



ANCELL SCHOOL OF BUSINESS  
WESTERN CONNECTICUT STATE UNIVERSITY

## ***Graduate Student Success Manual***

***Quality, personalized learning***

***See the Graduate Catalog for Program and Policy Information.***

***You can find the Graduate Catalog at:***

***<http://www.wcsu.edu/catalogs/graduate/>***



***Find this guide online at <http://www.wcsu.edu/asb/grad/mba/> or <http://www.wcsu.edu/asb/grad/mha/>***

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## **Welcome to the Ansell Graduate Student Success Manual!**

### **How to Use This Guide**

This manual, targeted to our Ansell graduate students, provides information about student life here at WCSU, and on the Westside campus. The goal is to ease the transition of graduate students to the program at the Ansell School of Business (ASB). This supplemental publication is designed to work with the following WCSU documents:

- Student Handbook [www.wcsu.edu/studenthandbook/](http://www.wcsu.edu/studenthandbook/)
- The Graduate Catalog, [www.wcsu.edu/catalogs/graduate/](http://www.wcsu.edu/catalogs/graduate/)
- The [www.wcsu.edu](http://www.wcsu.edu) web site
- The graduate program pages at [www.wcsu.edu/asb/mba/](http://www.wcsu.edu/asb/mba/) or [www.wcsu.edu/asb/mha/](http://www.wcsu.edu/asb/mha/)

**Tip:** If you don't have time to read this manual right now, skim the headings to look for specific areas of interest.

**For complete program information visit the following web pages:**

- The Division of Graduate Studies web page: <http://www.wcsu.edu/graduate/>
- The ASB MBA page: at [www.wcsu.edu/asb/grad/mba/](http://www.wcsu.edu/asb/grad/mba/)
- The ASB MHA page at [www.wcsu.edu/asb/grad/mha/](http://www.wcsu.edu/asb/grad/mha/)

These pages will provide the information you need about the programs, policies, and requirements. Forms are also available on these pages.

**Other Ansell pages include:**

- **The Ansell web page** at [www.wcsu.edu/asb](http://www.wcsu.edu/asb), offers you in-depth info about the School of Business, including student resources.
- **The Ansell Learning Commons**, our study and tutoring center located in the Westside Classroom Building in the Robert S. Young library ([www.wcsu.edu/alc](http://www.wcsu.edu/alc)).
- **"WestConn Essentials"**, accessed from the [wcsu.edu](http://www.wcsu.edu) home page, upper right link.

**At the [WCSU.edu](http://www.wcsu.edu) web page**, learn more about WCSU, as a whole, by exploring "WestConn Essentials" and "[Inside WCSU](#)".

Your graduate education is an investment in yourself and your future. Here are some tips for your success:

1. **Focus** on your education.
2. **Network** with other students.
3. **Visit** the Ansell Learning Commons for free tutoring and a welcoming place to meet people, to study, and to learn about opportunities to help you get ahead.
4. **Take advantage** of the opportunities provided for you. If there is an event, GO!

There are professionals here to help you, so don't hesitate to ASK!

## Welcome to the WCSU graduate program, where you can stay near and go far!

### **New Ancell Student Checklist**

- **YOUR CAR:** Park in designated student lots, which can be found on the campus maps at: [www.wcsu.edu/campustour/](http://www.wcsu.edu/campustour/) Cars do not need to be registered.
- **ACCOMMODATIONS:** For students with a documented disability, contact **AccessAbility** to set up accommodations. Also contact AccessAbility if you believe you have a disability that hasn't been documented. ([www.wcsu.edu/accessability/](http://www.wcsu.edu/accessability/)).
- **ACCOUNTS:** Open your important accounts. See “**Accounts You Will Need**” in this manual (page 6). Make sure you have access to, and check regularly, your WCSU email account.
- **YOUR CLASSES:** Verify your course schedule on **WestConduit** for accuracy. MBA courses are typically held in the Westside Classroom Building, but review your schedule carefully for locations. Keep all contact information in your phone and another alternate location.
- **YOUR BOOKS:** Purchase your books before classes begin. Keep your receipts. Don't open anything shrink-wrapped until you get to class. If the professor allows it, consider purchasing or renting electronic books to save money.
- **FINANCIAL AID:** If you receive financial aid, check **WestConduit** to make sure everything has been processed.
- **YOUR ADVISOR:**  
**MBA:** Dr. Yaseen Hayajneh, [hayajnehy@wcsu.edu](mailto:hayajnehy@wcsu.edu) and 203-837-8183; located at WS Classroom Bldg. R143  
**MHA:** Dr. Yaseen Hayajneh, [hayajnehy@wcsu.edu](mailto:hayajnehy@wcsu.edu) and 203-837-8183; located at WS Classroom Bldg. R143
- **YOUR ACADEMIC PROGRAM:** Understand course sequences required for your degree. Complete courses in a reasonable order and have prerequisites finished, as needed. Ultimately, you are responsible for your academic program, so stay in contact with your advisor and ask questions if you have concerns.
- **RESOURCES** such as **tutoring** are free for students: Visit the **Ancell Learning Commons** at the Young Library, Westside Classroom Building, 4<sup>th</sup> floor, or online [www.wcsu.edu/alc](http://www.wcsu.edu/alc).
- **HELPFUL HINTS:** other useful tips from WCSU for all new students: [www.wcsu.edu/orientation/HelpfulHints.asp](http://www.wcsu.edu/orientation/HelpfulHints.asp).
- **EMERGENCY NOTIFICATION:** Register for the **free** Emergency Notification System ([www.wcsu.edu/ens](http://www.wcsu.edu/ens)). You will receive *immediate alerts* via phone, email or text when school is delayed or closed.
- **SOCIAL MEDIA:** The Ancell School is social and you can find us on LinkedIn, Facebook, Instagram, and YouTube. Connect with us by visiting [www.wcsu.edu/alc](http://www.wcsu.edu/alc) and scrolling down to our social media icons. Click on any icons to see what we post.

### **Suggested To-Do List - Before You Graduate!**

- Visit the Career Success Center ([www.wcsu.edu/careersuccess/](http://www.wcsu.edu/careersuccess/)) to:
  - research career paths
  - build/revise a resume
  - find jobs, both now and when you graduate
  - attend workshops on various topics including networking and interviewing skills
- If you aren't currently employed, consider a graduate internship, especially if you plan to change jobs after graduation. Many companies use internships as their main recruiting source.
- Attend WCSU events such as professional panel discussions and business speaker events. These help increase your business knowledge and vocabulary, and allow you to network.
- Attend WCSU cultural events like plays and concerts, to expand your world. You will be a better networker and a better person for making the effort.
- Create a LinkedIn Account if you haven't already – It's recommended that students open an account to begin building a professional profile as soon as possible. Connect with the Ancell MBA group on LinkedIn: <https://www.linkedin.com/groups/8605120/profile> Free training on LinkedIn is available on their website. LinkedIn is not a social network, it is purely business related. Be sure to conduct yourself in a professional manner on this site.

### **Academic Honesty Policy**

Students are obligated to demonstrate honesty in carrying out all academic assignments. You are expected to maintain the academic integrity of the university by following the policy. See this link to view the full policy at [www.wcsu.edu/facultystaff/handbook/forms/honesty-policy.pdf](http://www.wcsu.edu/facultystaff/handbook/forms/honesty-policy.pdf).

### **AccessAbility Services**

The Ancell School is committed to providing reasonable accommodations for students with documented disabilities on an individualized and flexible basis. AccessAbility Services determines reasonable accommodations through consultation with the student. Students requesting accommodations should visit AccessAbility as early as possible in the semester to obtain a letter which describes approved accommodations. The student must have their professors sign the letter and return it to AccessAbility.

Faculty need not allow accommodations retroactively. This means that students must take responsibility for arranging necessary accommodations before an assignment is due. Some students become disabled or are diagnosed after a semester starts, in which case they may present an accommodation letter during the course of the semester.

Should your professor decline to sign your letter, contact AccessAbility promptly.

AccessAbility Services is located on the Midtown campus, Higgins Annex 017. The phone number is (203) 837-8225 and the website is [www.wcsu.edu/accessability/](http://www.wcsu.edu/accessability/).

### **Accounts you will need**

*(The following information is essential for new students to access the university both physically and electronically.)*

**WestConn Essentials** is the web location of all needed accounts and services. To access from the [www.wcsu.edu](http://www.wcsu.edu) homepage, hover over 'WestConn Essentials' (upper right side of the home page).

- **WestConnduit:** This is the university portal. This page is a one-stop shop location for most of the information and site links needed as a student at WCSU. <http://conduit.wcsu.edu/>
- **Western ID:** Your Western (Banner) ID number is an eight-digit number beginning with a five. It is used by the university in place of your social security number. Click here for help with establishing your accounts: <https://support.wcsu.edu> or "[10 things you should know about IT](#)".
- **Windows Account:** Your windows account consists of a username and password. You must have an account in order to log onto the university system. See "[getting started with technology and accounts](#)" or <https://support.wcsu.edu/>
- **WCSU Email Account:** Your email account can be set up through your WestConnduit account. All university communications will go through your university email account, including those with your professors. We strongly recommend that you frequently access your university email account for university communications. The format of this email address will be [www.username@connect.wcsu.edu](mailto:www.username@connect.wcsu.edu).
- **Banner Self-Service:** The online portal where students can interact with their Banner information including viewing schedules, online bill payment, online registration, view unofficial transcripts, and other services. <https://bannerweb.wcsu.edu/>
- **WESTCONNECT Card:** Your card enables access to many university services. Visit the Card Services office at Midtown, at the back of Old Main, to obtain yours. For more information see <http://www.wcsu.edu/westconnect/>

### **Add/Drop – (See Changing Your Schedule)**

### **Advisement**

#### **Graduate Advising**

The aim of academic advising is:

- To ensure that you are taking the right courses at the right time.
- To provide advice on your academic and future professional career.

Prior to registering for classes the first time as a graduate student, you will meet with your program coordinator/advisor to prepare a program sheet which will be signed by you and your coordinator. This signed program sheet is your guide to courses needed to graduate. This meeting is typically held early in the application process.

The following professors are the current Ancell graduate advisors:

- MBA: Dr. Linda Forbes, [forbesl@wcsu.edu](mailto:forbesl@wcsu.edu) and 203-837-8256 (Cell 203-313-1837); located at WS Classroom Bldg. Rm. 143
- MHA: Dr. Yaseen Hayajneh, [hayajnehy@wcsu.edu](mailto:hayajnehy@wcsu.edu) and 203-837-8183; located at WS Classroom Bldg. Rm. 385

You can register:

- Online, via the WCSU Graduate Studies Office (Rm. 100 in Old Main at the Midtown Campus)
- Via Fax: 203-837- 8326.

Christopher Shankle is the Associate Director of the Graduate Studies office (phone 203-837-9005). Ms. Barbara Selvaggi is the office secretary, her phone is 203-837-8244.

### **What is a "program sheet"? How do I get one?**

Replacement copies of your program sheet, which lists your courses needed for your program, can be obtained by contacting your advisor/coordinator.

### **Do I have to do anything before I see my advisor? Is there anything I should bring with me?**

If you need to discuss your program of study, make an appointment with your advisor/coordinator. Be sure to bring your program of study with you.

### **Ancell Learning Commons**

Located in the Westside Classroom Building within the Robert S. Young Library [www.wcsu.edu/alc](http://www.wcsu.edu/alc), The Learning Commons is committed to offering every Ansell student the tools needed for academic and professional development. Free tutoring is available to all students, mostly focused on core business skills and study skills. You can make an appointment with a tutor or reserve a small group meeting room at the website above. Please contact Elise Budnick at [budnicke@wcsu.edu](mailto:budnicke@wcsu.edu) or (203) 837-8567 if you have further questions.

### **Application for Graduation**

In order to graduate, you will need to fill out a graduation application. This application needs to be filled out the semester prior to your expected graduation date. Forms and further information (including Deadlines) can be found at: [www.wcsu.edu/graduate/forms/application-for-degree.asp](http://www.wcsu.edu/graduate/forms/application-for-degree.asp). To graduate you must have a 3.0 GPA, or better. No academic distinctions are made for graduates.

### **Blackboard Learn**

Western is currently using Blackboard Learn as its E-Learning course management system. It allows faculty to deliver course content to online and hybrid courses, as well as to supplement on-ground courses with online components. Please note, **not all professors use a course management system**. If you access a course that does not contain any content, please verify with your instructor to see if they are using Blackboard Learn and/or if the course has been made available to the class yet. For access see [WestConduit](http://WestConduit) or <https://wcsu.blackboard.com/> or [www.wcsu.edu/ithelpdesk/frames/index.asp?url=/technology/elearning/](http://www.wcsu.edu/ithelpdesk/frames/index.asp?url=/technology/elearning/)

Other helpful information:

- Explore Blackboard Learn through the [On Demand Learning Center](#), which includes short videos, Getting Started Guides, and other documentation. Also check Blackboard's Knowledge Base: [Student: help-archives.blackboard.com/Blackboard-Learn/9.1/SP09/EN-US/NAHE/student/index.htm](http://Student:help-archives.blackboard.com/Blackboard-Learn/9.1/SP09/EN-US/NAHE/student/index.htm)

- Send email to the WCSU ITI Service Desk at [iti-service-desk@wcsu.edu](mailto:iti-service-desk@wcsu.edu), or call 203-837-8467. The hours of operation are: Monday through Friday 8:30am-4:30pm.
- Visit our FAQ's page at [www.wcsu.edu/ithelpdesk/elearning/](http://www.wcsu.edu/ithelpdesk/elearning/).

### **Bookstore**

The main Campus Bookstore is located in the Midtown Student Center. Products offered at the bookstore include, but are not limited to, textbook rentals, books for purchase, school supplies, health and beauty aids, postage stamps and WCSU merchandise. You can explore their website including information about required textbooks at: [www.wcsu.edu/campuscenter/bookstore.htm](http://www.wcsu.edu/campuscenter/bookstore.htm).

### **Campus Centers**

WCSU maintains two centers for students: the Midtown Student Center and Westside Campus Center (WCC). Both centers offer many services for students. Click here to see all the services they provide: [www.wcsu.edu/campuscenter/index.htm](http://www.wcsu.edu/campuscenter/index.htm). Food service at WCC include dining services (breakfast, lunch, dinner) and the Daily Grind coffee shop with snacks, light meals and drinks.

### **Campus Directory**

A campus **telephone directory** is available on the WCSU homepage. There is also an automated directory at WCSU that can be accessed by telephone at (203) 837-9411. Both faculty and students are listed in the university **email directory**. To find someone's email address, from your email account, click on "To" on a "new email" page and the full directory will be displayed. By default the directory is alphabetized by first name. By clicking "add columns" searches by last name can be performed.

### **Career Success Center**

The Career Success Center (CSC) offers extensive services to assist graduate students in their career/job search. New for 2017 is the WestConn Works job board and services tool powered by Purple Briefcase. To log into WestConn Works, and to locate other resources at the CSC, go to their website at [www.wcsu.edu/careersuccess/](http://www.wcsu.edu/careersuccess/)

The CSC is located on the Westside Student Center room 300, open Monday – Friday 8:30am – 4:30pm, year round. You can contact CSC staff at (203) 837-8263 or through their website for additional information. CSC services include:

- **Career counseling:** Start your research at their homepage, or call for an appointment for specific assistance. Many tools, including career interest tools (SIGI3) are available for students to explore career interests and provides career information.
- **Cooperative Education/ Internship Program:** co-ops and internships are not just for undergrads.
- **Job search tools include:**
  - An on-line job referral system is available for students and alumni through WestConn Works
  - An on-campus recruiting program (see WestConn Works)
  - Job and career fairs held throughout the year
- **A career library** is located in the CSC with all types of career information both nationally and internationally.



- **Career development workshops and seminars** are offered routinely to assist students, staff and alumni in their career development. Visit WestConn Works for the latest list.

### **Changing Your Schedule**

Rules for changing your schedule are specific and listed online at: [www.wcsu.edu/registrar/schange.asp](http://www.wcsu.edu/registrar/schange.asp). This applies to add/drop, withdrawing from a class and withdrawal from the University.

#### **Adding and Dropping a Course:**

Students may change their schedules throughout the registration period. Please see the Registrar's website ([www.wcsu.edu/registrar/](http://www.wcsu.edu/registrar/)) and the "Changing Your Schedule" website ([www.wcsu.edu/registrar/schange.asp](http://www.wcsu.edu/registrar/schange.asp)) for complete, current information. Because Graduate classes usually meet only once per week, be careful to make changes to your schedule as soon as possible.

#### **Withdrawing from a Course:**

Please visit the Registrar's website for the most relevant, current information regarding withdrawing from a course. Depending on course length, the last date to withdraw without penalty varies. Withdrawals are recorded on your transcript with a grade of "W". There is no GPA penalty attached to this grade. Be sure to review the website carefully ([www.wcsu.edu/registrar/schange.asp](http://www.wcsu.edu/registrar/schange.asp)), or visit the Registrar's office for more information.

NOTE: You must officially withdraw from a course to avoid receiving a failing grade. If you just stop attending the class without following the necessary procedure, you will be given a failing grade.

#### **Withdrawal from the University**

To officially withdraw from the university and/or request a leave of absence, you must go to the Dean of your school. You may still be responsible for payment unless you withdraw by the deadline. Visit ([www.wcsu.edu/registrar/schange.asp](http://www.wcsu.edu/registrar/schange.asp)) for more information.

### **Class Cancellations and School Closures**

WCSU has a system in place for notifying students of delays, closures and cancellations in case of inclement weather or other emergencies. Sign up for the Emergency Notification System at [www.wcsu.edu/ens](http://www.wcsu.edu/ens); you will receive an email and/or phone call announcing delays and closings. Students can check the following resources for announcements:

- WCSU homepage
- TV Stations including:
  - WVIT-TV 30 Hartford, CT
  - WFSB-TV 3 Hartford, CT
  - WTNH-TV 8 New Haven, CT
  - WTIC-TV Fox 61 Hartford, CT
  - AM Radio Stations:
    - WLAD 800 Danbury, CT
    - WCBS AM 880 New York, NY
- FM Stations:
  - WXCI FM 91.7 WCSU
- Weather Websites:
  - [CTWeather.com](http://CTWeather.com)

Note that if the university announces a delay, your class will still meet from the delay time through the normal ending time. **A delayed opening does not mean that the activity is cancelled.** Early closings mean the all classes or activities will end at the time specified, regardless of original ending time.

### **Computer/Network Access**

Both campuses have wireless capability, but you will need a university account to access the network. You will log in using your Microsoft ID and password.

If you need the use of a hardwired computer the following places on campus offer desktop/laptop systems for student use:

- **Midtown Computer Center (MTCC)** Location: Ruth Haas Library – Main Level 203.837.9232  
Hours: Mon. – Thurs. 8am – 11pm, Fri. 8am – 4pm, Sat. 10am – 6pm, Sun. 2pm – 10pm
- **Student Technology Training Center (STTC)** Location: Student Center R225 (Midtown) 203.837.8715  
Hours: Mon. – Thurs. 9am – 7pm, Fri. 9am – 4pm, Sat. - Sun. Closed
- **Westside Computer Center (WSCC)** Westside Classroom Building R117 203.837.8391  
Hours: Mon. – Thurs. 8am – 11pm, Fri. 8am – 4pm, Sat. 11am – 6pm, Sun. Closed
- **Campus Center Computer Center (C4)** Westside Campus Center, Third Floor 203.837.3291  
Hours: Mon. – Thurs. 9am – 11pm, Fri. 9am – 7pm, Sat. - Sun. Closed
- **Ansell Learning Commons** Location: Inside Young Library, Westside Classroom Building, 4<sup>th</sup> Floor  
Hours: Mon. – Thurs. 9am – 8:30pm, Fri. – Sat. Closed, Sun. 4pm – 8pm
- **Young Library** Location: Westside Classroom Building, 4<sup>th</sup> floor  
Hours: Mon. – Thurs. 9am – 8:30pm, Fri. – Sat. Closed, Sun. 4pm – 8pm

### **(24) Hour Unstaffed Computer Facilities**

- Student Center 24 Hour Lab
- Science Building 24 Hour Lab
- Westside 24 Hour Lab

**Technology help from IT for WCSU programs and hardware** can accessed through the WCSU ITI Main Office and the WCSU IT Help Desk. Contact the Help Desk @ ITI Service Desk: [iti-service-desk@wcsu.edu](mailto:iti-service-desk@wcsu.edu) or by phone (if email is inaccessible) at 203-837-8467.

The Help Desk is open Monday – Thursday from 8:30am to 8:30pm, and Fridays from 8:30am to 4:30pm during spring and fall semesters while classes are in session, and Monday – Friday from 8:30am to 4:30pm over the seasonal breaks.

The WCSU ITI Main Office can be reached by phone at 203-837-8307, and walk-ins are always welcome. The ITI Main Office is open Monday – Friday from 8:30am to 4:30pm all year long.

### **Can I get Free Software as a student at WCSU?**

Yes! WCSU offers a variety of software for students on the Software Digital Download

Portal for free. Offers include Windows Operating Systems, Microsoft Office for PC and MAC, Security Software and more! Just go to [webapp.wcsu.edu/sddp/](http://webapp.wcsu.edu/sddp/) and use your student user ID and passwords to learn more.

#### **How do I reset my password?**

Navigate to [www.wcsu.edu/password](http://www.wcsu.edu/password) to reset your password. Enter your Student I.D. (Banner) number (an 8 digit number beginning with 50), your birthdate, and your zip code to change your password. Passwords need to be changed every 60 days, and can be completed using this form.

#### **How do I use WCSU's Wi-Fi Networks?**

WCSU provides free Wi-Fi to all students through two networks: WestConn and WestConn-Student.

Login in using your Student Username and Password. Depending on the device, the login portal may automatically appear or you may need to open a browser. Go to [www.wcsu.edu](http://www.wcsu.edu) and once you have reached the login portal, input your student credentials and log in.

For issues connecting to either network, please contact the IT Help Desk at [iti-service-desk@wcsu.edu](mailto:iti-service-desk@wcsu.edu). If you would like more information, check go to [www.wcsu.edu/technology/wireless/](http://www.wcsu.edu/technology/wireless/)

### **Cooperative Education/ Internship Program**

The Cooperative Education and Internship Program of WCSU is open to all students who would like to gain work experience in a chosen field. While typically available for undergraduates, "Co-op" and intern positions can be developed for graduates as well. See "Career Success Center" for more information.

### **Copying/Printing**

Printers (black & white) are available in:

- The Ansell Learning Commons
- The Robert S. Young Library.

Copying Services:

- The Young Library also has a scanner/printer and copier unit.

Color Copying:

- The computer labs in the Westside classroom building and the Campus Center both have printers.

### **E-communication**

- **Use your university email account for all communications related to your education.** Messages will be sent out to you via this account, and if you are not using it, you will miss opportunities.
- Review your Facebook page and Facebook history for anything employers might find objectionable. They check.
- Sign up for LinkedIn as a way to connect with classmates, faculty, jobs and professional groups.
- Connect your WCSU email account to the personal email application on your cell phone or tablet to insure that you receive all university emails.

### **Emergency and Emergency Notification System**

The emergency police number available to all students and guests of the university is 203-837-9300.

The “WestConn Emergency Notification System” (ENS) is utilized to inform all students, faculty and staff of any emergencies, weather-related closing/delays or other hazardous situations.

Sign up for alert messages at [www.wcsu.edu/ens](http://www.wcsu.edu/ens). Notifications be sent to your home phone, cell phone and/or email account.

### **Financial Aid**

Click on this link to find out more about financial aid and requirements to receive aid.

[www.wcsu.edu/finaid/](http://www.wcsu.edu/finaid/). To check on the status of your financial aid, access WestConnduit and log into your accounts.

### **Financial Literacy**

Are you good with your money? Visit [www.wcsuyourmoney.com](http://www.wcsuyourmoney.com) to learn about building good credit, protecting your identity and creating a budget.

### **Food Services**

The Westside Campus Center has a cafeteria and The Daily Grind café. Vending machines are in the “Think Tank” on the third floor of the classroom building. Cafeteria and Café hours may vary during the semester. You can view more detailed information at [wcsu.sodexomyway.com/dining-choices/westside-marketplace.html](http://wcsu.sodexomyway.com/dining-choices/westside-marketplace.html).

### **Free Microsoft Software and free familiarization training for WCSU Students**

Through WCSU’s Campus Agreement Student Option with Microsoft, all undergraduate and graduate students, full-time or part-time can download Microsoft software through the WCSU Student Software Download Portal.

**Special Note: all product keys expire after 30 days; please keep a copy in a secure place in case you should you ever need to re-install.**

Microsoft Office 2013 contains the following software: Access, Excel, InfoPath, Lync, OneNote, Outlook, PowerPoint, Publisher, Word; and Microsoft Office 2011 for Mac, which contains Entourage, Excel, PowerPoint, and Word. Microsoft Windows 7, 8 and 8.1 are also available, as is additional software from Microsoft, Adobe, and other vendors at academic pricing. **You can download your copy at**

<https://webapp.wcsu.edu/sddp/>

**You will need** a valid Western Windows username and password and to sign a form acknowledging terms, conditions and receipt.

**The Student Technology Training Center** at Midtown offers instruction in the form of one-on-one tutorials. Contact them at [STTC@wcsu.edu](mailto:STTC@wcsu.edu) or at (203) 837-8715.

The Microsoft Store in the Danbury Mall will provide free familiarization training (and discounts) on this and other software for WCSU students.

### **Graduate Lounge**

There is a “Faculty and Graduate Student Lounge” in the Westside Classroom Building, Room 227, with computer access and monitors for individual and group work. Please know that this area is reserved for you! Use your ID card to access the space.

### **Helpful Hints**

Check out this link: [www.wcsu.edu/orientation/helpfulhints.asp](http://www.wcsu.edu/orientation/helpfulhints.asp) for important information for all students.

### **Incomplete**

What does an incomplete grade mean and what do I do if I get one? The INC grade is entered into the grading system by the professor of the course. This grade must be made up within a semester of the time the INC was recorded. If not completed within that time, the grade becomes an F unless the instructor recommends an extension of time for justifiable cause, the extension not to exceed one additional semester (fall, spring, or summer session). The only exception to this policy will be made for students making satisfactory progress while completing a thesis or research project. Such students are limited only by the time allowed to complete their degree. Students should make sure that they promptly contact their professor to determine how and when the missing work is to be made up. Waiting until the end of the six-week period to resolve the incomplete may prevent you from resolving it. For more details on grading and Registrar’s procedures see this link: [www.wcsu.edu/registrar/policies.asp](http://www.wcsu.edu/registrar/policies.asp)

### **Information Technology (IT) and IT Help Desk (Also See: Computer/Network Access)**

Information and details on IT technology services, account access, connections, facilities, resources, guidelines and policies for students can be found on the following website:  
[www.wcsu.edu/technology/students/](http://www.wcsu.edu/technology/students/).

**WestConduit** is the university IT portal from which you can access your university email account, your Banner account, campus announcements, BlackBoard e-learning and more. Log into these accounts using your WCSU user name and password.

**Banner:** This software is the university’s tool for maintaining all the records of your progress towards your degree, including all courses taken, unofficial transcripts, your advisor and DegreeWorks, the student tool for auditing your degree. (Windows username and password). For more information, click on the Tutorial tab in WestConduit.

***For IT help:*** You can call the IT Help Desk at 203-837-8467 or send an e-mail to:

[westconduit@wcsu.edu](mailto:westconduit@wcsu.edu). Students can also obtain support at any of the staffed Computer Labs (Haas Library, STTC, Westside Classroom Building 117, and Westside Campus Center).

Please visit the web site for hours and location: [www.wcsu.edu/technology/students](http://www.wcsu.edu/technology/students)

***Password Reset:*** See Password Help under [Computer/Network Access](#)

### **Library Services**

There are two libraries at WCSU. The Haas Library, located on the Midtown campus, is the main library. The Young Library, at Westside, is the business library for the Ansell School of Business.

Young offers electronic reserves, research assistance access to extensive online journal databases, reference materials and a business book collection available to students. Located on the fourth floor of the Westside classroom building, Young Library offers printing and copying facilities as well as study areas and computer access. The library portal is [www.library.wcsu.edu/](http://www.library.wcsu.edu/) or call (203) 837-9139 (or text: 203-340-0616) for information.

### **Maps**

Maps of both campuses can be found at [www.wcsu.edu/campustour](http://www.wcsu.edu/campustour).

### **Motorist Assistance Program**

The Motorist Assistance Program (MAP) is a free service for students, staff and faculty which helps in case of locked keys, dead batteries and more on both campuses. Like AAA service, MAP will help you get on your way. MAP does not employ trained mechanics but will help you get on your way or find someone who can help you. To summon MAP services, call the university police department at (203) 837-9300.

### **Parking**

Cars no longer need be registered to park on campus; however, please consult the campus maps ([www.wcsu.edu/campustour](http://www.wcsu.edu/campustour)) to make sure you are parking in an area that is designated for student parking.

### **Printing/Copying (See Copying/Printing)**

### **Recreational Facilities**

As a WCSU student, you can access the following services on campus:

- Free fitness classes;
- The recreational facilities on campus, including the cardio room in the Campus Center
- The pool at the O'Neill Center.

Visit [www.wcsu.edu/recreation](http://www.wcsu.edu/recreation) for more information on available services, open hours and class times. All programs are free to students and staff.

### **Registration**

Registration is integral to your progress towards your degree. Be prepared by communicating early with your academic advisor and receiving academic advising before registering for your courses. The WCSU Graduate Office provides registration services for graduates and can be found at: [www.wcsu.edu/registration/grad.asp](http://www.wcsu.edu/registration/grad.asp), or speak with your advisor.

#### **Before you can register, you must:**

- Find your assigned earliest registration date. Go to [WestConduit](#), click the Banner tab, then Student Services and Check My Registration Status.
- Meet with your advisor to ensure you are taking the right courses and in the best sequence.
- Pay all past due balances.

#### **Registration resources**

- [Course Offerings \(Open/Close\)](#) - check up-to-the-minute class schedules and available seats for your courses.
- [Course Registration Important Dates.](#)
- Ancell Graduate program sheets: [www.wcsu.edu/asb/](http://www.wcsu.edu/asb/).

- Nelnet business solutions online payment plan: [www.wcsu.edu/cashiers/payment-plan-options.asp](http://www.wcsu.edu/cashiers/payment-plan-options.asp)

WestConduit is the university IT portal for key academic information

### **Safety Escort Services**

A safety escort service is available to all students and guests of the university. To obtain a safety escort, please call the police dispatcher at 203-837-9300. The dispatcher will request your name, present location and the location to which you wish to be escorted.

### **SOS (Student Online Support)**

To get tutoring, writing assistance, math help or help with research, you can use the one-stop SOS website at [www.wcsu.edu/sos/](http://www.wcsu.edu/sos/).

### **Student Code of Conduct**

The Student Code of Conduct can be found ([www.wcsu.edu/stuaffairs/forms/StudentCodeofConduct16.pdf](http://www.wcsu.edu/stuaffairs/forms/StudentCodeofConduct16.pdf) ) or in the University's Student Handbook [www.wcsu.edu/studenthandbook/university-policies-and-where-to-find-them/](http://www.wcsu.edu/studenthandbook/university-policies-and-where-to-find-them/) . Please pay special attention to Part D: Prohibited Conduct.

### **Student Privacy Rights (FERPA)**

The Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U. S. Department of Education. WCSU's policy on FERPA can be found here: [www.wcsu.edu/registrar/FERPA.pdf](http://www.wcsu.edu/registrar/FERPA.pdf)

For more information on FERPA, please visit the U. S. Department of Education's website at [www.ed.gov](http://www.ed.gov).

### **Study Resources Online**

A study resource web page has been created for Ancell students. If you are looking for information, you may find it here: [www.wcsu.edu/asb/learning-commons/student-resources/](http://www.wcsu.edu/asb/learning-commons/student-resources/)

### **Telephone Directory**

You may need to call certain offices on campus. To access the telephone directory online, go to the WCSU homepage or [www.wcsu.edu/contact.asp](http://www.wcsu.edu/contact.asp). You can also dial (203) 837-9411 for a phone-based directory.

### **Vending Machines**

The O'Neill Center, Residence Halls, Westside Campus Center and the Westside Classroom Building Center "Fishbowl" lounge all offer vending machines for drinks and/or snacks.



### **Veterans**

Western Connecticut State University is dedicated to helping student veterans achieve academic and personal success. Whether vets are transitioning back to campus after active duty or facing deployment during their course of study, the university wants to make this a smooth and seamless process. To achieve this, the university has established an office dedicated to Veteran Affairs, a Veterans Committee (comprised of student vets, faculty, staff and community representatives) dedicated to the support of veteran issues and a Veteran Services Organization for support and camaraderie. The University's Veteran Affairs Coordinator is the primary point of contact for all these items and can be contacted as follows: (203) 837-8606 or use the hotline number (203) 837-8587. There is also a student veterans' lounge located at Midtown campus which has dedicated computers and printers. More information can be found in the following links: [www.wcsu.edu/veterans/](http://www.wcsu.edu/veterans/) and [www.wcsu.edu/veterans/pdfs/StudentVeteransGuide.pdf](http://www.wcsu.edu/veterans/pdfs/StudentVeteransGuide.pdf).

### **Website for the Ansell School of Business**

Please visit the Ansell School website at [www.wcsu.edu/asb/](http://www.wcsu.edu/asb/). This website provides a wealth of information about the six departments that make up the Ansell School; Accounting, Finance, Justice and Law Administration, Management, Management Information Systems (MIS) and Marketing.

### **Wellness at Western**

Western Connecticut State University (WCSU) promotes organizational and individual wellness and respect among members of its campus community by fostering a wellness culture across the university's campuses and by building partnerships with the greater community. WCSU offers a wide range of programs ranging from counseling and substance abuse programs to intramural activities and holistic health programs. Visit their website at [www.wcsu.edu/stuaffairs/Wellness.asp](http://www.wcsu.edu/stuaffairs/Wellness.asp).

### **WestConduit**

WestConduit ([www.wcsu.edu/technology/westconduit.asp](http://www.wcsu.edu/technology/westconduit.asp)) will allow you to check financial, course and other information easily and conveniently. You will use your Windows ID and password to access the information.

### **Where are my Classrooms?**

The Westside Classroom Building is a very unusual building, so we suggest that you take some time to become familiar with it by walking around it to locate your classes. Most of the graduate classes are on the second floor (reachable easiest from the entrance where the big standing clock faces the faculty parking lot) or on the 4th (reachable easiest from the 4th floor entrance that faces the Westside Student Center).

### **Withdrawal from Class/University (see Changing Your Schedule)**

### **Women's Center of Greater Danbury at WCSU**

The Women's Center provides individual and group counseling, advocacy, crisis intervention and risk assessment at the hospital, police station, court or on campus. The Women's Center serves men, women and children. All services are free and confidential. There are 2 locations, Midtown in the Higgins Annex room 105c, and Westside Campus Center room 300E, 3<sup>rd</sup> floor. Their phone number is 203-837-3939. For more information and contact numbers please see [www.wcsu.edu/womenscenter/](http://www.wcsu.edu/womenscenter/)