

# Frequently Asked Questions for Online and ITV Courses

## How do I register for an Online or ITV Course?

Log on to the Continuing Studies website, [www.stcloudstate.edu/continuingstudies](http://www.stcloudstate.edu/continuingstudies) and click on Schedules and Registration. Our registration dates follow the same dates as the on-campus courses. See page 15.

### Online

Click on SCSU Online Course Schedule.



### ITV

Click on Interactive Television (ITV) Course Schedule.

Click on Permission Required and fill out the Permission to Register form.

## How do I receive the course code for the course I want to register for?

The course ID will be listed on the SCSU Online Course Schedule. If the course requires special permission to register, you must click on Permission Required and complete the Permission to Register Form. This form is available during the registration periods, the same dates as the on-campus courses. Within 2-3 business days after you submit the Permission to Register Form, our office will respond with confirmation of your request and information on how to register.

## How do I know what section number my course is?

After you officially register using the St. Cloud State Online Registration system you will be given your section number. The system will list the course code, the course name and number, section number, and the course title (Example: 222222 CJS 111 54 Crime/Justice in America).

## How do I access my course information for the SCSU online courses?

Course materials and syllabi are available in Desire2Learn approximately 10 days prior to the start of the semester. You may find that not all of your online course materials are available at the same time; if that is the case, check back frequently, as courses are updated each day.

## What is D2L?

Your online course can be accessed through a program called Desire2Learn (D2L). You do not need any special software for this, only a computer and Internet browser. The majority of your course materials, syllabi, and online discussions or testing (required by some classes) will be housed inside D2L. Once you have officially registered for the course and have activated your Husky Net account, you will be able to enter D2L and access your syllabi.

## How do I access D2L?

To enter D2L, go to the following site: <http://huskynet.stcloudstate.edu/d2l>. Enter your Husky Net ID and password. You will see the page "My D2L" with your name. The online courses that you have registered for will be listed under the current semester heading. Click on the underlined link(s) to enter the course(s). Please note that online classes you have taken from previous semesters may still be listed in My D2L. These are not active courses but may remain in the listing for several semesters.

## How are exams administered for Online Classes?

If you live near the SCSU campus you should come to our office to take your exams. Our office hours are Monday-Friday, 8:00 a.m. to 4:30 p.m. Your exam must be scheduled by 11:59 p.m. the previous day. If you do not schedule your exam in advance, you will be turned away and will have to schedule to take the exam another day. The Testing Center opens at 8:00 a.m., and all exams must be completed by 4:30 p.m. THERE ARE NO EXCEPTIONS.

The Testing Center is located in Shoemaker Hall, G108. When you come to take the exam, you will be required to show a picture ID – either your driver's license or your student ID. You will not be allowed to take anything with you when you take the exams. All coats, purses, backpacks, and cell phones must be placed in a locker.

## Do I need to purchase books for my course?

Yes, you will need to purchase books for your SCSU online course. It is the student's responsibility to purchase their own books for the course. Books are not mailed through our office. Follow the instructions below to order your books.

## How do I order my textbook(s) for my course?

Once you are officially registered for the course you may purchase your book(s). You do not have to wait until you receive your course syllabus. You can contact the bookstore listed below. When purchasing books for your online course, please specify the professor's name, the course name, number, and indicate that it is an online course. Most of the online courses

are section 54. If you would like to know the section in which you are enrolled, it is noted on your course schedule online (Example: SPED 203, Foundations in Special Education, Patty Waletzko, online course). Some professors use different textbooks for their online and on-campus courses.

- Books may be purchased in person, by telephone or via the Internet from the Husky Bookstore.
- Husky Bookstore (on campus): 320.308.1489 or [www.husky.bkstr.com](http://www.husky.bkstr.com)

### What information needs to be on my assignments when I turn them in?

All assignments turned into continuing studies must have a Lesson Cover Form attached. All assignments are taken out of envelopes and/or folders they are sent in when we forward them on to the professor. In order to accurately process your assignments and papers, they must include the Lesson Cover Form.

### Any assignment not including a lesson cover form will be returned to the student.

Please make sure you keep copies and save your assignments and papers until you receive a grade. Our office is not held responsible for lost or mislabeled assignments.



### How do I turn my assignments in?

Assignments can be submitted through US mail, E-mail, or dropped off at the continuing studies office.

**US Mail:** Our mailing address is: Center for Continuing Studies, St. Cloud State University, 720 Fourth Ave South, St. Cloud, MN 56301-4498. Please make sure you label the envelope as stated. **Do not put the professor's name or the name of the course on the envelope.** This may slow your assignments getting to our office or even reaching our office. Please make sure you keep copies and save your assignments and papers until you receive a grade. Our office is not held responsible for lost or mislabeled assignments.

**E-mail:** When E-mailing your assignments, make sure the assignment itself is labeled with the correct information. Your full name, course name and number, semester you are enrolled in the course, name of the assignment (as stated in the syllabus), and the date. E-mail your assignments to [scsu\\_online@stcloudstate.edu](mailto:scsu_online@stcloudstate.edu)

**Dropping off assignments:** Our physical address is Shoemaker Hall G112. All assignments are taken out of envelopes and/or folders when we forward them to the professor. Make sure your assignments include a Lesson Cover Form.

### How do I schedule a proctored exam at SCSU?

You need your SCSU ID and PIN number to schedule your exam. To schedule the exam, log on to [http://www5.stcloudstate.edu/ProctorTests/LoginS\\_Request.asp](http://www5.stcloudstate.edu/ProctorTests/LoginS_Request.asp). Select 'Schedule a Test'.

### What happens if I cannot make it to the SCSU campus to take my exams?

If you are unable to come to the SCSU campus during testing hours you need to complete and submit a Monitor Request Form.

1. Download the Monitor Request Form (PDF) at the Continuing Studies Web site.
2. The form must be filled out completely. Use one form to list all courses and exams. Your proctor must sign the form or it will not be accepted. Your request may be delayed if any of the information requested on the form is missing or you do not follow the guidelines in selecting a monitor.
3. Within one week after we have approved your monitor request, your test materials will be mailed. If your monitor request is not approved, or if we have any questions about your proctor, we will E-mail you at your Husky Net account.
4. All testing must be completed at a testing facility (university, community or technical college). If you live outside the state of Minnesota or you do not live near a MnSCU testing facility, you must find a university, community or technical college near you. The proctor you choose must have a four-year bachelor's degree, and cannot be a close friend, relative or direct supervisor.

Students are responsible for paying any proctor fees incurred, which includes providing the proctor with a postage-paid envelope for mailing the exams back to our office. Exams must be mailed back to our office as soon as the student is done taking them. The proctor is not to hold on to the exams. The exams must be mailed from the proctor's office.

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## What is the Continuing Studies Address?

### Mailing Address

Center for Continuing Studies  
St. Cloud State University  
720 Fourth Avenue South  
St. Cloud, MN 56301-4498

### Physical Address (no mail can be mailed to this address):

Shoemaker Hall  
915 1st Avenue South, G 108  
St. Cloud, MN 56301

## Summer Session Credit Limits

	Maximum
<b>UNDERGRADUATE</b> 100- to 400-level courses	18 credits
<b>MASTERS</b> 500- and 600-level courses	15 credits
<b>DOCTORAL</b> 800-level courses	15 credits

## Is parking available if I need to visit your office?

Yes, you may park in the newly constructed 4th Avenue Parking Ramp which is a 24-hour, 500-stall, parking facility at St. Cloud State University. It is located at 516 Fourth Ave. S., just north of the James W. Miller Learning Resources Center. Fully-automated, the ramp accepts Campus Card, credit cards, debit cards and cash. It also offers an intercom for 24-hour access to the Public Safety. You also may use South Pay Lot which is located at 9th Street and 4th Avenue. Street parking is also available, but make certain you read the city signage as city permits are required on many streets around the campus.

## Who should I contact with questions?

### Questions regarding your online course:

320.308.3181 or [scsu\\_online@stcloudstate.edu](mailto:scsu_online@stcloudstate.edu)

### Questions on assignments you turned in:

320.308.3181

### Questions regarding the BES degree:

320.308.3081

## How do I access my grades for my assignments and exams?

Assignment and exam grades can now be accessed through Desire2Learn. For courses that are administered by the Center for Continuing Studies, it may take up to two weeks for scores to be posted; for courses administered directly by the professor, scores may be available more quickly. Essay papers and worksheet grades will be posted on the D2L and mailed back to the student.

To receive exam and assignment grades, follow the directions below:

1. Log on to D2L at <http://huskynet.stcloudstate.edu/d2l>.
2. Enter your Husky Net ID and Password and Click on "Log on to D2L".
3. Select the course you wish to view.
4. On the menu, click on Grades to view your assignment and exam grades.

## How do I access my final grade for the course?

Final grades are turned into the Records and Registration Office by the professor. Our office does not receive final grades. To access your final grades please log on to the Web site below. Final grades will not be mailed out.  
<http://www.stcloudstate.edu/registeronline/index.html>

## Why is a Husky Net account mandatory for SCSU online courses?

Husky Net is the official medium for University communication for students, faculty, and staff. Our office will only use University E-mail accounts to communicate with students. It is the student's responsibility to check their account when expecting a response from our office.

## Who do I contact if I need help with my Husky Net account?

The campus Help Desk is available to assist students and faculty seeking general assistance with technology related issues. They are also the support center for Husky Net. The Help Desk is located in Miller Center (library) room 43 in the basement. They may also be reached by E-mail at [helpdesk@stcloudstate.edu](mailto:helpdesk@stcloudstate.edu) or by phone at 320.308.2077.

### What happens if I do not know or forgot my student ID?

If you forgot your student ID you can look it up on the SCSU registration system.

1. Log on to: <http://www.stcloudstate.edu/registeronline/>
2. Click on the "Lookup ID"
3. Enter: Your Social Security Number (enter all 9 digits-no hyphens) and your Login PIN.
  - If you have never attended SCSU before and filled out the paperwork to get admitted, your Login PIN is set to your birth date in year, month, day order, (yyymmdd), (example: 720214-February 14, 1972).
  - Do not enter anything in the: PALS ID from your Library Card (14 digit Bar Code from back of the card).
  - If you have registered through the SCSU online system before and you cannot remember what your PIN number is you will need to contact the Help Line at 320.308.3936.
4. Click on: "Look Up ID"
5. Your SCSU student ID will appear.
6. PLEASE MAKE SURE YOU WRITE THIS NUMBER DOWN AND KEEP IT IN A SAFE PLACE. YOU WILL NEED THIS NUMBER FOR REGISTRATION.

### Who do I contact if I experience problems with D2L?

For assistance in accessing D2L, contact the Help Desk at 320.308.2077 or the Help Desk Web page at: <http://www.stcloudstate.edu/help>. Only contact the Help Desk if you are experiencing problems accessing or logging into your D2L. If you have questions on the materials for your course, please contact the Center for Continuing Studies Office at 320.308.3081 or [scsu\\_online@stcloudstate.edu](mailto:scsu_online@stcloudstate.edu).

For more information on D2L, log on to the Web site and look under Student Resources: <http://d2l.custhelp.com>.

