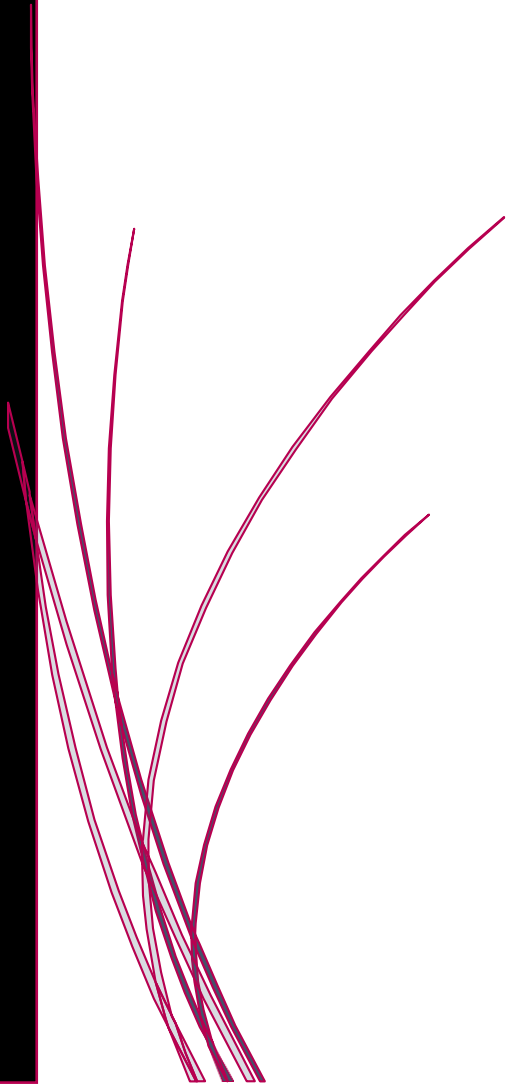


# Orientation Guide

**UW Flexible Option**



# Welcome to the UW Flexible Option!

We are excited that you are joining us on your academic journey! Now that you're officially part of our UW Flexible Option (Flex) community, we know that you'll have questions about what comes next and the steps you'll need to take to get ready for your first subscription period. This orientation guide provides you with specific answers to those questions. By the end of this guide, you should have a solid understanding of important dates and deadlines, registration information, mastery and grading, and more! Please reach out to your Success Coach or [ASC@uwex.edu](mailto:ASC@uwex.edu) if you have questions.

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## Your Student Account, Email, and Campus Technology

Within a few business days after being admitted, you will receive an email from your home campus with your campus ID number, user name, and instructions on how to activate your campus student account and email.

Activate your account right away, as these systems are where you will pay your bill, register for courses, and track your degree progress. Your university email is the primary account for all program and faculty communication, so remember to check it on a regular basis.

### UW–Milwaukee Account Activation Set-Up

- Overview of [Panther Account Activation](#)
- [PAWS Account Login \(Your student information system\)](#)
- [How to check UW–Milwaukee Email](#)
- Students enrolled at UWM are required to sign up for multi-factor authentication (MFA) to deliver an additional level of protection for their accounts. You will be prompted to enroll in MFA when you first login to Office 365.
  - You can learn more about [MFA cybersecurity](#). If you are unable to successfully login, contact the UWM Help Desk at 414-229-4040 or visit [uwm.edu/helpdesk](http://uwm.edu/helpdesk).
- Download [Microsoft Office 365](#)
- Complete the UWM [University Credit Agreement](#)
- PAWS Account Navigation Resources – [PAWS KnowledgeBase](#)

### UW–Parkside Account Activation Set-Up

- [Solar Account Set-up and Password Management](#)
- [Solar Account Login \(Your student information system\)](#)
- After activating your SOLAR account, immediately enroll in the [DUO Device Management Portal](#). You will not be able to access SOLAR or RangerMail until you enroll in DUO.
  - You can learn more about the security of [DUO Two-Step Authentication](#). If you are having any difficulty enrolling in DUO, contact the Tech Bar at 262-595-2444.
- Download [Microsoft Office 365](#)
- [How to check UW–Parkside Email \(RangerMail\)](#)
- Solar Account Navigation Resources – [Solar KnowledgeBase](#)

## Need Help? Contact Student Tech Support

| Tech Support Options                                | Services   |
|---|--|
| <a href="#">UW–Milwaukee (UWM) Help Desk</a>        | Provides assistance with UWM account lockouts, password resets, software install, WIFI connection, and more.       |
| <a href="#">UW–Parkside (UWP) Help Desk</a>         | Provides assistance with UWP account lockouts, password resets, software install, WIFI connection, and more.       |
| <a href="#">UW–Extended (UWEX) Campus Help Desk</a> | Provides assistance to all students with Canvas course access and/or course-related software or hardware questions |

## Course Options, Placement Testing, and Transfer Resources

Visit the [UW Flexible Option Program page](#) and explore each program’s “curriculum” tab to view the course options. *Note: Some courses may require a prerequisite course.*

- **Prerequisites:** A prerequisite is a course that a student must earn a mastery level grade before enrolling in the more advanced course. Not all programs have prerequisite coursework, but many do.
  - If the course does have a prerequisite, [you will need to send your Success Coach evidence](#) that you met the prerequisite. This can be done via an unofficial transcript or screenshot of a transcript.\*

**Placement Testing:** If you intend on taking a math, English, or language course, please review the [placement testing requirements](#).

**Course Transfer:** If you are pursuing a course with the intention of transferring it to another institution, **it is important** to check with the school to which you want to transfer it first for guidance about degree requirements and transfer policies.

You may also review how your credit may transfer by using the database [Transferology](#).

If you have questions or would like more information about the course options, you can ask your Success Coach!

\*Transcripts, if needed, may be sent to [asc@uwex.edu](mailto:asc@uwex.edu).

If you are ordering PDF transcripts from your prior institution through a secure document sending service, follow these steps:

1. Select the “University of Wisconsin Flexible Option” as the recipient institution.
  2. If your order requires an email address, use [asc@uwex.edu](mailto:asc@uwex.edu).
  3. Do **not** send your transcripts to UW–Milwaukee or UW–Parkside.
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## Working with your Success Coach

Every student in the UW Flexible Option is assigned a Success Coach. Your Coach will be your personal point of contact. They will:

- Welcome you into the UW Flexible Option and explain how competency-based education works
- Help you develop an enrollment plan and register for your coursework
- Answer questions, offer advice, and check in periodically to see how you are doing
- Help you set priorities and manage your time among work, family, and school
- Connect you with the resources you need to succeed

Your Coach will also help you with navigating the learning management system and can help you troubleshoot common issues. You will also be able to work with your Coach to understand program policies and connect with campus resources and departments such as the registrar’s office, accommodation services, and tutoring.

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## Important Dates and Deadlines

Please take time to review the [UW Flexible Option Academic Calendar](#) as you prepare to enroll. 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 or withdraw\* during your subscription period.

\*For additional information on withdrawal procedures, potential fees associated with a withdrawal, and tuition refund time frames, [please visit the withdrawals and cancellations page](#).

## Establishing Engagement

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.

If you do not demonstrate academic engagement (for each course you're enrolled in) by the end of the eighth day of the subscription period, [you will be administratively withdrawn from the course](#) and subject to a withdrawal fee.

In Flex courses, you can satisfy this requirement in Canvas in two ways: either complete the **Flex Course Check-In (FCC)\*** or turn in a **completed assessment**.

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

*Note: You will receive reminders by email if you have not demonstrated academic engagement.*

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## Registration and Enrollment

Your Success Coach will set your enrollment permissions in your home campus student information system (PAWS or SOLAR), allowing you to register. You must register by the registration deadline: the day before the first day of the subscription period (consider reviewing the [academic calendar](#) for dates and deadlines).

If you would like to push back your start date, submit the [Term Change Form](#) as soon as possible, and no later than the 1st of the month prior to your desired start date. For instance, submit the form no later than November 1 if you wish to enroll in December.

### Registration Instructions

- [Registration instructions for UW–Milwaukee](#)
- [Registration instructions for UW–Parkside](#)

**Textbooks:** Although many of our courses use Open Educational Resources (OER's) that are available online, depending on the course you register for, you may need to acquire a textbook or other course materials. Review the course syllabus to find out

what is required. Not sure where to get textbooks? Check out the [Buying Textbooks page](#) on our website!

**Proctoring:** Your course may also contain assessments that will be proctored to ensure academic integrity. [If an assessment requires proctoring](#), you will be notified in your course syllabus.

**Re-enrollment:** Re-enrollment policies differ by institution, thus please reach out to your Success Coach with your intentions as early as you can during your first subscription period to learn what is required for re-enrolling.

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## Paying Tuition

In the UW Flexible Option, instead of paying based on your course or credit load, you choose between two flat rate tuition plans. Our unique subscription period structure and flat-rate tuition model means you are in control of both your schedule and your cost.

- **All-You-Can-Learn Option\*:** Choosing this option allows you to enroll in as many courses as you have time for within the subscription period for a flat tuition rate of \$2,250. You can add additional courses in your subscription period if you finish others early. *\*UW-Parkside students may only complete 15 credits maximum in a subscription period.*
- **Single Course Option:** You may also decide you would like to focus on just one course at a time. The tuition for this is \$1,125. In this option, you are not eligible to add additional courses during your subscription period if you finish the first one early. In this case, you must wait until your next subscription period to add additional courses.

**The due date for your tuition** for all credit-based UW Flexible Option programs is 11:59 pm Central Standard Time (CST) on the **eighth day** of each new subscription period. If you fail to pay your account balance by the due date, you will be administratively withdrawn from your coursework, assessed a \$50 fee, and will have to defer to another subscription period to resume your studies.

**Important:** Changes to your enrollment status, including adding or reducing (dropping) courses in the first eight days of the term can impact your tuition. Review the [Impacts of Enrollment Changes page](#) of our website to learn more.

### For Courses at UW–Milwaukee:

- Tuition is either:
  - \$2,250 for the All-You-Can-Learn option (2 or more courses)
  - \$1,125 for the Single Course option (1 course)
- [How to access your bill and make a payment](#)

- [Payment plan information](#)
- Veteran Benefits:
  - [UW–Milwaukee Military Education Benefits Office](#)
  - [UW–Milwaukee Veterans Services](#)
  - For assistance coordinating military or veteran benefits, contact [vets@uwm.edu](mailto:vets@uwm.edu).

#### For Courses at UW–Parkside:

- Tuition is a flat rate of \$2,250 for the All-You-Can-Learn option (2 or more courses)
  - *If a student wants to complete more than 6 credits in a subscription period (with 15 credits being the maximum in a subscription period) they must complete the [credit overload form](#).*
- [How to access your bill and make a payment](#)
- Veteran Benefits:
  - [UW–Parkside Veterans Services Office](#)
  - For assistance coordinating military or veteran benefits, contact [veterans@uwp.edu](mailto:veterans@uwp.edu)

## Canvas

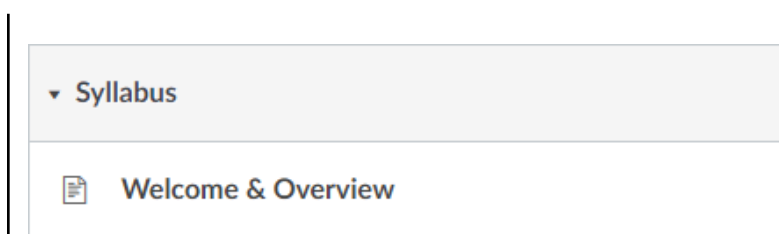
[Canvas](#) is the online learning management system where you will access your coursework.

### [Canvas Log-In Instructions](#)

|                              |   |
|------------------------------|---|
| <b>UW–Milwaukee Students</b> | Use your E-Panther ID (same as your UWM email and password) |
| <b>UW–Parkside Students</b>  | Use your SOLAR ID (same as your UWP email and password)     |



When you log into your course, be sure to locate the Syllabus or Welcome sections. Click the *Help* icon (a question mark in a circle) in the Global Navigation area on the left-hand side of your screen to find 24/7 Canvas support. You can view out the [Canvas Overview \(Links to an external site.\)](#) for some tips on basic navigation.



### Using the Canvas Inbox to Send Messages

The Canvas Inbox is a great way to reach out to your instructors. Check out the [Canvas Guides \(Links to an external site.\)](#) for more information on using the Canvas Inbox feature.

### Canvas Notifications

Want to know when your instructor messages you, comments on your assignments, or when a grade for your work is entered? Learn more about those features and others features in the "[How do I set my Canvas notification preferences \(Links to an external site.\)](#)" help document.



## Working with Your Course Faculty

Faculty provide feedback on your work, respond to your questions, provide clarification and guidance, and determine when you've achieved mastery. Generally, they will do so in written feedback on your submitted work or through email correspondence (via your campus email). Ultimately, your faculty are available to you as a resource and are there to support you and ensure that you have a rich learning experience.

If you have a question about instructor feedback, an assessment, or a particular grade, contact your faculty directly using either the Canvas Inbox tool or any other way the faculty invites you to be in contact with them (each instructor posts information about how to contact them in the course syllabus). **Your faculty will respond to your questions in 1–2 business days**, and you can also attend your faculty's weekly student office hours (found on the syllabus) if you want to ask them a question live.

You should strive to turn in your final assessment **more than 5 days before the end of the subscription period** to ensure that you have enough time to receive instructor feedback and resubmit if necessary.

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## Understanding Mastery and Grading

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 (Mastery\*) or MD (Mastery with Distinction) may be assigned. It is also possible to earn an In-Progress grade (PR).

\*“Mastery” is demonstrated through assessments, and when you complete an assessment, your work is considered for mastery. When you meet or exceed the stated criteria for mastery, or comprehensive knowledge or skill, of all assessments within a course, you will have passed the course.

### How Mastery and Grading Works at Your Home Campus

- [UW–Milwaukee](#)
- [UW–Parkside](#)

If you do not hear back from faculty on submitted assessments, please wait for 5 business days to elapse before asking for an update.

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## 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 enrollment, please visit one of the following:
    - [UW–Milwaukee Transcript](#)
    - [UW–Parkside Transcript](#)
  - Students can also order unofficial transcripts and enrollment verification through their home campus.
    - [UW–Milwaukee unofficial transcripts and enrollment verifications](#)
    - [UW–Parkside unofficial transcripts](#) and [UW–Parkside enrollment verifications](#)
-

| <b>Other Useful Websites</b>                             |   |
|--|---|
| <b>Family Educational Rights and Privacy Act (FERPA)</b> | <a href="#">FERPA</a>                                 |
| <b>Technology Requirements</b>                           | <a href="#">Technology Requirements</a>               |
| <b>Student Billing at UW–Milwaukee</b>                   | bursar@uwm.edu<br>414-229-4914                        |
| <b>Student Billing at UW–Parkside</b>                    | cashiers.office@uwp.edu<br>262-595-2258               |
| <b>Accommodation Services</b>                            | <a href="#">Accommodation Services</a>                |
| <b>Student Responsibilities and Student Handbook</b>     | <a href="#">Student Responsibilities and Handbook</a> |
| <b>UW Flexible Option Key Terms</b>                      | <a href="#">UW Flex Key Terms</a>                     |
| <b>Student Resource Center - Visit any page!</b>         | <a href="#">Student Resource Center</a>               |
| <b>Resources for Success</b>                             | <a href="#">Success Resources</a>                     |