

## WHERE TO GO FOR INFORMATION AND ASSISTANCE

<b>Online Orientation</b>	<a href="http://www.ecu.edu/elearning/orientation/">http://www.ecu.edu/elearning/orientation/</a>
<b>ECU Academic Technology Information/Tutorials</b>	<a href="http://www.ecu.edu/elearning/orientation/">http://www.ecu.edu/elearning/orientation/</a>
<b>ECU Exchange Email Account</b> Obtaining Your Address and Userid Accessing Your Account via the Web	<a href="http://www.ecu.edu/ecu/dir.cfm">www.ecu.edu/ecu/dir.cfm</a> <a href="http://www.piratemail.ecu.edu">www.piratemail.ecu.edu</a>
<b>Blackboard Course Management System</b> Tutorial/Assistance with Blackboard Accessing a Blackboard Course	<a href="http://ecu.blackboard.com">http://ecu.blackboard.com</a>
<b>ECU OneStop</b> Access grades, view schedule of classes/course availability, calculate GPA	<a href="http://onestop.ecu.edu">http://onestop.ecu.edu</a>
<b>Technical Assistance</b> with Logging on to ECU Email, ECU OneStop, <b>Blackboard</b> course site Regular Hours, Monday – Friday, 8 am – 4 pm, 252-328-6866 Sun-Thurs, 4pm-midnight 1-800-340-7081 or 252-328-4698	website: <a href="http://www.ecu.edu/6866">www.ecu.edu/6866</a> Email: <a href="mailto:helpdesk@mail.ecu.edu">helpdesk@mail.ecu.edu</a>
<b>Professor Email Addresses/Telephone Numbers</b> <b>OR To find professor for a particular course go to</b> Click on the 'Tools' tab, select 'Course Catalog' in the Academic Planning group, select 'Term' and 'Distance Education', then enter Course name and number and click on 'Submit'	<a href="http://www.ecu.edu/ecu/dir.cfm">www.ecu.edu/ecu/dir.cfm</a> <a href="http://www.onestop.ecu.edu">www.onestop.ecu.edu</a>
<b>How to Drop/Withdraw from A Course</b>	<a href="http://www.options.ecu.edu/cost">www.options.ecu.edu/cost</a> Email: <a href="mailto:dcsc@mail.ecu.edu">dcsc@mail.ecu.edu</a>
<b>East Carolina University Student Handbook</b> ECU Student Handbook containing directory of campus offices' telephone numbers and websites, academic calendar, exam schedule, university policies and regulations, calendar of campus events, ECU Code of Conduct, and Academic Integrity Policy	<a href="http://www.ecu.edu/studenthandbook">www.ecu.edu/studenthandbook</a>
<b>Bookstore</b> 877-499-8398 or 252-328-6731 Required textbooks are listed on the website and can be purchased online.	<a href="http://www.studentstores.ecu.edu">www.studentstores.ecu.edu</a>
<b>Financial Aid</b> 252-328-6610	<a href="http://www.ecu.edu/financial">www.ecu.edu/financial</a>
<b>Library Resources</b> 252-328-6677	<a href="http://www.lib.ecu.edu/Reference/distance.html">www.lib.ecu.edu/Reference/distance.html</a> Email: <a href="mailto:askref@mail.ecu.edu">askref@mail.ecu.edu</a>
<b>Office for Adult and Commuter Student Services</b> 252-328-6882	<a href="http://www.ecu.edu/studentlife/acss/">www.ecu.edu/studentlife/acss/</a>
<b>Office of Disability Support Services</b>	252-328-6799 <a href="http://www.ecu.edu/studentlife/dss">www.ecu.edu/studentlife/dss</a> <a href="http://www.ecu.edu/aa/">http://www.ecu.edu/aa/</a>
<b>Undergraduate /Graduate Catalog</b>	
<b>Additional Sources of Assistance</b>	<a href="http://www.ecu.edu/cs-acad/options/student-support/index.cfm">http://www.ecu.edu/cs-acad/options/student-support/index.cfm</a>

### TUITION REFUND POLICY (Fall/Spring only)

Refunds for tuition will be made as follows for students who withdraw starting with the first official day of classes:

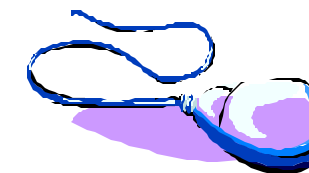
- ? Through the first week of classes tuition will be refunded at 100% less a \$25 processing fee.
- ? The second week of class's tuition will be refunded at 75% less a \$25 processing fee.
- ? The third week of class's tuition will be refunded at 50% less a \$25 processing fee.
- ? The fourth week of class's tuition will be refunded at 25% less a \$25 processing fee.
- ? Beginning with the fifth week of classes, refunds will not be considered.

**Class attendance will in no way affect the refund policy. Refunds are based upon the date the request for withdrawal is received.**

**Summer Sessions:** The refund period for withdrawal or reduction in course load is limited to the first week of classes (five class days starting with the first official day of classes for the university). Students will be refunded 100% minus a \$25 **nonrefundable** registration/processing fee for students withdrawing from the University.

*East Carolina University is committed to equality of educational opportunity and does not discriminate against applicants, students, or employees based on race, color, national origin, religion, gender, age, sexual orientation or disability. An equal opportunity/affirmative action university, which accommodates the needs of individuals with disabilities.*

## Getting Started Online . . .



**Division of  
Continuing Studies  
East Carolina University  
Greenville, NC 27858  
1-800-398-9275  
Fax 252-328-9201  
[www.options.ecu.edu](http://www.options.ecu.edu)**

***Important information  
and online resources to  
assist you as you begin  
preparation for a  
distance education  
program or courses.***

**STUDENT SERVICES FOR  
DISTANCE EDUCATION**  
**1-800-398-9275**  
**252-328-9323**  
**dcs@mail.ecu.edu**

**INITIAL COURSE INFORMATION** – Initial course information for online classes will be sent to your ECU email account at the beginning of the semester. If you registered for an online course that is being supported by Blackboard software, you can check your ECU email account for this information or you can go to the Blackboard site at <http://ecu.blackboard.com> to access your Blackboard course and to familiarize yourself with how the system works. Your email Userid and password are used to access your Blackboard course. If you registered after the beginning of the semester, please allow a couple of days for course information to appear in your ECU email inbox. If you don't receive course information within this time, contact your professor by email or telephone, or contact the academic department. To obtain your professor's name and email address, go to <http://OneStop.ecu.edu> and log onto to the ECU OneStop by using your Exchange email Userid and password. Click on the **TOOLS** tab at the top of the page and go to the **Course Catalog** link in the Academic Planning group. In the drop down menus, select the desired term and course type (distance education courses). Select your course name and number and click the **Submit** button. Then click the **Details** button beside the course prefix and number for professor and course information.

**YOUR ECU EMAIL ACCOUNT** – Student email accounts are created automatically when students are accepted into the University. Information about your ECU email account is included with your letter of admission to the University. Your email Userid is made up of your initials and your birth date. Your initial password is \$E followed by the last six digits of your social security number until you change it. For example:

Name: John Q. Doe      Userid: jqd0306  
Birth Date: March 6      Password: \$E654321  
Social Security #: 987-65-4321

**Your Internet email address** is in the following form: Userid@mail.ecu.edu. Using the previous example, John's email address would be [jqd0306@mail.ecu.edu](mailto:jqd0306@mail.ecu.edu). To access your email account via the Web, go to [www.piratemail.ecu.edu](http://www.piratemail.ecu.edu) and enter your Userid and password where requested.

Your ECU email account is your official email account when contacting anyone at the University. This is the account you will use when corresponding with your course instructor, DCS, or other departments at ECU.

**EMAIL TUTORIALS**

Information and tutorials on using email are available at: [www.ecu.edu/ecu/dir.cfm](http://www.ecu.edu/ecu/dir.cfm)

**TECHNICAL ASSISTANCE**

For help with your email account, contact the University Help Desk at 252-328-6866 between 8 am and 5 pm, Monday through Friday, or the Student Help Desk at 1-800-340-7081 or 252-328-4698 Sunday through Thursday between 4 pm and midnight. Submit questions, enter a trouble ticket, and find answers to basic questions at: [www.ecu.edu/6866/](http://www.ecu.edu/6866/)

**JOYNER LIBRARY**

Library services and materials are available to all students who enroll in online or off-campus courses, including access to electronic resources, reference services, and library collections. Electronic resources include indexes, article databases, catalogs, subject guides, and the virtual reference desk. Students may borrow books from other UNC campuses directly and request items not owned by ECU via interlibrary loan. Students who live outside of Pitt County are eligible for home delivery. To learn more about these resources and services, go to: [www.lib.ecu.edu/Reference/distance.html](http://www.lib.ecu.edu/Reference/distance.html)

**Questions?** Ask Reference (tel: 252-328-6677) or email: [askref@mail.ecu.edu](mailto:askref@mail.ecu.edu).

**TEXTBOOKS**

**All distance education students** are urged to order books as soon as possible to allow time for shipping and handling.

Required textbooks can be purchased online through the Dowdy Student Stores' website, [www.studentstores.ecu.edu](http://www.studentstores.ecu.edu), by clicking on Textbooks. Visa and MasterCard are accepted for online orders. If you need additional assistance, call 1-877-499-TEXT or 252-328-6731.

**For those distance education students receiving financial aid**, please be reminded, as stated in your financial aid award letter and information included with your billing statement, that excess financial aid checks will not be available in the ECU Cashier's Office until the first day of class. If you order textbooks by phone, online, or come to campus to purchase textbooks prior to that date or the date you've been notified that your funds will be disbursed, you will be responsible for payment.

**FINANCIAL AID RECIPIENTS**

Please be sure to indicate "financial aid" as method of payment on your billing statement and return it to the Division of Continuing Studies Business Office, 202 Erwin Bldg.

Students approved for financial aid who are registered for distance education courses will receive written notification from the Office of Student Financial Aid when their funds are disbursed. Student financial aid funds are used first to pay your ECU charges. That letter also notifies you if any "excess" financial aid funds are available to you. Excess financial aid checks will be mailed to you by the ECU Cashier's Office. We suggest that you contact that office if you have not received your excess financial aid check within a week of the disbursement date.

**Business Office  
Division of Continuing Studies**

252-328-9329  
800-398-9275

**ECU Cashier's Office**

252-328-6886

**ACADEMIC INFORMATION**

All university rules and regulations apply to distance education students. \* See graduate and undergraduate catalogs at [www.ecu.edu/aa/](http://www.ecu.edu/aa/)

**WITHDRAWAL**

At times it becomes necessary for students to drop or withdraw from a class. **All drop/withdrawal requests must be in writing and submitted to the Division of Continuing Studies by mail, fax: 252-328-4350, or email: [dcs@mail.ecu.edu](mailto:dcs@mail.ecu.edu). NOTIFYING THE INSTRUCTOR OR YOUR ADVISOR IS NOT SUFFICIENT.**

? **Undergraduate** – For regular semester length courses, a student may withdraw from a course or courses without a grade during the first thirty days, or equivalent, in the semester. For five-week summer terms, the drop period is limited to the first ten days of classes. Course drops done between the drop/add period and the last day to drop term-length courses without a grade will be charged against the student's course drop allocation. In pursuit of a degree at East Carolina University, an undergraduate student may drop up to four courses (outside the schedule change period). The number of course drops is prorated on the student's credit hours (both ECU and transferred) at the time of the student's initial matriculation. See <http://www.registrar.ecu.edu/drop.htm>.

? **Graduate Students** may withdraw from a course without penalty of failure up to two weeks prior to the final scheduled session. A student who drops a course in the last two weeks will receive a final grade of "F" unless he/she has permission from the Dean of the Graduate School to drop for medical reasons or other justification.

After the prescribed drop/withdrawal period, withdrawals will be permitted for only the most urgent and compelling reasons.