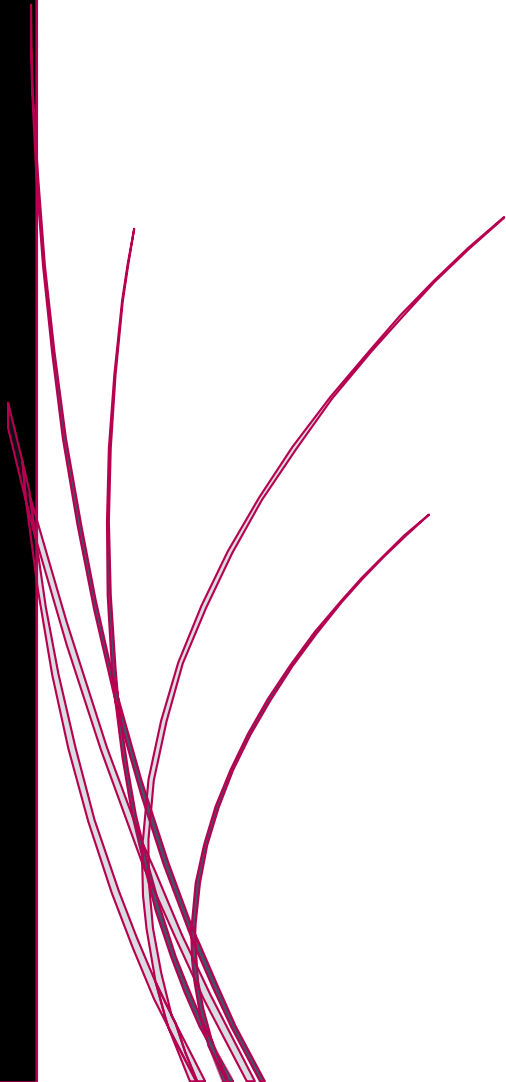# STUDENT WELCOME GUIDE

UW Flexible Option

Welcome to UW Flexible Option!

Thank you for completing Part 2 of your UW Flexible Option Orientation - we hope you enjoyed it and feel ready to start this journey! This Student Welcome Guide begins where Orientation leaves off, by providing next-level detail about important information, and reminders of topics you need to know.

Save this guide and put it to use. Get to know these key concepts, complete the recommended action items, become familiar with resources available to you, review policies that may impact you now or in the future, and consider important dates and deadlines. Don't wait until a problem arises to take action. Instead, read through this guide and take steps now to be positioned for success.

The experience of education is life-changing. Enjoy it to the fullest, and know we are here to guide and support you every step of the way.

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Student Responsibilities

Just as you have expectations of UW Flexible Option and what you hope to achieve, we have expectations of you. We know that successful UW Flexible Option students share certain characteristics and behaviors that not only optimize their educational experience but also help their Academic Success Coach (ASC), faculty and others provide the highest level of service, support and learning possible.

In this rigorous, online educational program, **it is both critical and expected that all UW Flexible Option students take ownership of their actions as summarized in our UW Flexible Option Student Responsibilities.**

Your home campus also provides tools and resources to assist students navigate challenges and get the most out of their educational experience. See the UWM Student Handbook for resources and policies. Similarly, the UW-Parkside Student Handbook is designed to provide students with information on important resources and University policies.

It is not only your right to know; **it is your responsibility** to be familiar with these expectations and resources.

UW Flexible Option Student Responsibilities

UW Flexible Option is an online, rigorous, self-paced, competency-based education program. This program expects students to be motivated, determined, independent, and proactive to maintain successful academic progress in their program. Responsible students take ownership of their actions by exhibiting the following behaviors while enrolled in the program.

Students are expected to:

Demonstrate academic integrity and honesty.	**Own** their learning and academic progress, and monitor all requirements for graduation (seeking assistance from their Academic Success Coach when needed).
Complete assessments in a timely manner with attention to quality of work.	**Utilize** a computer and reliable internet to complete assessments and be familiar with technology requirements of their online program.
Communicate in a professional and respectful manner with the campus community.	**Act** in a civil manner that respects the campus learning/social environment and complies with college policies outlined in your campus student handbook.
Learn their academic program requirements and the UW Flexible Option structure (including grading policies, procedures, deadlines, resources, etc.)	**Seek** assistance when needed by utilizing Academic Success Coach, faculty, and campus resources.
Identify, develop, and implement an academic plan of study with their Academic Success Coach to achieve their educational goals.	**Respect** diverse ideas and opinions, and demonstrate respect for individuals.

Academic Success Coaches expect students to:

Communicate regularly with your Academic Success Coach – be proactive, request guidance. Regularly check and use your student campus email account.	**Submit** assessments early to receive feedback from faculty and, if needed, resubmit for a second attempt before the end of the subscription period.
Work directly with other Flex and campus departments and resources to support your success.	**Plan** and anticipate problems, and work with your Academic Success Coach for solutions.

Schedule and attend phone academic success coaching appointments on time, prepared with questions and topics to discuss.	**Review** and utilize faculty feedback on all assessments, asking clarifying questions to faculty if needed.
Complete new student orientation activities.	**Comply** with important deadlines.
Track your own progress toward graduation through working with your Academic Success Coach and by using your academic plan of study.	**Engage** by staying active in Canvas (your learning management system) – read orientation guides and other materials, complete Flex Check-In, and ask questions.

A successful UW Flexible Option student will:

Be Self-directed: Student can work independently without the direction of faculty or coach.	**Communicate:** Student uses effective and proactive communication skills.
Keep a positive attitude: Student has a positive attitude towards achieving their academic goals and works with coach constructively.	**Be Motivated:** Student knows why they want to go back to school and has a strong motivation to complete their degree.
Be thoughtful: Student is willing to reflect on. challenges and setbacks and learn from them.	**Think independently & critically:** Student knows how to think critically and independently.
Take ownership: Student takes ownership of their coursework and knows it's on them to complete program.	**Recognize that online education is not "easy":** Student knows that earning a degree is not easy but is willing to work on it anyway.
Manage time effectively: Student maximizes their time to complete assessments and manages responsibilities to make school a Priority.	**Set realistic expectations:** Student sets realistic expectations with the assistance of their Academic Success Coach.

Student Rights and Responsibilities:

UW Milwaukee - https://uwm.edu/studenthandbook/student-rights-responsibilities/

UW Parkside - https://www.uwp.edu/live/offices/studentaffairs/handbook.cfm

Getting to Know Your Program Curriculum

You have been admitted to a specific academic program. As you now know, each program requires general education, program, and elective courses that must be successfully mastered. Your ASC will go through your program course requirements with you and explain how any previous college coursework may be applied.

To get a jump-start on understanding your program's curriculum before you speak with your ASC, select the link below and review the information found there.

Arts and Science
Business Administration
Diagnostic Imaging
Health Sciences
Information Science and Technology
Nursing
Business and Technical Communication Certificate
Project Management Certificate

A Note about Prerequisites

A prerequisite is a course that a student must master before enrolling in the more advanced course. Students may add an advanced course during the same subscription period for which the prerequisite is being satisfied; however, students will not be granted permission to register for the advanced course until the prerequisite has been met.

Not all programs have prerequisite coursework, but many do. Your ASC will alert you to these during your academic planning process.

Important Dates and Deadlines

Please take time to review the UW Flexible Option Academic Calendar as you prepare for your first subscription period. You are responsible for knowing these dates and deadlines, and it will be critical to consult this calendar if you decide to make enrollment changes during your subscription period.

Establishing Engagement in your Online Courses

There is **one required, and time-sensitive, activity in UW Flexible Option**: At the beginning of each subscription period, and for **each** course you are enrolled in, you must demonstrate academic engagement to establish your attendance in the course. **This is a federal requirement and is not optional.**

Establishing Engagement in your Online Courses (continued)

If you do not demonstrate academic engagement by the end of the 8th day of the subscription period (in each course you're enrolled in), you will be administratively withdrawn from the course.

In Flex courses, you can satisfy this requirement in Canvas in either of two ways.

EITHER:

1. Complete the **Flex Course Check-In (FCC)* activity**;

OR:

2. Turn in a **completed assessment**

*The Flex Course Check-In (FCC) is a short quiz that is available in each course. The question(s) focus on syllabus materials and is either a short-answer question or a multiple-choice question (examples are shared below). The quiz is not timed.

You will need to complete the FCC or an assessment by the end of the 8th day of the subscription period, in each course you enroll in, **for every subscription period.**
Note: you will receive reminders by email if you have not demonstrated academic engagement.

To give you a sense of the type of question that your instructor might ask in the FCC, here are a couple of examples:

1. Review the course objectives and assessments. As you compare these to your current knowledge and skills, which topic is most familiar to you, and which competency will require the most learning and preparatory work on your part?

2. You have read the syllabus and studied the kinds of assessments you will complete in this course. Select the item from the list below that best describes the kinds of assessments you will complete.
   a. Two papers and one proctored exam.
   b. One paper and one project.
   c. Three timed quizzes and one paper.
   d. Four lab reports and one paper.

If you have questions, please contact your ASC or the Instructor for your course.

Dropping or Adding Courses

Important Definitions:

Adding (a course):
When a registered student adds an additional course prior to or during a subscription period.

Administrative Withdrawal:
Administratively applied by the institution, a student may be administratively withdrawn for nonpayment of tuition or lack of academic engagement.

Dropping (a course):
When a student drops a course in which they are registered or enrolled but remains registered or enrolled in other courses. **NOTE:** When a student drops all courses in which they are registered or enrolled in, the student is considered withdrawn from subscription period.

Enrolled (in a course):
When a student is enrolled in one or more courses and the subscription period has begun.

Registered (in a course):
When a student has registered for one or more courses but the subscription period has not yet begun. **NOTE**: the deadline to enroll in at least one course is the Monday before your subscription period begins. [Review the Academic Calendar for exact dates.](#)

Withdrawal:
When a student drops all courses in which they are enrolled in and are no longer enrolled in the subscription period. Withdrawals can be initiated by the student or administratively applied by the institution. (See Administrative Withdrawal)

Note: The process of dropping or adding courses will differ, depending on your academic program and whether you're enrolled in the Single Course option or the All-You-Can-Learn option**.**

For UW-Milwaukee Degree and Certificate programs, and UW-Parkside Certificate programs:

1. **Adding Courses**

   Your choice of subscription option ("All-You-Can-Learn" or a "Single Course") will "lock in" at the end of the 8th day of the subscription period. At that time, if you are enrolled in the Single Course option, you are no longer able to add courses for the remainder of the subscription period. Students enrolled in the All-You-Can-Learn subscription option can add courses throughout the subscription period.

   Students who move from a Single Course option to the All-You-Can-Learn option within the first 8 days of a subscription period will see an increase in tuition, and financial aid may also be impacted. Students are encouraged to contact the UW Flexible Option Financial Aid Office for more information.

2. **Reducing (or Dropping) Courses**

   Single Course– If you are enrolled in only one course and decide to drop it in the first 8 days of the subscription period, you will be charged a $50 administrative fee and will be considered withdrawn from the subscription period. Additionally, if applicable, your financial aid eligibility may need to be recalculated.* If you are administratively dropped from your course, you will be charged a $50 administrative fee and will be considered withdrawn from the subscription period.

   Note, if you drop your course **after** the 8th day of the subscription period, you may be eligible for a partial tuition refund. Review the UW Flexible Option Withdrawal Fee and Tuition Refund Chart at the bottom of this page for more information.

   *For more information on the possible impact of enrollment changes to your financial aid disbursement schedule, please see Return of Federal Financial Aid or contact our Financial Aid Advisors at financialaid@uwex.edu.

   All-You-Can-Learn (AYCL) –

   After the 8th day of the subscription period, if you drop or are administratively dropped from one or more course(s), resulting in one remaining course, you will not receive a tuition adjustment or refund. You will instead remain an AYCL student even though you are enrolled in a single course, and may choose to add courses throughout your subscription period. If you decide to drop from all your courses, you will be considered withdrawn from the subscription period. If it's after the 8th day of the subscription period, you may be eligible for a partial tuition refund.

Note, should you be administratively dropped from a course, you will not be allowed to re-register for it until your next subscription period.

For UW-Parkside's B.S. in Business Administration program:

Unlike other UW Flexible Option degree programs, the UW-Parkside Business Administration program is only available in the All-You-Can-Learn option, for a flat tuition rate.

1. **Adding Courses**

   You may add a course at any time throughout the subscription period, up until two days prior to the close of the term. Your ASC will explain this process when you work through your enrollment planning.

   Please note: Should you be administratively dropped from a course, you will <u>not</u> be allowed to re-register for that same course until the next subscription period.

2. **Reducing (or Dropping) Courses**

   Similar to the other UW Flexible Option programs, if you are only enrolled in one course and drop, or are administratively dropped, from that course, you will be considered withdrawn from the subscription period, and will be charged a $50 administrative fee. Note, if you drop all projects/courses **after** the 8th day of the subscription period, you may be eligible for a partial tuition refund.

   If you are using financial assistance, and are administratively withdrawn from the subscription period, please contact our Financial Aid Advisors right away, or visit the Financial Aid Website, to learn more about how your financial assistance or aid may be impacted.

Withdrawing from UW Flexible Option; Things to Consider

When considering whether you should drop a course or withdrawal from the subscription period, it is important to be aware of the drop deadlines. Be sure to check the Academic Calendar, and consult with your ASC, for more information on these dates and your options.

For additional information on withdrawal procedures, potential fees associated with a withdrawal, and tuition refund time frames, please visit the Withdrawals & Cancellations page.

Grades, Grade Point Average (GPA), & Academic Actions

At the conclusion of each subscription period, a letter grade is given to reflect your level of mastery. In addition to traditional letter grades of A – F, an M, for Mastery, or MD, for Mastery with Distinction may be assigned. It is also possible to earn an In-Progress grade of PR.

As in traditional learning, your final course grades will result in a grade point average, or GPA. You will earn both a subscription period (term) GPA and a cumulative GPA, which is the culmination of all grades received for your work at your institution.

Your GPA is an important indicator of your progress. Most institutions require a minimum 2.00 GPA to remain in "good academic standing". A higher GPA can result in graduating with honors or distinction, and a lower GPA can result in a probation or drop status. It is important understand the grading system, how GPA's are calculated, and the impact of your GPA on your academic standing. **Please take time to review the following, applicable, academic policies:**

- UW Milwaukee Academic Action Policy

- UW Parkside Academic Warning, Probation and Suspension Policy

Please note: Beginning July 2019, the calculation of the university GPA for new students admitted to the UW Flexible Option program included all prior coursework at your degree granting institution. Additionally prior coursework from UW-Colleges will be factored into, if applicable, your UW Milwaukee (UWM) GPA. If you are returning to UWM or UW-Parkside and have not previously earned your degree, your cumulative GPA will continue from your last point of enrollment.

Transcripts; What Are They and How Do I Get One?

Your official enrollment record is documented on your transcript. Generally, when transferring to another institution, applying for graduate school, or applying for professional certification, an **official transcript** is needed to certify the completion of coursework, grades earned, and degrees awarded.

- To order an official transcript that documents your **UW Milwaukee** enrollment, please visit the following link: https://uwm.edu/onestop/your-student-record/transcripts-verifications/
- To order an official transcript that documents your **UW Parkside** enrollment, please visit the following link: https://www.uwp.edu/live/offices/registrarsoffice/transcript.cfm
- Students can also order **unofficial transcripts** and **enrollment verification** through their home campus (see UW-Milwaukee unofficial transcripts and enrollment verifications or UW-Parkside unofficial transcripts and UW-Parkside enrollment verifications.

Your UW Flexible Option Preparation Checklist

Before Your First Subscription Period:

☐
1. Log in to your student account (PAWS for UW-Milwaukee* students and SOLAR for UW-Parkside students). *UW-Milwaukee students: after you log in to PAWS, please complete the University Credit Agreement.*

2. Log into your campus email account* – we will contact you primarily at your campus email account, so please check it often or set up forwarding as needed.

If you haven't received this already, watch for an email a few business days after being admitted from your home campus for instructions on how to activate your student account and set up your campus email.

*NOTE: For some programs, you may enroll in coursework offered at both UW-Milwaukee and UW-Parkside campuses and have two email accounts, one for each campus. Your ASC will assist in understanding how to best navigate dual enrollment and manage more than one email account.

☐ Review the Tuition and Financial Aid pages on the UW Flexible Option website. If you're a UWM student, explore the new Payment Plan option. If you're applying for financial aid, complete the Free Application for Federal Student Aid (FAFSA).

☐ Review the Veterans Benefits for UW Flexible Option Students page on our website if you plan to use or have questions about military tuition assistance or Veteran's benefits.

☐ Review the technology requirements to make sure you have an adequate internet connection and computer performance capabilities. Perform a system check to identify any potential deficiencies in your computer operating system and double check that all your software applications are up to date.

☐ Bookmark your academic programs **Student Resource Center** page:
-        Navigate to the Current Students page and select your academic program's Student Resource Center - Bookmark and explore! Be sure to also check out the Resources for Success page.

☐ Carefully review your Academic Plan of Study (APS) and catalog documents, when you receive them, and prepare a tentative enrollment plan and list of questions to review with your ASC during your first phone meeting. **Remember, you will work more closely with your ASC **within the month before** your start date**.

Other Tips Before You Start:

☐	Check with your employer regarding **Employer Tuition Reimbursement**. If it's offered, discuss the process with your employer and determine what paperwork or action steps you made need to complete to set this reimbursement up correctly.
☐	Review The Proctoring Process: Overview page, as some of your courses may require proctoring.
☐	Download Microsoft Office 365: • For UW – Parkside Students • For UW-Milwaukee Students
☐	Establish a study space in your home, office or other suitable location. Communicate your intended study plans and schedule* to your support network; your friends, family, and co-workers. *As you prepare to enroll and consider how you will manage your time check out our time management calculator and resources for help!

Contact Information – Help is a phone call or email away!

Student Support Units

Office	Phone (dial 1, then…)	Email
UWEX* Admissions	877-895-3276, press 1, press 2, press 4	admissions@uwex.edu
ASC – General	877-895-3276, press 1, press 2, press 1	asc@uwex.edu
Student Billing	UWM: 414-229-4914 * UWP: 262-595-2258 * *Be sure to identify yourself as a UW Flexible Option student	UWM: bursar@uwm.edu UWP: cashiers.office@uwp.edu
UWEX Financial Aid	608-800-6751	financialaid@uwex.edu
UWEX Tech Support	1-877-724-7883	Submit a ticket at: https://ce.uwex.edu/technical-support/

*UW Extended Campus

Campus Veteran Certifying Officials		
Campus	Website	Phone & Email
UW-Milwaukee	• UW-Milwaukee Military Education Benefits Office • UW-Milwaukee Veterans Services	414-229-6627 vets@uwm.edu
UW- Parkside	UW-Parkside Veterans Services Office	262-595-3192 veterans@uwp.edu

Other, Useful Websites – Click for information!	
Family Educational Rights and Privacy Act (FERPA)	FERPA
UW-Milwaukee Payment Plan	Payment Plan
Meet the Academic Success Coaching Team	Meet Our Academic Success Coaching Team
UW Flex Admissions, Financial Aid, Registrar and more!	Meet other Flex Teams
Tuition and Financial Aid Information	Tuition Information Financial Aid Information
Technical support, announcements about outages, Canvas help, resetting your password	Student Technical Support
Accommodation & Accessibility Services	Accommodation Services

What's Next?

Once your APS is ready for your review, your ASC will contact you _at your campus email address_ to invite you to schedule your first phone meeting. Make sure you respond promptly to this invitation, and come to that meeting prepared. Once you have met with your ASC and confirmed your enrollment plans, you will register for your courses and be on your way to your first subscription period!

Congratulations, again, on your admittance to your UW Flexible Option Program. We welcome you, and wish you the very best, on this journey.