NEW DISTANCE STUDENT ORIENTATION

For
Missouri S&T Distance Graduate Students
WELCOME

CLORICE REYES
STUDENT SUPPORT SPECIALIST I
Missouri Online | Office of eLearning
573.882.4597
online.missouri.edu
OVERVIEW

- Navigating the Website
- Distance Student Q&A
- Joe’Ss Student Center
- Student Email Setup
- Schedule of Classes
- Enrolling in Classes
- Advising
- Dates & Deadlines

- Add/Drop Policy
- Canvas
- Virtual Test Proctoring
- I.T. Help Desk
- I.T. Media Services
- S&T Student Resources
- Virtual Private Network
- Contact Information
NAVIGATING THE WEBSITE

https://distance.mst.edu/student-resources/
DISTANCE STUDENT Q&A

Student Q&A Chat Sessions
Live student Q&A Chat sessions from 12 p.m. to 1 p.m. (Central).
Drop in to get your questions answered.

https://distance.mst.edu/student-resources/

August 24
September 14 & 28
October 12 & 26
November 9 & 23
December 14 & 28

Join by Zoom

(Meeting ID: 995 1074 4986; Password: 997265)
Joe’SS STUDENT CENTER

Your username is the first part of your S&T email address.

Note: If you don’t know your Joe’SS Username, you can find this information by logging into your Application Status Page.

https://connect.mst.edu/apply/status

Joe Miner's Self Service

Username: [ ]
Password: [ ]

Sign in

Set up your official S&T “Joe’SS” Account here.
For instructions visit: https://distance.mst.edu/admissions/joess/

Having trouble logging in? Forget your username or password? Contact the IT Help Desk http://it.mst.edu/

joess.mst.edu
Joe’SS STUDENT CENTER

Agree to UM E-Consent

The first time you log into Joe’SS be sure to agree to E-Consent! You will not be able to do business with the university over the internet until you have agreed to E-Consent.

Not seeing a lot when you log in? For example this student only has 3 options under “Self Service”
You may wish to Opt-Out of Emergency Mass Notification

For example: everyone on the list received a text and phone call at 12:05 AM on Monday regarding a robbery at the local Dominos.
Joe’SS STUDENT CENTER

When in Joe’SS “Home” screen: select “Self Service” on the green menu

2 ways to access:
1. “Home” screen
2. Main Menu
Joe'SS STUDENT CENTER

- Search for Classes
- Academics: View schedule, add classes, drop classes, view grades
- Finances
- Enrollment Dates: Around Advising Week this will post what date/time you can enroll yourself in Joe’Ss.
- Advisor
- Holds: Click here to find out details on your different holds
## Joe’SS STUDENT CENTER

The following is a list of current Holds on your records. To filter your list of Holds, change the options on the following and select the Go button.

### View your Holds by

- **Institution**
- **Term**
- **Department**

### Item List

<table>
<thead>
<tr>
<th>Hold Item</th>
<th>Amount</th>
<th>Institution</th>
<th>Start Term</th>
<th>End Term</th>
<th>Start Date</th>
<th>End Date</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advising</td>
<td>USD</td>
<td>Missouri S&amp;T</td>
<td>2020 Fall Semester</td>
<td>2020 Fall Semester</td>
<td>03/02/2020</td>
<td></td>
<td>University of Missouri</td>
</tr>
<tr>
<td>Graduate Actions</td>
<td>USD</td>
<td>Missouri S&amp;T</td>
<td>2021 Summer Semester</td>
<td></td>
<td></td>
<td></td>
<td>University of Missouri</td>
</tr>
<tr>
<td>Hold Item</td>
<td>USD</td>
<td>Missouri S&amp;T</td>
<td>Begin Term - Srvc Indicatr Use</td>
<td>01/15/2021</td>
<td></td>
<td></td>
<td>University of Missouri</td>
</tr>
<tr>
<td>Student Training - COVID-19</td>
<td>USD</td>
<td>Missouri S&amp;T</td>
<td>Begin Term - Srvc Indicatr Use</td>
<td>11/30/2020</td>
<td></td>
<td></td>
<td>University of Missouri</td>
</tr>
</tbody>
</table>

### Hold Item

- **Description**: Missouri S&T
- **Start Term**: 2020 Summer Semester
- **Start Date**: 03/02/2020
- **Reason**: Student Needs Advising
- **Department**: University of Missouri
- **Contact**:

**Instructions**

You must meet with your advisor and he/she must remove your Advising hold before you can register for the specified semester. Your advisor can be viewed through Self Service > Student Center > Advisors.

**Please contact** global@mst.edu if your advisor is not listed under Program Advisor.
STUDENT EMAIL SETUP

Information Technology

Curtis Wilson Laws Library, 400 W 14th St, Rolla, MO 65409  (573) 341-4357  ithelp@mst.edu

it.mst.edu  IT Services  Email  Student Email

Student Email

All Missouri S&T students are provided with an S&T email account through Microsoft 365.

Once your Microsoft 365 account has been activated, you will be able to send and receive messages via your S&T email address all through the Microsoft 365 interface or set up to be accessed through your phone or tablet.

Sign in to Microsoft 365

Student email is managed through Microsoft 365. Sign in to access your email.

Guides and References

Setup Multi Factor Authenticate (MFA)  Setting up Microsoft 365  Mobile Device Setup

Email Policies

https://it.mst.edu/services/email/student-email/
Select your semester. If you see both Distance and Main schedules, select Distance. Class schedules can be found at: https://distance.mst.edu/distance-programs/distance-classes/schedules/.

Select subject (department) of the course and it will take you to those classes.

Select the class you are interested in to view the course page.
ENROLLING IN CLASSES

Your First Semester

1. Speak with your department graduate coordinator
   You will need to speak with an academic advisor from your department before you can select your classes in Joe'SS so that they can lift the Advising Hold. Please contact global@mst.edu if you do not know who your advisor is.
   
   a) For future semesters, reach out to your advisor during Advising Week to repeat steps 1 and 2.

2. Enrolling in a Class
   (Click here for tutorial)
   Course information can be found on the Distance Class Schedule webpage. Make sure the 5-digit Class Number and Section in Joe'SS matches the course from the Distance class schedule. If you search in Joe’Ss for the class, make sure the Location for the class says, “Distance Education.”
   
   a) Register in Joe’Ss by the enrollment deadline to avoid a LATE REGISTRATION FEE. (Dates & Deadlines)
ADVISING

Advising Holds

• An “advising hold” is automatically put on your account every semester. Your academic advisor or designated support staff are the only ones who can remove this hold.

• You can find your advisor’s information by logging into Joe’SS Main Menu > Self Service > Student Center > My Advisors (right-hand side of screen)

• If it is not in Joe’SS, please contact global@mst.edu and we will connect you to your advisor and their support staff.

Advising Week

• Toward the end of spring/fall semesters there is an advising week.

• Before Advising Week be sure to schedule time with your advisor to discuss which course(s) you would like to take in the upcoming semester.

• Please be courteous and take advantage of Advising Week. Advisors often take time out of their schedule to accommodate their students.
DATES & DEADLINES

▪ You can find important dates and deadlines for each semester [here](#) or on the Registrar’s [Calendars](#) page.

▪ Link to our [Google Calendar](#) to stay updated on your mobile phone. (Google Calendar app is needed)
ADD/DROP POLICY
(After the semester has started)

To add a course:
1. Contact Instructor for approval and to obtain a permission number (Permission numbers available the first day of classes)
2. Log into Joe'SS and add the class to your schedule. (Classes can only be added during the first two weeks of the semester)

To drop a course:
1. Log into Joe’Ss to drop the desired course. (Make sure you check the drop deadlines and refund periods).
2. Once the semester starts, you can no longer drop ALL of your classes through Joe’Ss due to dropping below the minimum number of credit hours.

To withdraw from the semester/program:
1. If you are only enrolled in one class or if you plan on dropping your program, please follow these steps (distance students only):
   • Email your instructor(s) and advisor and request approval to drop the course(s). Please provide a brief reason for the drop, for our records.
   • Send your approvals to global@mst.edu and we will take care of your paperwork.

View Distance Policies here
CANNAS

For tutorials and help with Canvas, please visit: https://it.mst.edu/services/canvas/

For technical help, please contact the IT Help Desk
VIRTUAL TEST PROCTORING

- Missouri Online Proctored Exam Information: https://online.missouri.edu/courses/proctored-exams

- ProctorU: https://www.proctoru.com/proctoru-live-resource-center
  - Requirements can be found at the live resource center
  - It is recommended that students do a system test the day before their scheduled exam.
  - Government-issued photo ID, webcam, microphone, and computer with reliable internet. Wired connection recommended.
  - Offers Live Chat support
I.T. HELP DESK

Visit or call the IT Help Desk for one on one customer support.

Get over-the-phone troubleshooting and support by calling 573-341-4357 (HELP). IT Help Desk representatives can assist you over the phone or schedule a support technician to visit your office.

Get IT help online

Chat with us online (Mon - Fri, 8 a.m. - 5 p.m.) or submit a ticket with Cherwell.

Chat is live and available.

https://it.mst.edu/help-desk/
We are available Monday through Friday by email at itms@mst.edu and by phone at (573) 341-4526.

For immediate assistance accessing live course content, call our emergency line: (573) 341-6611. If your problem isn’t immediately preventing you from attending class live, please reach us at our general contact information; email: itms@mst.edu, phone: (573) 341-4526.

Requesting Support from IT Media Services from IT Help Desk

When submitting a ticket through the IT Help Desk, you can request that the ticket be passed to IT Media Services specifically.

- First Log in to the IT Help Desk with your S&T credentials
- Navigate to Service Catalog > Technology Support > Media Services
- Provide as much information as possible to help us assist you
- A technician will get in touch within 24 hours

https://it.mst.edu/services/media-services/support/
S&T STUDENT RESOURCES

- Cashier’s Office
- IT Help Desk
- Curtis Laws Wilson Library
- The S&T Store
- Career Opportunities and Employer Relations (COER)
- Student Financial Assistance
- AppsAnywhere
- Student Disability Services
- Sanvello Mental Health App

As a Miner you have access to many resources at Missouri S&T
VIRTUAL PRIVATE NETWORKS

A virtual private network, or VPN, is designed to allow you a secure connection to an internal computer network from any location in the world using the internet.

You can connect to the Missouri S&T network over virtual private network to get immediate access to your network drives and other information only available on a network computer on campus.

Please note: Home internet speeds may vary, and this may not work well for every student (especially those using satellite connection). Check your internet speed here.

For tutorials and other information on VPNs please visit: https://it.mst.edu/services/vpn/
Distance Education
Phone: (573) 882-4597
Email: global@mst.edu

I.T. Help Desk
Phone: (573) 341-4357
Web: https://it.mst.edu/help-desk/
Email: ithelp@mst.edu
Submit a Help Ticket
*LIVE CHAT recommended*
Thank you!