity, this means that submissions are not being accepted for this activity now.
   - If the **Submit Media** option appears, this means that submissions are still being accepted for this activity.
4. On the *Submitted Documents* page for the specified activity, you should see a folder with your name.
5. Open your media file.

If the **Submit Media** option appeared for the activity and you decide to make changes to your submitted activity, you can re-submit your activity. Your new media file will overwrite your original file.

## Viewing Your Activity Grades

After you have submitted a course activity and your instructor has posted your grade, you can view it on the Course Home Page.

1. If you are not already viewing the Course Home Page for the course section, follow these steps:
   - Select the **Classes** tab.
   - Select the **Schedule** menu item.
   - Select the **Student Schedule** option.
   - Choose to view your schedule in a **Text** list.
   - Choose the time **Period** for the course schedule.
   - Select **Submit**.
   - In the list of courses, find the registered course for which you want to access the Course Home Page.
   - Under the information about the registered course, select **Go to Course Home Page**. (If the *Course Home Page* is not available at this time, this link will not be displayed.)
2. On the **My Activities** Web part, view your numeric **Score** and letter **Grade** that have been posted for your submitted activities.

## Viewing Your Attendance for a Course

1. If you are not already viewing the Course Home Page for the course section, follow these steps:
   - Select the **Classes** tab.
   - Select the **Schedule** menu item.
   - Select the **Student Schedule** option.
   - Choose to view your schedule in a **Text** list.

- Choose the time **Period** for the course schedule.
- Select **Submit**.
- In the list of courses, find the registered course for which you want to access the Course Home Page.
- Under the information about the registered course, select **Go to Course Home Page**. (If the *Course Home Page* is not available at this time, this link will not be displayed.)

2. On the **Attendance** Web part, view:

| ***Attendance Record*** | ***Description*** |
|---|---|
| **Absent** | The number of class meetings that you missed and whether you had a valid excuse. |
| **Tardy** | The number of times you were late for class and whether you had a valid excuse. |
| **Present** | The number of class meetings that you attended. |

## Posting Information to a Forum

If your instructor has chosen to display forums on the Course Home Page, you and your fellow classmates can discuss course topics on-line. Please note that you will not be able to post a new discussion to the forum UNTIL your instructor posts the FIRST discussion.

1. If you are not already viewing the Course Home Page for the course section, follow these steps:
   - Select the **Classes** tab.
   - Select the **Schedule** menu item.
   - Select the **Student Schedule** option.
   - Choose to view your schedule in a **Text** list.
   - Choose the time **Period** for the course schedule.
   - Select **Submit**.
   - In the list of courses, find the registered course for which you want to access the Course Home Page.
   - Under the information about the registered course, select **Go to Course Home Page**. (If the *Course Home Page* is not available at this time, this link will not be displayed.)
2. On the left pane of the *Course Home Page*, select **Course Forum**.
3. View the current list of discussion topics.

| ***To*** | ***Follow These Steps*** |
|---|---|
| **Add a New Topic of** | 1. Select **Add new discussion**. |

| | |
|---|---|
| **Discussion** | 2. Enter the **Subject** of your new discussion.<br>3. Enter your information for the topic of discussion.<br>4. Select OK to post the new discussion to the Forums Web part. |
| **View a Discussion** | 1. Position the cursor over the name of the discussion you want to view.<br>2. On the drop-down list, select **View Item**.<br>3. Select **Open** to view all the postings for the discussion.<br>4. For any discussion point for which you want to add information:<br>• Select **Reply**.<br>• Enter your reply.<br>• Select **OK** to post your reply.<br>5. Select the Course Code link above the Forums page heading to return to the Course Home Page. |

# Viewing Your Grades and Transcript

## *Viewing Your Grade Report*

You can display your grades for a specified year and term.

1. Select the **Grades** tab.
2. Select the **Grade Report** menu item.
3. Select the **Period** for which you want to view your grades.
4. View your grades for the specified period.

| ***Column*** | ***Description*** |
|---|---|
| **Session** | The session in which you took the course. |
| **Course** | The course code and type. |
| **Name** | The course title. |
| **Credits** | The number of credits you earned for completing the course. |
| **Quality Points** | The number of quality points you earned for completing the course. Quality points are used for calculating your Grade Point Average. |
| **Midterm Grade** | If your school uses midterm grading, this column will appear with your midterm grade. |
| **Final Grade** | Your final grade for the course. |
| **Comments** | Select **View** to display any comments that your |

| | |
|---|---|
| | instructor may have entered about your grade. |

5. View your credits, GPA, and awards:

| ***Field*** | | ***Description*** |
|---|---|---|
| **Credits** | **Attempted** | The number of credits for all the courses you have taken at this school. |
| | **Earned** | The number of credits you have earned by completing courses with passing grades. |
| **GPA** | **Term** | Your Grade Point Average for the specified term. |
| | **Overall** | Your Grade Point Average for all the courses you have completed at this school. |
| **Awards** | **Term** | The number of awards you have received during the specified term. |
| | **Overall** | The number of awards you have received while attending this school. |

## *Viewing Your Unofficial Transcript*

You can display your complete academic history at this institution.

1. Select the **Grades** tab.
2. Select the **Unofficial Transcript** menu item.

## *Requesting Your Transcript*

You can request that one or more copies of your transcript be sent to a specified person or organization.

1. Select the **Grades** tab.
2. Select the **Request Transcript** menu item.
3. Specify where you want us to send your transcript.

| ***Field*** | ***Description*** |
|---|---|
| **Name of Recipient** | Specify the name of the person or organization to whom you want us to send your transcript. |
| **Address Line 1, 2, 3** | Enter the first line of the recipient's address on Address Line 1. Then, as needed, use the other address lines. |
| **City** | Specify the city in which the recipient is located. |
| **State/Province** | Specify the state or province in which the recipient is located. |

| | |
|---|---|
| **Postal Code** | Specify the zip or postal code for the recipient's location. |
| **Country** | Specify the country in which the recipient is located. |
| **Number of Copies** | Specify the number of copies of your transcript that you need us to send to the recipient. |
| **Reason for Request** | Specify why you need to send your transcript to the recipient. If you do not want us to process your transcript request now, also tell us when you want it sent. For example, you may want to wait until after graduation. |

4. Read the Disclosure Statement then check the "I have read and accept the Disclosure Statement" if you accept the terms.
5. Select **Submit Request**.
6. Review the details of your transcript request, including the **Grand Total** to be paid, which is based on the fee **Amount** per transcript and the specified **Number of Copies**.
7. Select the appropriate button.

| ***Select This Button*** | ***When*** |
|---|---|
| **Continue** | You do not need to submit any other transcript requests, and you are ready to complete your transaction. Then continue with step 6. |
| **Add More...** | You need to enter another transcript request. Then enter the information for your next transcript request. |
| **Cancel Transaction** | You decide not to submit any of the transcript requests currently listed on the page. |

8. Choose one of the payment methods:
   - **Pay With an Existing Card**. (If you need to update a card, follow the instructions for *Editing Credit Card Information*.)
   - **Pay With a New Card**
   - If on-line payment is not required, you can also choose **Bill Me Later**
9. If you selected **Pay With a New Card**, enter the information about the new credit card.

| ***Field*** | ***Entry*** |
|---|---|
| **Description** | Enter a description of the credit card to help you distinguish between your different cards (for example, *Dad's VISA*, *Mom's MasterCard*). |
| **Type** | Select the credit card type (for example, *VISA*). |
| **Card Number** | Enter the complete credit card number that is imprinted on the front of the credit card. |

| | |
|---|---|
| **Expiration (mm/yy)** | Enter the expiration date, that is imprinted on the front of the credit card, in the format mm/yy (for example, *09/12*). |
| **Full Name** | Enter the name of the person who own's the credit card EXACTLY as it is imprinted on the front of the credit card. |
| **Street Address**<br>**City**<br>**State**<br>**Zip Code** | Enter the complete billing address for the credit card. This MUST be the EXACT address where billing statements for this credit card are sent.<br><br>The address will be checked. If the address is not valid for the credit card, the payment will not be accepted. |
| **Save Card Information** | If this option is available and you plan to use the same credit card to make future payments, check this box to record the credit card information. This will save you time when making future payments. |

10. If you are paying by credit card and the **Security Code** is required, enter the code that is listed on the credit card.
11. Take note of the **Payment Amount**.
12. Select **Continue**.
13. Confirm all your payment information.
    - If everything is ***correct***, select **OK** to record your payment.
    - If everything is ***not correct***, select **Cancel** and edit your payment information.
14. View your **Payment Details**.

# Viewing Your Financial Information

From the **Finances** tab, you can choose to view your account balance and financial aid details; make a payment, and update your list of credit cards.

- *Viewing Your Account Balance*
- *Viewing Your Billing Statement*
- *Making a Payment*

## *Viewing Your Account Balance*

The *Balance* page provides an option to view details of your charges and credits for a specified period, along with a subtotal for any balance from other periods and the amount of financial aid anticipated.

**1.** Select the **Finances** tab.
**2.** Select the **Balance** menu item.
**3.** Choose the time **Period**.
• Select a **Period** to display your account balance for a specified period, or

• Select **All** to display your entire balance history.
**4.** Choose how much information you want to **View**.
**5.** Select **Change**.
**6.** View your balance.

If you have a **Balance Due**, you can follow the instructions for *Making a Payment*.

## *Viewing Your Billing Statement*

You can view any of the billing statements the bursar has chosen to publish.

1. Select the **Finances** tab.
2. Select the **Statement** menu item.
3. Choose the **Statement** you want to display.
4. Select **View**.
5. Review your statement, which may include any of the following information.

| **Statement Section** | **Description** |
|---|---|
| **Charges** | A list of the expenses you have incurred, including tuition and fees. |
| **Credits** | A list of the payments that have been applied to your balance, including loans and grants. |
| **Anticipated Aid** | A list of the financial aid amounts that we expect you to receive |
| **Payment Plan Information** | If you have signed up for a payment installment plan, your payment due dates and amounts will be listed. |

6. If you are ready to pay your balance, print your statement.
   - At the top of the Web Browser window, select **File**.
   - Select **Print...**.
   - Select the **Printer** to be used to print your statement.
   - Select **Print**.
7. At the bottom of your statement, complete the payment form.
8. Detach the payment form from the bottom of your statement.
9. Mail the payment form to the school address listed on the form.