ONLINE STUDENT EXPERIENCE GUIDE
CONGRATULATIONS
ON YOUR ACCEPTANCE TO QUEENS!

As an online student at Queens University of Charlotte, you are a valued member of our community. In keeping with the Queens motto, “Non ministrari sed ministrare,” or “Not to be served, but to serve,” we are dedicated to providing online students with an intimate, engaged learning environment and the individualized support and mentorship enjoyed by our on-campus students. Please keep this guide as a reference to help you become familiar with the online learning process and our MyCourses platform, set up and access your student accounts, and identify the appropriate contact whenever you have a question.

ABOUT QUEENS UNIVERSITY OF CHARLOTTE

Located in the heart of historic Charlotte, North Carolina, Queens University of Charlotte is a private, coeducational university committed to liberal arts and professional studies. Founded in 1857, it has grown and developed into a master’s level institution that today serves approximately 2,400 undergraduate and graduate students through its College of Arts and Sciences, McColl School of Business, Blair College of Health (home to The Presbyterian School of Nursing), Wayland H. Cato, Jr. School of Education, James L. Knight School of Communication and Hayworth College for Adult Studies.

U.S. News & World Report ranked Queens No. 18 among Regional Universities in the South in its 2014 edition of “Best Colleges.” In the 2012 National Survey of Student Engagement by the Carnegie Foundation for the Advancement of Teaching, Queens performed better than the national average in each of the survey’s five benchmark categories and scored in the top 10% nationally for academic challenge and active learning.

Queens is also home to five N.C. Professors of the Year, 20 NCAA Division II men’s and women’s sports teams, and exemplary international study and internship programs that have been ranked among the best in the country.
ONGOING SUPPORT

YOUR SUPPORT TEAM

Program Managers
Ann Gorowski, Patricia Cespedes, and Zach Bergling

Enrollment Coordinator
Miranda Scotti

Student Services Coordinator
Alex Tompkins

THE ADMISSIONS PROCESS AND WEEK ONE

Queens has a dedicated team committed to help you reach your personal, educational and professional goals. During the admissions process, your Program Manager and Enrollment Coordinator will help you complete your application file and assist you in your acceptance through the first week of classes.

WEEK TWO THROUGH GRADUATION

You will work with your Student Services Coordinator beginning the second week of classes. This will be your primary point of contact during your time as a student at Queens.

TECHNICAL SUPPORT 24/7

Queens University of Charlotte believes technology should be a student asset and never an obstacle to online learning. This is why, as an online learner at Queens, you can access our Personal Support Center anytime. The Personal Support Center is always available to assist you with any technical issues that may arise along your journey as a student here at Queens.

To reach the Personal Support Center, call: (866) 313-2356 Ext. 4. or email queens@personalsupportcenter.com
QUEENS STUDENT EMAIL ACCOUNT

After you have been registered for your first course at Queens, you will receive a message at your personal email account containing your username and temporary password for your Queens email account and other online accounts, and instructions for setting your own password.

Your Queens email account is the primary means to communicate with Queens faculty and staff. You’ll want to check your email regularly, as this is where you will receive ALL of your enrollment information and important messages.

myAccount Portal

myAccount is the internal Queens portal for information for faculty, staff, and students. myAccount is designed to help you access information on your course schedule, academic advisors, academic records, and to view account balances and make payments.

To log in to myAccount:

Go to https://myaccount.queens.edu/ics and enter your username (e.g. SMITHJ) and your new password per the instructions above.

TIME MANAGEMENT

As an online Queens graduate student, you should anticipate spending 15-20 hours per week on coursework per class. Equally important to keep in mind is that the time and effort you put into your coursework may vary. Time management is crucial to your success as an online student. Outlining your academic coursework on a calendar and ensuring you have dedicated scheduled times to complete your assignments can prove invaluable when balancing multiple endeavors.

Overall, you should expect to spend more time online during the first few weeks of class, as you familiarize yourself with the virtual classroom setting. As you grow accustomed to the functionality of the online classroom and the expectations of the faculty, you will become more comfortable with the online learning environment and your time management skills will improve.
MYCOURSES: YOUR VIRTUAL CLASSROOM

MyCourses is designed to elevate your online experience through enhanced instructor presence and social learning capabilities. Within MyCourses you’ll be able to view your course assignments, course syllabi, course readings, post discussion, assignments and interact with fellow classmates. MyCourses provides you with a variety of tools and features that assist and enhance your online learning process.

Features include:
- Shared blogging
- Social media/community tools
- Skype web conferencing
- Instant messaging*
- Easy access to coursework via mobile devices
- Ability to record, edit, stream and post media in the virtual classroom

MyCourses Profile Set-Up
You will need to set up your personal profile after your initial login to MyCourses. This information can be accessed by going to:

Settings > My Profile Settings > Edit Profile

Your primary email address should remain your Queens email account. However, you are welcome to change your password if you would like to do so. While you’re completing your MyCourses Orientation course, it is highly recommended that you select the following areas for set-up in your profile:

**Email Display:**
Allow only other course members to see my email address

**Email Format:**
Pretty HTML format

**Email Digest Type:**
Subjects (daily email with subjects only)

**Forum Auto-subscribe:**
No: don’t automatically subscribe me to forums

**Forum Tracking:**
Yes: highlight new posts for me

*Note: Although this feature is labeled “Mail,” it is NOT linked to your Queens.edu Student Email Account. It is a messaging service you can use while logged into MyCourses.

Profile Recommendations

1. **WRITE A BRIEF DESCRIPTION.**
   Please take a moment to write a brief description of yourself so your classmates can get to know you better. Information can include, but is not limited to, the following:
   - Educational background
   - Employment background
   - Interests and hobbies

2. **POST YOUR PICTURE.**
   While it is not required that you post a picture of yourself, it can help enhance your online experience and the experience of your fellow students. Posting your picture allows people to quickly and easily identify you and your participation in class activities.

3. **INCLUDE A SKYPE ID.**
   A Skype ID allows you to communicate directly with your fellow classmates and instructors. Also, be sure to select your program so you can be added to your program page/student resource center.

MYCOURSES: YOUR VIRTUAL CLASSROOM

Prior to beginning your first class at Queens, you’ll be enrolled in your MyCourses Orientation. Once you’ve been enrolled in the Orientation, you’ll receive an email at your Queens email account which you will need in order to access your virtual classroom in MyCourses.

This online tutorial is designed as a mock classroom and allows you to practice posting discussions, replies and uploading assignments. The Orientation is monitored to ensure students meet the expectations associated with the program, and it should be completed prior to your first day of class. Your Program Manager will work with you to answer any questions you have throughout this experience.

To access Queens MyCourses, please go to [https://mycourses.queens.edu](https://mycourses.queens.edu).
ORDERING YOUR TEXTBOOKS

Several weeks before the start of your first class, your Enrollment Coordinator will email you textbook information. In the event textbook requirements are still being finalized, the Queens team will work to provide you with those requirements as far in advance as possible. Similarly, it is your responsibility to make sure you have your textbooks before your first day of class, as nearly all courses will have reading due the very first week of class.

You may order your course textbooks through the Queens eFollett Bookstore, order them through large online book retailers, or you may choose to rent your textbooks online. To ensure you are ordering the right books, please be certain that you check all important book information such as:

- Author
- Title
- Edition
- ISBN code

As you continue throughout the program, you will receive book information for future classes via email from your Student Services Coordinator.

RECEIVING GRADES

You may access grades for all semesters through myQueens. If you need a copy of a grade report for a sponsor/employer or for personal records, you may print the grade report from myQueens, or you may request an official copy of your transcripts through National Student Clearinghouse.

EVERETT LIBRARY

As an integral component of the academic process, the Everett Library helps support and enrich the experience of Queens programs. Students can access research materials through the main library website, including guides, tutorials, audio recordings, videos, and images.
IMPORTANT CONTACTS

Alex Tompkins
Student Services Coordinator
P: (866) 313-2356 Ext. 3
F: (877) 497-5850
tompkinsa@queens.edu

Trisha Barker
Assistant Director of Student Financial Services
P: (704) 337-2368
F: (704) 337-2416
barkert@queens.edu

Karen S. Franklin
Director, Student Disability Services
P: (704) 337-2508
franklink@queens.edu

Personal Support Center
P: (866) 313-2356 Ext. 4
queens@personalsupportcenter.com

IMPORTANT FINANCIAL AID LINKS

Filling out the FAFSA
Verification
Loan

Award Letters

Financial Forms
Financial FAQ

LINKS

Financial Aid
myQueens
Queens Student Email
Student Bookstore

Registrar’s Office
Academic Catalogs
Everett Library
Student Disability Services

Commencement Information
News & Information
Center for Academic Success
Queens MyCourses