



## *Graduate Student Success Manual*

"Quality, Personalized Learning"

Visit the [Graduate Catalog](#) for program and policy information.



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# Welcome to the Ancell Student Success Manual for graduate students!

## How to Use This Guide

This manual, targeted to our Ancell 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 Ancell School of Business (ASB). This supplemental resource is designed to work with the following WCSU resources:

- [Student Handbook](#)
- [The Graduate Catalog](#)
- [The Western Connecticut State University web site](#)
- The [MBA](#) and [MHA](#) graduate program pages

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](#)
- [The MBA catalog](#)
- [The MHA catalog](#)

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

Other important web pages include:

- The [Ancell School of Business web page](#) offers you in-depth info about the School of Business, including student resources.
- The [Ancell Commons](#) is our study and tutoring center located in the Westside Classroom Building in the Robert S. Young library, Suite 433
- The "Essentials" tab, accessed from the [Western homepage](#), upper right-hand corner.
- [Inside WCSU](#) and the [Quick Reference Guide](#) for your campus basics

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 Ancell 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 available to you. If there is an event, GO.
5. There are professionals here to Help you, so don't hesitate to ASK!

## New Ancell Student Checklist

- **YOUR CAR:** Plan to park in designated student areas which can be found on [campus maps](#). 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.
- **ACCOUNTS:** Open your [important accounts](#). See "Accounts You Will Need" in this manual. Make sure you have access to and check regularly, your WCSU email account.
- **YOUR CLASSES:** Verify your course schedule on [Banner](#) for accuracy. Review your schedule to find out how, where, and when classes meet. Keep your professor's 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 [Banner](#) to make sure everything has been processed.
- **YOUR ADVISOR:**

The [MBA](#) Coordinator/Advisor is:

Dr. Mohinder Dugal, [dugalm@wcsu.edu](mailto:dugalm@wcsu.edu), (203) 837-8182; located at Westside Classroom Bldg. Rm 137

The [MHA](#) Coordinator/Advisor is:

Tracey Dolan, [dolant@wcsu.edu](mailto:dolant@wcsu.edu), (203) 837-8406

- **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 Commons](#) at Young Library, Westside Classroom Building, Suite 433, or online.
- **HELPFUL HINTS:** [other useful tips](#) from WCSU for all new students:
- **EMERGENCY NOTIFICATION:** Register for the free [Emergency Notification System](#). You will receive immediate alerts via phone, email, or text when school is delayed or closed.

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

Visit the [Career Success Center](#) to:

- research career paths
- build/revise a resume
- find jobs, both now and when you graduate
- attend workshops on assorted topics including networking and interviewing skills
- 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. Listen to podcasts, read news and blogs, and stay current with the world to 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. 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](#).

### *Academic Support*

To get tutoring, writing assistance, math help or help with research, you can use the one-stop [academic support website](#) also called Help is here!

### *AccessAbility Services*

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

Should your professor decline to sign your letter, contact [AccessAbility](#) promptly.

AccessAbility Services is on the Midtown campus, Haas Library Rm. 406. The phone number is (203) 837-8225.

### Accounts you will need

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

- [WestConduit](#): 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. Visit the [IT&I support](#) page for help with establishing your accounts.
- 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. You will find this on every financial document you receive from the University. Save it to your phone for convenience.
- [Windows Account](#): Your windows account consists of a username and password. You must have an account in order to log onto the university system.
- [WCSU Email 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. Your email account information will be sent to you after you register.
- [Microsoft Office 365](#): **Set up Office 365 on your desktop, tablet, and/or phone with email before classes start. The app version has more capabilities than the web version.**
- [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.
- [WESTCONNect Card](#): Your card enables access to many university services. Visit the website to apply online or go to the Card Services office at Midtown, at the back of Old Main, to obtain yours.

### Advisement for Graduate Students

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.

Before registering for classes for the first time as a graduate student, you will meet with your program coordinator/advisor to prepare a program sheet to be signed by you and your coordinator. This signed program sheet is your guide to courses needed to graduate.

Dr. Mohinder Dugal is the coordinator and advisor for the MBA program: [dugalm@wcsu.edu](mailto:dugalm@wcsu.edu)  
(203) 837-3257, Westside Classroom Bldg. Rm. 137

Dr. Tracey Dolan is the coordinator and advisor for the MHA program: [dolant@wcsu.edu](mailto:dolant@wcsu.edu) .  
(203) 837-8406

How to Register:

- Online via [MyBanner](#)
- Via the WCSU Graduate Studies Office (Rm. 101 in Old Main at the Midtown Campus)
- Via an email to [GraduateAdmissions@wcsu.edu](mailto:GraduateAdmissions@wcsu.edu)

Christopher Shankle is the Director of the Graduate Studies office, phone (203) 837-9005.  
Mary Champion is the office secretary; her phone number is (203) 837-8243.

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. You will want to have a copy of your program of study as reference.

### *Ancell Commons*

Located in the Westside Classroom Building within the Robert S. Young Library, [The Ancell Commons](#) is committed to offering every Ancell 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 must be filled out the semester before your expected graduation date. 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 and 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.



Other helpful information:

- Explore Blackboard Learn through the [On Demand Learning Center](#), which includes short videos, Getting Started Guides, and other documentation.
- Send an email to the WCSU ITI Service Desk at [requestIT@wcsu.edu](mailto:requestIT@wcsu.edu) or call (203) 837-8467. The hours of operation are Monday through Friday, 8:30 am - 4:30 pm.

### Bookstore

The main Campus Bookstore is at the Midtown campus in the Student Center. Products offered at the bookstore include textbook rentals, books for purchase, school supplies, health and beauty aids, postage stamps and WCSU merchandise. You can explore their [website](#) for information about required textbooks <http://www.wcsu.edu/campuscenter/bookstore.htm> and much more.

### Campus Centers

WCSU maintains two centers for students: Midtown Student Center and Westside Campus Center. Both centers offer many services for students. Food service at the Westside Campus Center includes dining services (breakfast, lunch, dinner) and the Daily Grind coffee shop with snacks, light meals and drinks. You will also find the Career Success Center located here.

### Campus Directory

A campus telephone directory is available on the WCSU homepage under “essentials”. 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 begin typing their name.

### Career Success Center

The [Career Success Center](#) (CSC) offers extensive online services to assist graduate students in their career/job search. We recommend you create an account in Handshake, the job search and scheduling tool for the university.

The CSC is in the Westside Student Center room 300. They are open during semester breaks, but please [check](#) before traveling there. You can contact CSC staff at (203) 837-8263 or check their website for additional information.

Career Success Center services include:

- Career counseling: Start your research at their homepage or call for an appointment for specific assistance. Many online tools, including career interest tools ([PathwayU](#)) are available for students to explore career interests and provide career information.

- [Cooperative Education/ Internship Program](#): co-ops and internships are not just for undergrads.

Job search tools include:

- [Campus Communities](#)
- [Skill building opportunities](#)
- [Professional Clothing Closet](#): Free professional attire for interviews and more
- Job and career fairs held throughout the year (See Handshake)
- Career development workshops and seminars are offered routinely to assist students, staff and alumni in their career development. Visit Handshake for the latest information.

### *Center for Empowerment and Education*

The [Center for Empowerment and Education](#) provide individual and group counseling, advocacy, crisis intervention, and risk assessment, at the hospital, police station, court or on campus. The Center serves men, women, and children. All services are free and confidential. Their phone number is (203) 837-3939.

### *Changing Your Schedule*

[Rules for changing your schedule](#) are specific and listed online. 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](#) and the "[Changing Your Schedule](#)" website 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 or contact 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 fill out an official

form. You may still be responsible for payment unless you withdraw by the deadline.

### *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](#). You will receive a text, email and/or phone call announcing delays and closings. Students can check the following resources for announcements:

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

- [Computer Lab Listing](#)
- [Ansell Commons](#) Inside Young Library, Westside Classroom Building, Suite 433
- [Young Library](#) Westside Classroom Building, Suite 433

Technology help from IT&I for WCSU programs and hardware can be accessed through the WCSU ITI Main Office and the WCSU IT Help Desk. Email [requestit@wcsu.edu](mailto:requestit@wcsu.edu) or call (203) 837-8467.

[Microsoft Office 365](#) is included in your tuition. Call the Help Desk with questions you may have.

How to [Reset your WCSU password](#)

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

Login to Western-Student using your Student Username and Password. Depending on the device, the login portal may automatically appear, or you may need to open a browser. Input your student credentials and log in. We recommend that you register your device when offered.

For [connecting to the internet](#) on campus, first try the online solutions, then call the Help Desk at (203) 837-846 if you are still having issues.

### 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 are available at Westside campus in:

- The Ansell Commons
- The Robert S. Young Library
- First floor Computer lab

Copying Services:

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

### 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 to connect with classmates, faculty, jobs, and professional groups. Create your professional profile and connect to friends, professional colleagues, classmates, and potential employers.
- Connect your WCSU email account to your personal email on your cell phone or tablet to ensure 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 [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 so that notifications will be sent to your home phone, cell phone and/or email account.

### Financial Aid

Check with the [financial aid office](#) to learn about financial aid. To check on the status of your financial aid, access [Banner](#).

### 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.

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

All undergraduate and graduate students, full-time or part-time, have access to [Microsoft Office 365](#) software.

The Student Technology Training Center at Midtown offers one-on-one tutorials for Microsoft and Adobe software. Contact them at [STTC@wcsu.edu](mailto:STTC@wcsu.edu) or at (203) 837-8715.

### 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 the [WCSU Helpful Hints](#) website for important information for all students.

### Incomplete

To [receive an incomplete grade](#) in a class, the student must request that grade from the instructor in writing. Incomplete grades must be made up within six weeks of the start of the semester the student next attends or within one year if the student does not return. If the incomplete is not replaced by a grade by the instructor, it automatically becomes an “F” or the minimum grade approved by the instructor. Incomplete may not be removed by repeating the course. If it is your graduating semester all INC grades must be in the registrar’s office by the third week after the semester ends.

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

Find [information and details](#) on IT&I technology services, account access, connections, facilities, resources, guidelines, and policies for students can be found on the following website:

[WestConduit](#) is the university IT&I 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 username 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 IT Help:* You can call the IT Help Desk at (203) 837-8467 or send an e-mail to: [requestit@wcsu.edu](mailto:requestit@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).

### 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 Library offers electronic reserves, research & citation 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 in Suite 433, Young Library offers printing, scanning, and copying facilities, study areas, and computer access. Visit the [library portal](#) or call (203) 837-9139 (or text: (203) 340-0616) for information. You can also use the library chat found on the website.

### Maps

Find detailed maps of buildings and parking at the [campus maps webpage](#).

### Parking

Cars need not be registered to park on campus; however, please consult the campus maps to make sure you are parking in an area designated for student parking.

### Quick Reference Guide

Use the [Quick Reference Guide](#) to quickly access resources for academic support, university basics, campus life, health and well-being, and advancement and leadership opportunities.

### Recreational Facilities

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

- Free fitness classes
- The recreational facilities on both campuses
- The pool at the O'Neill Center.

Visit [Western Recreation](#) for more information on available services, opening 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, or you may 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.
- [Ansell Graduate program sheets](#)

## Student Code of Conduct

We encourage you to review the [Student Code of Conduct](#) found in the University's Student Handbook. 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](#)

For more information on FERPA, please visit the [U. S. Department of Education's website](#).

## Study Resources Online

The Ansell Commons has carefully curated online resources for students including [Study Smarter](#), [Make the Most of Your Education Dollar](#), and the [TransferMation](#) website. You will also find information about [presentation coaching](#) where you can meet with staff from Ansell Commons or use the DIY option on the webpage. Download and use the [Semester-at-a-glance calendar](#) as a planning tool.

### Telephone Directory

You may need to call certain offices on campus. To access the [telephone directory](#) online, go to the WCSU homepage and select essentials from the upper right-hand corner. You can also dial (203) 837-8200 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 [Veterans 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 at Midtown campus with dedicated computers and printers.

### 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.

### WestConduit

[WestConduit](#) 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?

Most courses are online, however, the Westside Classroom Building is a very unusual building, so if you do have an in-person class, we suggest that you take some time to become familiar with the building by walking around to locate your classrooms before classes begin.