# Student's Guide To Self Service

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Note: Self Service works best in Firefox or Edge. If you encounter processing or navigation errors, please try using a different browser, refreshing your browser and/or clearing your browser history.

Logging in to Self Service

1. Log in to **MyCCCTI** at the top of www.cccti.edu.
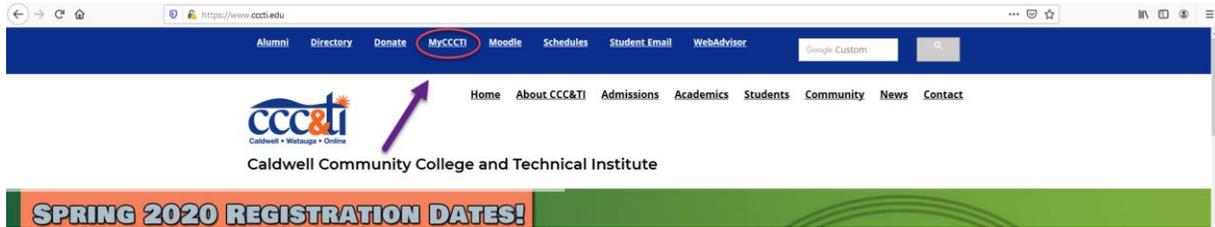
2. Navigate to **WebAdvisor for Students** > **Academic Profile** > **Student Planning**.
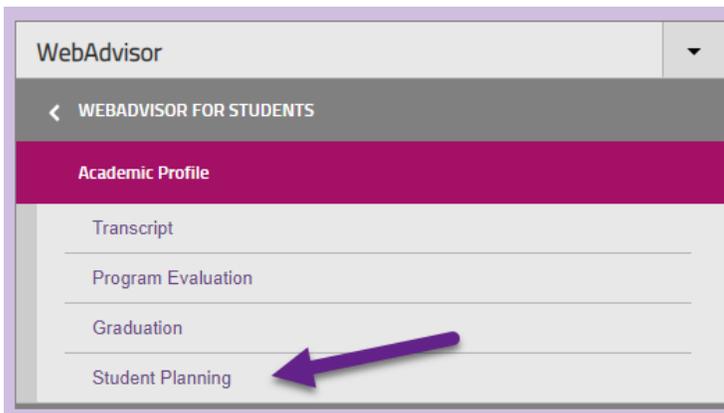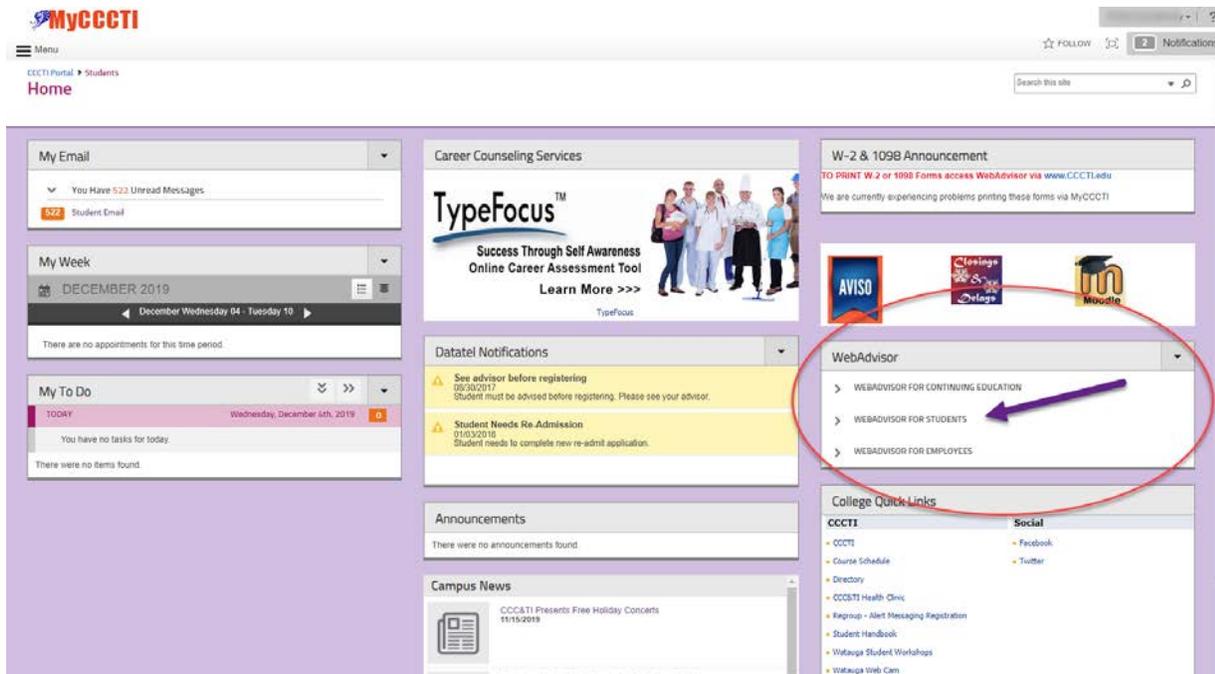
Viewing Your Notifications/Updating Demographic & Contact Information

Your notifications/alerts, including registration holds, are available from any tab/screen in Self Service. The number of alerts is listed inside the yellow box in the top right-hand corner. To read the notification/alerts, click on the yellow box. To collapse the notifications, click on the box again or on any notification.
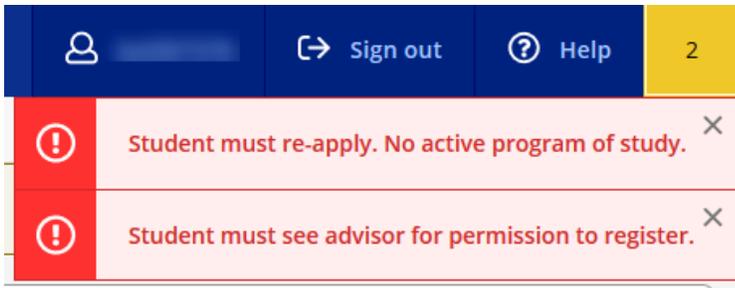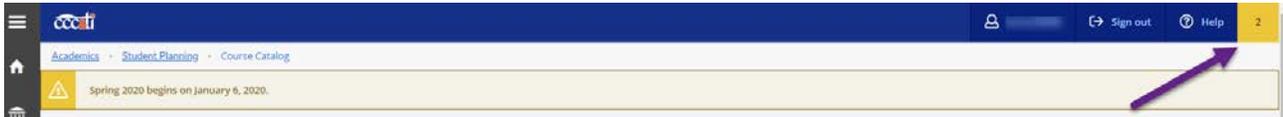
Note: Once every 180 days, you will be prompted to update demographic/contact information. This information includes phone numbers, addresses and emergency contact information. You are required to update this information in order to register. Not doing so will prevent you from registering.
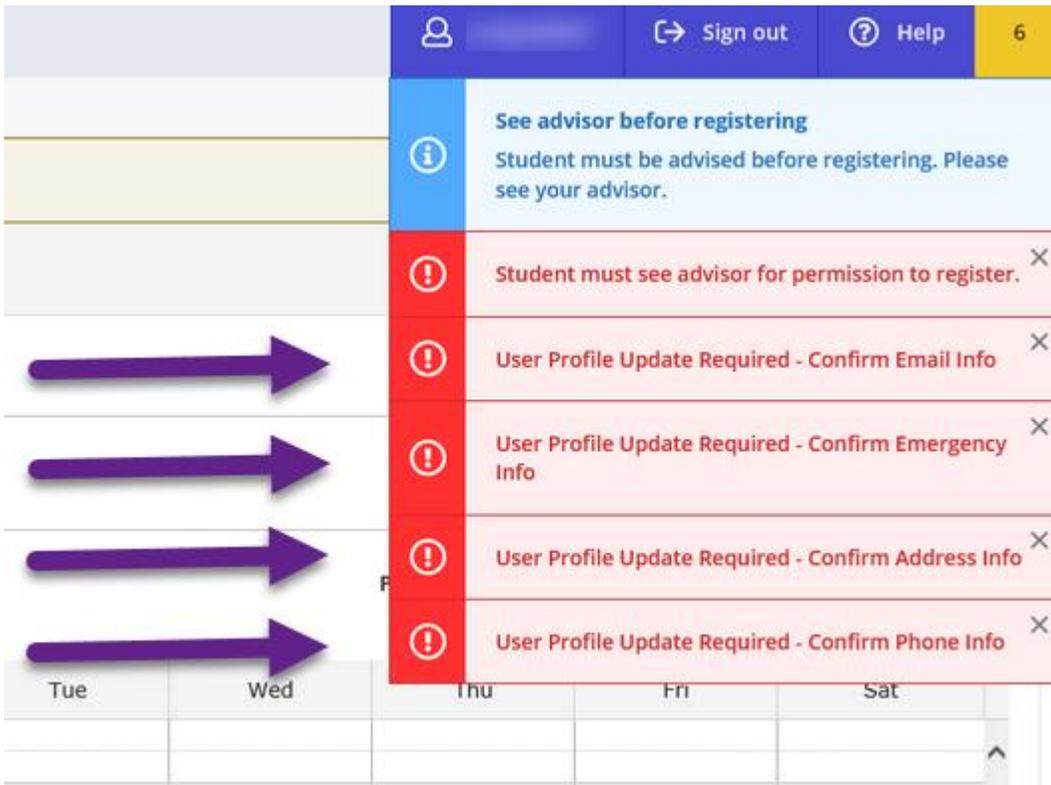
To update demographic information, click on the **User Options** icon (see below) while logged into Self Service. Options will then appear in a drop-down box to update the **User Profile** and **Emergency Information**. Clicking on either of these options takes you to a new screen to update/confirm information in the Self Service. Make sure you update or confirm all information in each section.
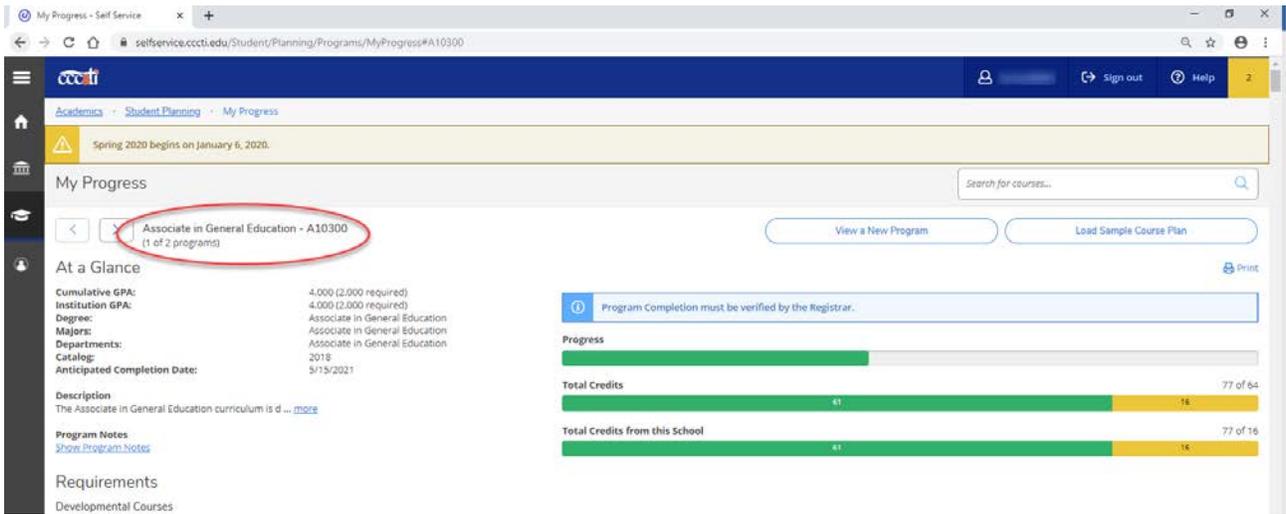
Planning Your Courses

Determining Which Courses to Take and Adding those Classes:

1. Click on **View Your Progress (<u>Go to My Progress</u>)** in the upper left-hand corner.
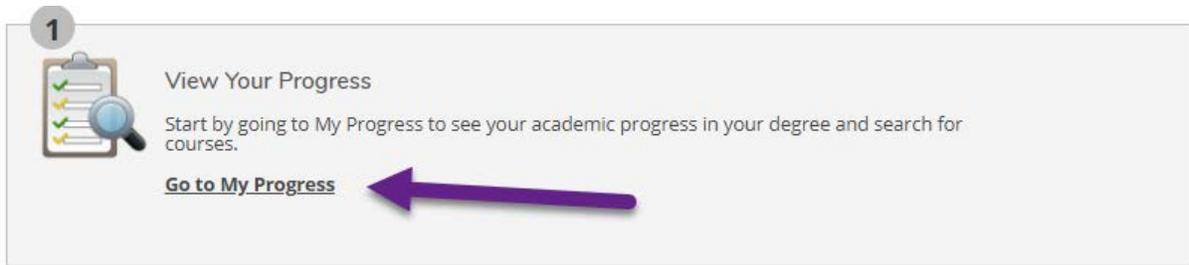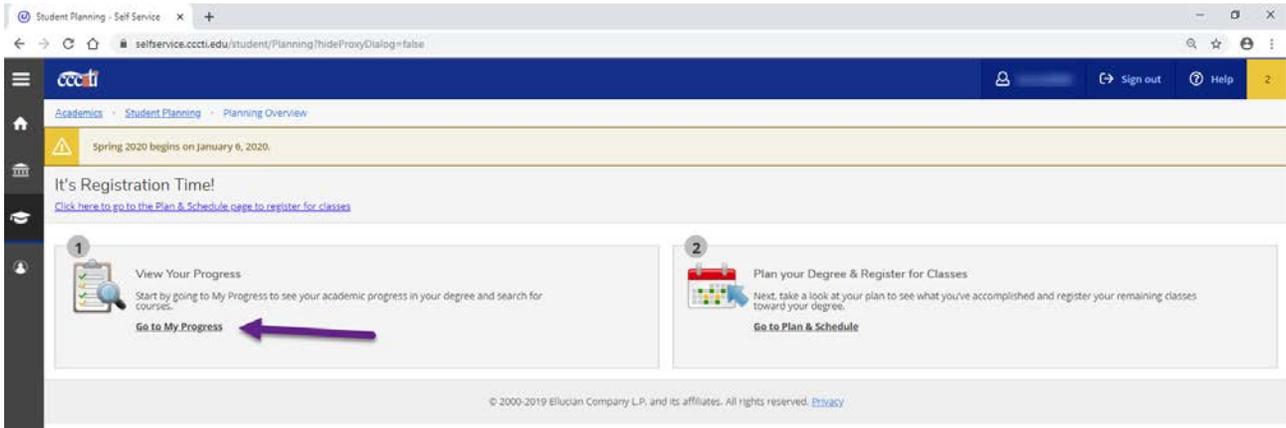
2. Verify your program of study listed in the upper left-hand corner below **My Progress** is correct. If it is not correct, go to Student Services to change your program of study.

My Progress

Associate in General Education - A10300
(1 of 2 programs)

At a Glance

Cumulative GPA:	4.000 (2.000 required)
Institution GPA:	4.000 (2.000 required)

3. Scroll down & choose a course that contributes to your program by clicking on the course.

1.
Take course ENG-111. ⚠ **0 of 1 Courses Completed.** Hide Details

Status	Course	
ⓘ Not Started	ENG-111	Writing and Inquiry

4. To add the course into your plan, click on **Add Course to Plan** on the right-hand side (see below). A new popup screen will appear. Click on **Select a term…** to choose the correct semester and then click **Add Course to Plan**.

5. Click on **Student Planning** at the top of the screen on the left. In the drop-down menu, select **Plan & Schedule.**

6. Cursor forward or backward using the arrow buttons (**>**,**<**) to select the correct semester.

7. To **Filter Sections** by: Availability (for open sections), **Location** (Caldwell campus, Watauga campus or online courses), **Day of Week** (Monday, Tuesday, Wednesday, Thursday, Friday**), Time of Day** (Early Morning, Morning, Afternoon, Evening, Night), and/or **Instructor** (Instructor's Name), click on the **Filter Sections** box, then click on the search criteria for a drop-down menu to narrow your search.
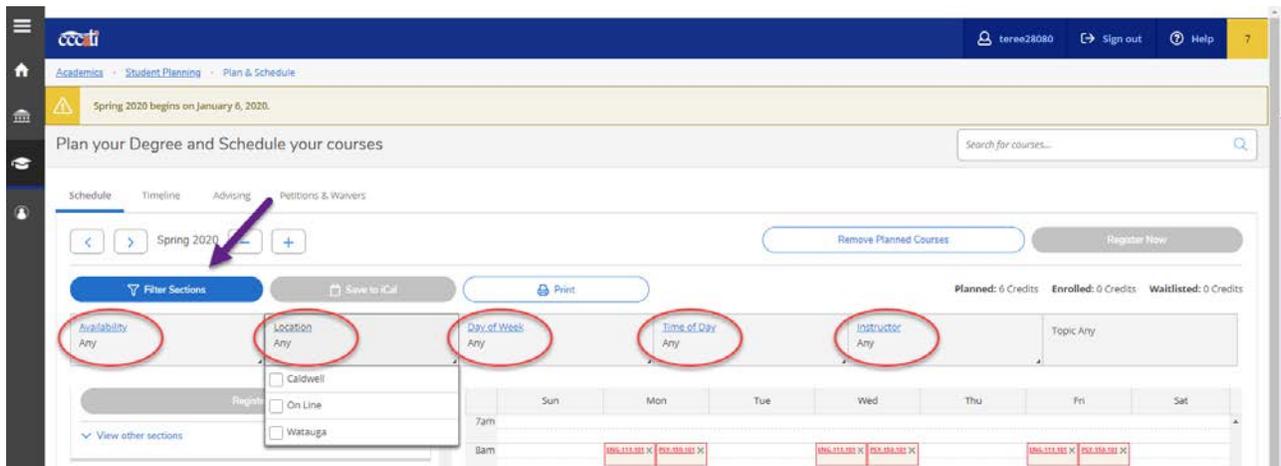
8. Find the course in left-hand column and click **View other sections**. Page forward if there are multiple pages and view the offered sections in the calendar. **Note:** Online sections will appear only in the left-hand column, not in the calendar. After a specific class section has been selected for an online course, it will appear at the bottom of your calendar. ("**No sections available**" means either this course is not available in the desired semester OR the schedule for that semester has not yet been posted.)
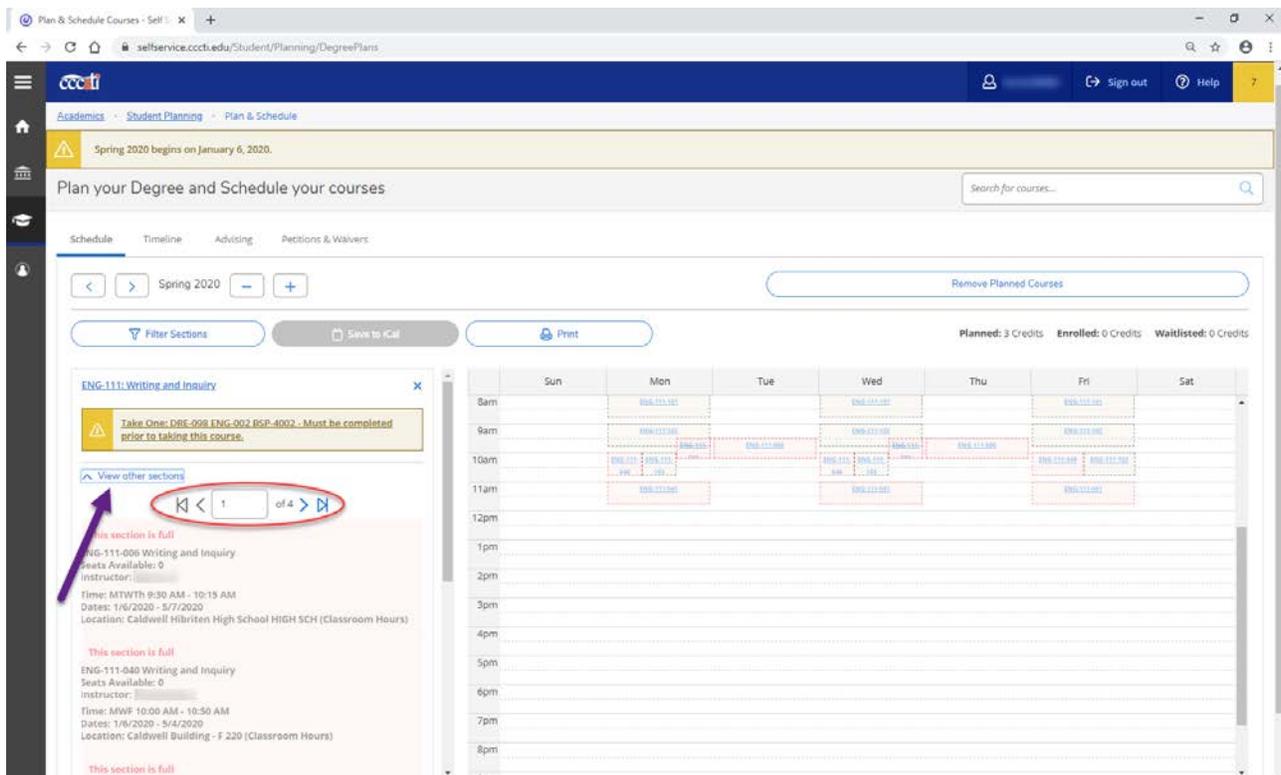
ENG-111: Writing and Inquiry   ✕

⚠ **Take One: DRE-098 ENG-002 BSP-4002 - Must be completed prior to taking this course.**

∧ View other sections

|◁ ◁ [1] of 4 ▷ ▷|

This section is full

ENG-111-006 Writing and Inquiry
Seats Available: 0
Instructor:

Time: MTWTh 9:30 AM - 10:15 AM
Dates: 1/6/2020 - 5/7/2020
Location: Caldwell Hibriten High School HIGH SCH (Classroom Hours)

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
8am		ENG-111-101		ENG-111-101		ENG-111-101	
9am		ENG-111-102		ENG-111-102		ENG-111-102	
		ENG-111-006	ENG-111-006	ENG-111-006	ENG-111-006		
10am		ENG-111-040 / ENG-111-103		ENG-111-040 / ENG-111-103		ENG-111-040 / ENG-111-103	
11am		ENG-111-041		ENG-111-041		ENG-111-041	
12pm							

9. Click on the course that meets your needs (note the location) in the left column and then **Add Section**. **Note:** Do not choose sections with an "R" in it, as in 680WR, unless you need to take a co-requisite class. If you have questions about this, please contact your advisor.

Self Service Plan and Schedule screen

ENG-111-101 Writing and Inquiry
Seats Available: 1
Instructor:
Time: MWF 8:00 AM - 8:50 AM
Dates: 1/6/2020 - 5/4/2020
Location: Caldwell Building - F 220 (Classroom Hours)

Section Details

ENG-111-101 Writing and Inquiry
Spring 2020

Instructors	(@cccti.edu, 828-726-)
Meeting Information	M, W, F 8:00 AM 8:50 AM
1/6/2020 - 5/4/2020
Caldwell, Building - F 220 (Classroom Hours)
Dates	1/6/2020 - 5/4/2020
Seats Available	1 of 20 Total
Credits	3
Grading	Graded ▼
Requisites	⚠ Take One: DRE-098 ENG-002 BSP-4002 - Must be completed prior to taking this course.

⚠ ENG-011-101 - Must be taken at the same time as this course. |
Course Description	This course is designed to develop the ability to produce clear writing in a variety of genres and formats using a recursive process. Emphasis includes inquiry, analysis, effective use of rhetorical strategies, thesis development, audience awareness, and revision. Upon completion, students should be able to produce unified, coherent, well-developed essays using standard written English.
Additional Information	Students who register for ENG-111-101 will be automatically registered for ENG-011-101.
Books	Bookstore Information

Close | Add Section

10. Verify the class has been added to your plan (on the calendar, if seated, or below the calendar, if online). The word **Planned** will show up below the course on the left and the class will be entered into your calendar with a yellow box around it.

ENG-111-101: Writing and Inquiry ✕

⚠ **Take One: DRE-098 ENG-002 BSP-4002 - Must be completed prior to taking this course.**

⚠ **You must also take ENG-011-101**

✓ **Planned**

Credits: 3 Credits
Grading: Graded
Instructor:
1/6/2020 to 5/4/2020
Seats Available: 1

∨ Meeting Information

[Register]

∨ View other sections

11. Courses in **red** on your calendar indicate that this course is currently in conflict with another course or the course is closed/full.

ENG-111-101: Writing and Inquiry ✕

⚠ **Take One: DRE-098 ENG-002 BSP-4002 - Must be completed prior to taking this course.**

⚠ **You must also take ENG-011-101**

✓ Planned

Credits: 3 Credits
Grading: Graded
Instructor:
1/6/2020 to 5/4/2020
Seats Available: 1

⌄ Meeting Information

ⓘ Conflicting section with PSY-150-101

Register

⌄ View other sections

12. Click on **Student Planning** then **My Progress,** and repeat steps 3 – 11 until you have added all desired courses to your calendar/planned schedule.

Note: You are not yet registered. Your classes have only been planned at this point.

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Adding Classes if You Already Know What Courses You Need:

1. In the **Search for courses** box in the upper right-hand corner (click on alerts/notices if they are blocking your view of **Search for courses** to make them disappear), type in the subject (and course number, if you know it - e.g., **ENG 111**) and click enter.
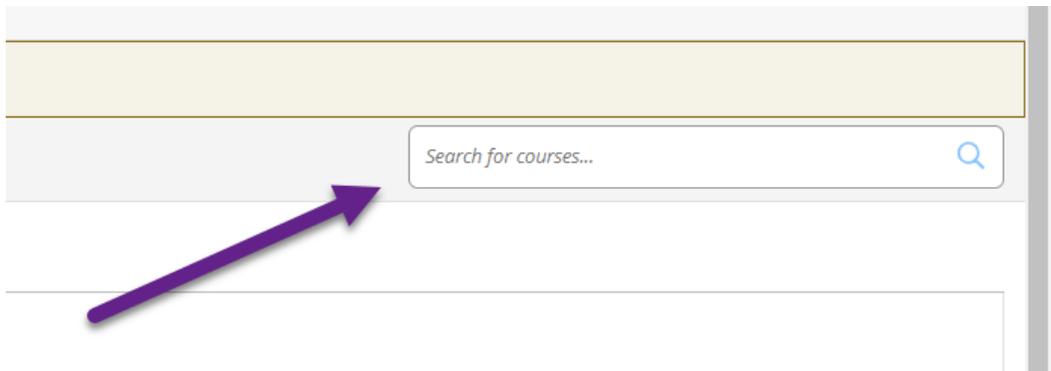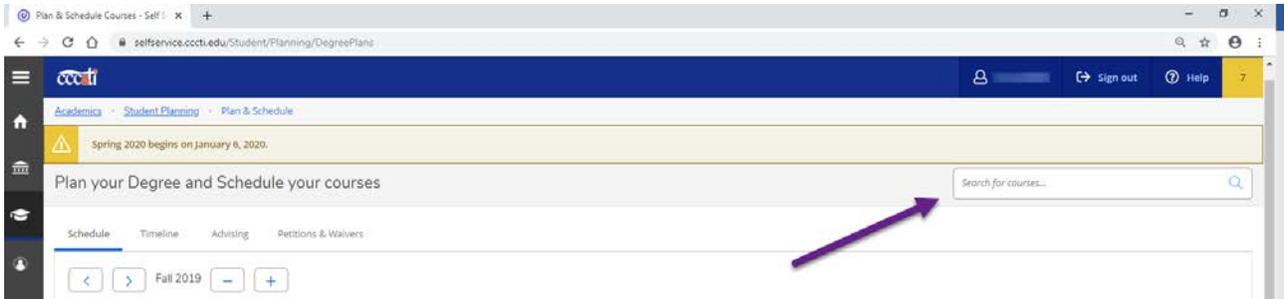
2. Proceed to Step 4 in the previous above *(Click Here)*

Note: *You are not yet registered. Your classes have only been planned at this point.*

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Submitting Your Plan to Your Advisor for Review

1. After logging in to Self Service, click on **Plan your Degree & Register for Classes (Go to Plan & Schedule).**

2. Click on the Advising tab.

3. If you want to enter a note to your advisor, type the note in the **Compose a Note** box and click on the **Save Note** button. **Note:** You will <u>not</u> be able to edit or delete a note once entered.

4. Any prior notes will be listed at the bottom of the page under **View Note History**.

5. To submit your plan to your advisor for review, click on the **Request Review** button.

Last review requested on 10/7/2019

Course Plan last reviewed on 11/6/2019 by

6. Your advisor is then notified you have submitted your plan for review. Once reviewed, you will be notified by email. Sign back in to Self Service to see your advisor's response and any notes they have entered. **Approved** courses are indicated by a green thumbs up, and **Denied** courses are indicated by a red thumbs down.

Registering for Class(es)

1. On or after your Priority Registration Time & Date (the Registrar will send you an email notifying you of your priority registration time and date), log in to **Self Service**.
2. Go to **Plan and Schedule**.

3. Cursor forward or backward using the arrow buttons (**>**,**<**) to select the correct semester.

4. If any courses are **red** on your calendar, you will not be able to register for these courses (due to course being full/closed, or due to course conflicts). If the course is waitlisted, you may select **Waitlist** underneath the course on the left. *Check email **daily** if you waitlist.* You may also click on **View other sections** to search for other sections, OR search for an alternate course that meets your needs. Courses may be removed from your schedule/calendar by clicking on the "**x**" in the right-hand corner beside the course name and number.

5. Click **Register Now** to register for <u>all</u> planned courses or **Register** under a specific course to register for that course <u>only</u>. *If the **Register Now** and **Register** buttons are <u>not</u> activated (blue), contact your advisor for assistance.*

6. The border around each course will turn from yellow to green when you have <u>successfully</u> completed registration for that class. In the left-hand column under the course name, you will also see "**Registered, but not started**" when you have successfully registered for the class. If the border does not turn green or if you do not see the registered notification under the course name, you have not registered for the class. *(Check for notifications in the upper right-hand corner specifying why you were not able to register for a class.)*

<u>Planned but not registered example:</u>

Registered example:

Green
Outline
(Registered)

SPA-112-680W: Elementary Spanish II

👍 Approved

✓ Registered, but not started

Credits: 3 Credits
Grading: Graded
Instructor:
1/6/2020 to 5/4/2020

∨ Meeting Information

Drop

7. Use the **Print** button to print a hard copy of your schedule.

Dropping a Class

1. To drop a class, click on the **Drop** button below the class in the left-hand column. A pop-up window will appear to confirm or cancel the drop. To drop the class, click **Update**. To cancel the drop, click **Cancel**.

   Note: <u>During the Drop/Add period</u>: If dropping and adding a class for the same semester, drop and add on the **SAME DAY**. If the credit hours are the same for each class, you will not incur a fee. If the credit hours for the class you are adding are more than the class you are dropping, you will have a balance due and can pay it online through Self Service or at the Business Office. If the credit hours for the class you are adding are less than the class you are dropping, you may be entitled to a refund. If you are dropping and not adding a class, you may be entitled to a refund.

   <u>Drop/Add/Withdrawal Periods</u>: Information about dropping, adding or withdrawing from a class (including refund information) can be found online at
   https://www.ccti.edu/Students/Registration.asp.

   *If you receive financial aid, dropping/withdrawing from class may impact your financial aid status…please contact the Financial Aid department as well.

2. Use the **Print** button to print a hard copy of your updated schedule.

Class Changes *After the Drop/Add Period*

In order to make changes to your schedule after the Drop/Add period at the beginning of the semester, you will need to contact Student Services for assistance. **Note:** If you receive financial aid, dropping/withdrawing from class may impact your financial aid status…please contact the Financial Aid department as well.

Paying Your Bill/Electing the Payment Plan

Tuition is payable after registering for classes. *Payment is due before the deadline or your classes will be dropped.* Click on the **Home** icon (upper left) and then **Student Finance** <u>OR</u> go to the Business Office on campus.
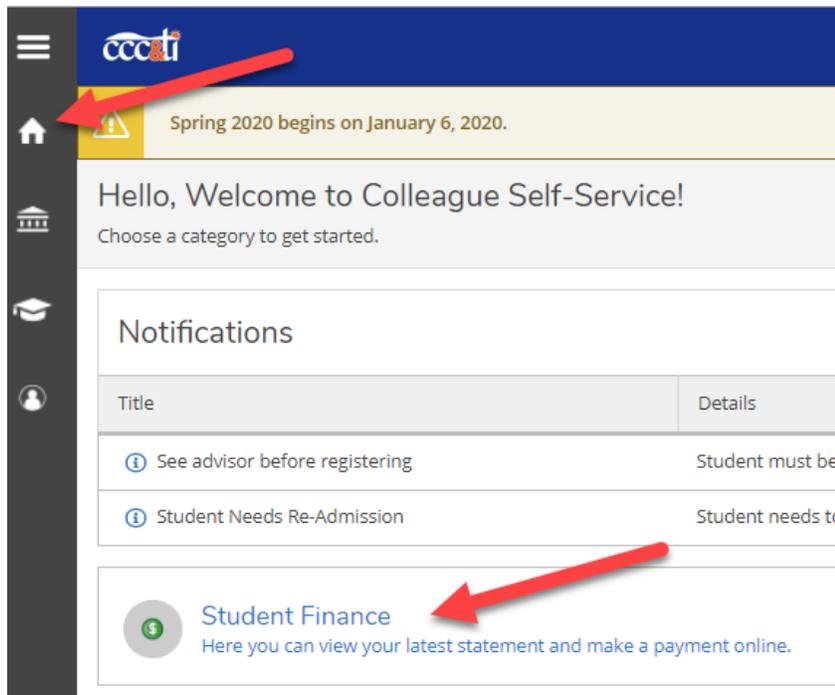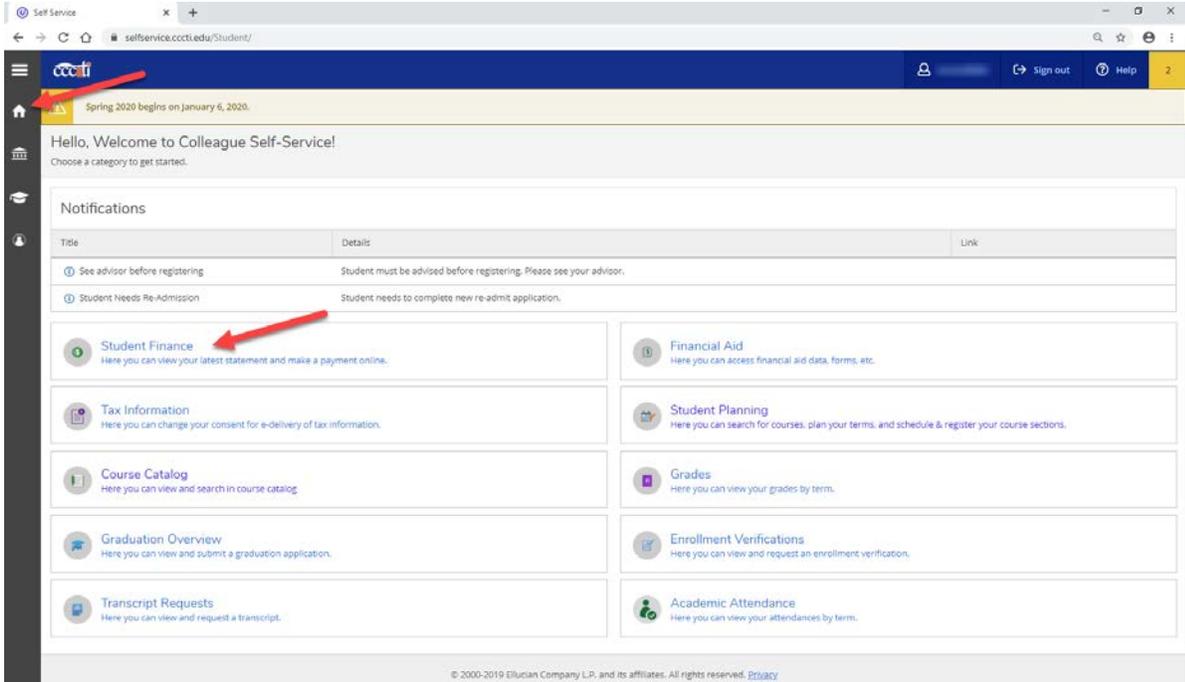
1. To pay your bill click on **Make a Payment** (For directions on electing the **Payment Plan**, [Click Here](#))

2. **Choose a Payment Method** from the drop-down menu

3. Click on the **Proceed to Payment** button

4. Click on the **Pay Now** button

5. Fill out the payment information and click the **Pay Now** button

Caldwell Community College & Tech. Inst.

Order summary

Total (USD): 113.00

› **Pay with credit or debit card**

Card Number	

MasterCard VISA

Expiration Date	mm / yy

Billing Address

First name	
Last name	
Billing address	

If your billing address is a PO Box, please enter the number first. Example: PO Box 123 would be entered as 123 PO Box.

City	
State	
ZIP	
Email Address	

Pay Now

Secure payments by **PayPal**

To elect the Payment Plan:

1. Click on **Student Finance** at the top of the page and select **Payment Plans** from the drop-down menu

2. Click on the **Proceed to Processor** button

3. Complete and submit the Payment Plan form. *Note:* *The administrator of the payment plan is Nelnet (a financial services company) and not CCC&TI.*

<Return to Main Menu>

Planning Your Courses

1. Log in to **MyCCCTI** from the homepage (www.cccti.edu).
2. Navigate to **WebAdvisor** > **WebAdvisor for Students** > **Academic Profile** > **Student Planning**. *(Students who have already determined which courses they need should skip to "A" below.)*
3. Click on **View Your Progress** (**Go to My Progress**) in the upper left-hand corner.
4. Verify your program of study listed in the upper left-hand corner below **My Progress** is correct. If it is not correct, go to Student Services to change your program of study.
5. Scroll down and choose a course that contributes to your program of study and click on the course.
6. Click on **Add Course to Plan** on the right-hand side. A new pop-up screen will appear. Click on **Select a term…** and then click **Add Course to Plan**.
7. Click on **Student Planning** at the top of the screen on the left. In the drop-down menu, select **Plan & Schedule.**
8. Cursor forward or backward using the arrow buttons (**>,<**) to select the correct semester.
9. Click on the **Filter Sections** box to narrow your search by: **Availability** (for open sections), **Location** (Caldwell campus, Watauga campus or online courses), **Day of Week** (Monday – Friday), **Time of Day** (Early Morning, Morning, Afternoon, Evening, Night), and/or **Instructor** (Instructor's Name).
10. Find the course in left-hand column and click **View other sections**. Page forward <u>if</u> there are multiple pages and view the offered sections in the calendar. **Note:** Online sections will appear only in the left-hand column and not in the calendar. <u>After</u> a specific class section has been selected for an online course, it will appear at the bottom of your calendar. ("**No sections available**" means either this course is not available in the desired semester OR the schedule for that semester has not yet been posted.)
11. Click on the class section that meets your needs **(<u>note the location</u>)** in the left-hand column and then **Add Section**. **Note:** Do not choose sections with an "R" in it, as in 680WR, unless you need to take a co-requisite class. If you have questions about this, please contact your advisor.
12. Verify the class has been added to your plan (on the calendar, if seated, or below the calendar, if online). The word **Planned** will show up below the course on the left-hand column and the class will be entered into your calendar with a yellow box around it.
13. Courses in **red** on your calendar indicate that this course is currently in conflict with another course or the course is closed/full.
14. Click on **Student Planning** then **My Progress,** and repeat steps 3 – 13 until you have added all desired courses to your calendar/planned schedule.

    <u>*Note*</u>*: You are not yet registered. Your classes have only been planned at this point.*

Adding Classes if You Already Know What Courses You Need

A. In the **Search for courses** box in the upper right-hand corner (click on alerts/notices if they are blocking your view of **Search for courses** to make them disappear), type in the subject (and course number, if you know it - e.g., **ENG 111**) and click enter.
B. Proceed to Step 6 above.

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Dropping a Class

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for the class you are adding are less than the class you are dropping, you may be entitled to a refund. If you are dropping and not adding a class, you may be entitled to a refund.

Drop/Add/Withdrawal Periods: Information about dropping, adding or withdrawing from a class (including refund information) can be found online at https://www.cccti.edu/Students/Registration.asp.

*If you receive financial aid, dropping/withdrawing from class may impact your financial aid status...please contact the Financial Aid department as well.

2. Use the **Print** button to print a hard copy of your updated schedule.

Class Schedule Changes *After the Drop/ADD period*

- In order to make changes to your schedule after the Drop/Add period at the beginning of the semester, you will need to contact Student Services for assistance.
Note: If you receive financial aid, dropping/withdrawing from class may impact your financial aid status...please contact the Financial Aid department as well.

Paying Your Bill

To Pay Now:

1. Click on the **Home** icon (upper left) and then **Student Finance** <u>OR</u> go to the Business Office on campus.
2. To pay your bill click on **Make a Payment**.
3. **Choose a Payment Method** from the drop-down menu.
4. Click on the **Proceed to Payment** button.
5. Click on the **Pay Now** button.
6. Fill out the payment information and click the **Pay Now** button

To Elect the Payment Plan:

1. Click on **Student Finance** at the top of the page and select **Payment Plans** from the drop-down menu.
2. Click on the **Proceed to Processor** button.
3. Complete and submit the Payment Plan form. **Note:** *The administrator of the payment plan is Nelnet (a financial services company) and not CCC&TI.*

Note: Payment is due before the deadline listed in the Academic Calendar (available online through www.cccti.edu) or your classes will be dropped.

<Return to Main Menu>