

# **WebAdvisor**

## **Student**

### **Handbook**



**Richmond**  
COMMUNITY COLLEGE

**June, 2009**

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## Welcome to WebAdvisor for Students!

WebAdvisor is an online tool that allows students to access their curriculum information via the internet. Using WebAdvisor, students can do the following tasks from most computers that have internet access:

- Check student grades each semester once posted
- Check your program evaluation
- Register for classes
- View your unofficial transcript
- View your semester schedule
- View your business office account

Be aware that IE 8.x does not support WebAdvisor at this time. Browsers that will support it are listed on the login page.

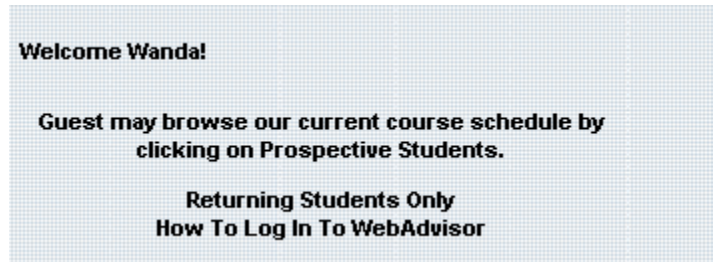
Computer Labs on the RCC campus are available for students to access WebAdvisor if you do not have internet access or are unable to access the web site at home.

### Getting Started: Setting up Your WebAdvisor Student Account:

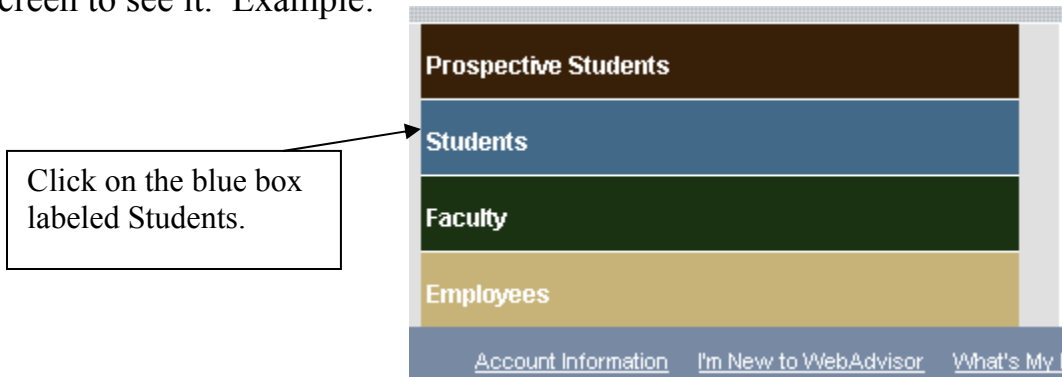
1. Click on the “**WebAdvisor**” toolbar on RCC’s homepage: [www.richmondcc.edu](http://www.richmondcc.edu)
2. Click on “**What’s My User ID?**” to obtain your user name. Once you receive your username, click “OK,” then click the “**main menu**” toolbar at the top of the page. (Your User Id will be the following: first name initial, middle initial, and last name—no commas, all lower case. Example: Wanda B. Watts – wbwatts)
3. Click on “**What’s My Password**” to obtain a temporary password for your WebAdvisor account. This password will be sent to your RCC student email account. Once you have requested it, open up another internet session and login into your email account. The message you will receive will be similar to the following:

```
>>> Datatel User <datatel@rcc-suncis.richmond.cc.nc.us> 6/23/2009 1:24 PM >>>
Your WebAdvisor password has been reset at your request.
*
Next:
1) Return to your web browser and Log In.
This is your new TEMPORARY password: bass82ven.
*
2) The first time you log in you must define a new password that you
will use from then on.
*
*
If you have received this e-mail in error, please contact your system
administrator immediately.
```

4. Once you have retrieved your temporary password, return to the WebAdvisor screen. Login using your username and temporary password. You will then be prompted to change your password. Use the temporary password as your current one and then enter your new password. Passwords must be 6-9 characters long, within the first 6 characters you must have at least one alpha and one numeric character. This is your security code for your confidential information. Do not share your password with anyone.
5. When successfully logged into WebAdvisor, you will see a screen with the menu items. The screen will also welcome you with your first name---that is how you know you are successfully logged in to your personal account. Example:



6. To access information, click on the "Student" toolbar. You may have to scroll down the screen to see it. Example:



**You're connected to WebAdvisor!**

## Student Menu Options

Currently the option page looks like the example below. We are in the modification stage and may change in the near future.

The following links may display confidential information.

### User Account

[I'm New to WebAdvisor](#)  
[What's my User ID?](#)  
[What's my password](#)  
[Address Change](#)

### Financial Information

[Account Summary](#)  
[Account Summary by Term](#)

### Financial Aid

[Financial aid status by year](#)  
[Financial aid status by term](#)

### Communication

[My Documents](#)  
[E-mail My Advisor\(s\)](#)

### Registration

[Search for Sections](#)  
[Register for Sections](#)  
[Register and Drop Sections](#)  
[Manage My Waitlist](#)

### Academic Planning

[Program Evaluation](#)

### Academic Profile

[Grades](#)  
[Grade Point Average by Term](#)  
[Transcript](#)  
[Program Evaluation](#)  
[Test Summary](#)  
[Transcript Request](#)  
[Transcript Request Status](#)  
[Enrollment verification request](#)  
[Enrollment verification request status](#)  
[My educational plan](#)  
[My class schedule](#)  
[My profile](#)

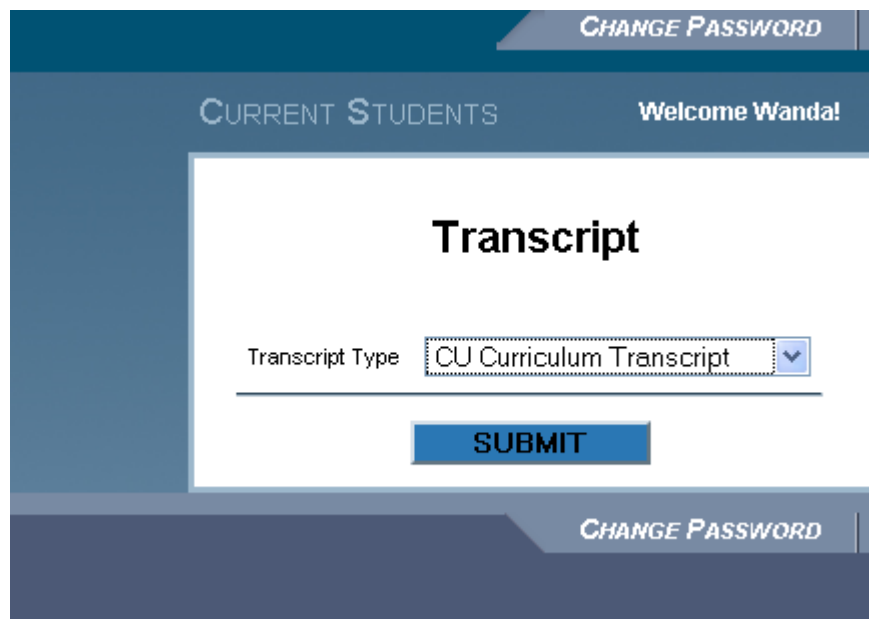
### Options that are currently available include:

- \* **Account Summary**
- \* **Account Summary by Term**
- \* **Search for Sections**
- \* **Register for Sections**
- \* **Register and Drop Sections**
- \* **Grades**
- \* **Grade Point Average by Term**
- \* **Transcript**
- \* **Program Evaluation**
- \* **Test Summary**
- \* **My class schedule**

## How Do I Access Each Option?

### View Student Transcript

Select “View Student Transcript” from the student menu and then choose “CU Transcript” for Transcript Type. Then, click “Submit”. A list of grades as well as your cumulative GPA will be displayed.



The screenshot shows a web interface for a student. At the top, there is a dark blue header with the text "CURRENT STUDENTS" and "Welcome Wanda!". Below this, the word "Transcript" is displayed in a large, bold font. Underneath, there is a label "Transcript Type" followed by a dropdown menu that currently shows "CU Curriculum Transcript". A blue "SUBMIT" button is positioned below the dropdown. At the bottom of the interface, there are two "CHANGE PASSWORD" links.

### View Student Schedule

Select “My Class Schedule” from the Student’s Menu. Select the Term in which you wish to view schedule and then click “Submit.” Your schedule will be displayed. Course sections as well as meeting times and rooms will be displayed.

#### Term

Summer Semester, 2009

Total Registered Credits 12.00

Course Name and Title	Status	Meeting Information	Creds	CEUs	Pass Aud	Start Date
<a href="#">CIS-110-F1 (5764) Introduction to Computers</a>	New	05/20/2009-05/26/2009 Classroom Hours Days to be Announced, Times to be Announced Virtual Bldg for Classes, Room LINE	3.00			05/20/09
<a href="#">MUS-110-01 (5794) Music Appreciation</a>	New	05/20/2009-07/16/2009 Classroom Hours Monday, Tuesday, Wednesday, Thursday 10:50AM - 12:05PM, Lindsey-Petris Bldg, Room 108	3.00			05/20/09
<a href="#">MAT-140-W1 (5834) Survey of Mathematics</a>	New	05/20/2009-05/26/2009 Classroom Hours Days to be Announced, Times to be Announced Virtual Bldg for Classes, Room LINE	3.00			05/20/09
<a href="#">ENG-111-01 (5832) Expository Writing</a>	New	05/20/2009-07/16/2009 Classroom Hours Monday, Tuesday, Wednesday, Thursday 08:00AM - 09:15AM, Lee Bldg, Room 003	3.00			05/20/09

OK

You may click on the highlighted Course Name and Title to get a description of the course.

## Evaluate Program

Select “Program Evaluation” from the Student Menu. Select the program you want to have the evaluation process. Only programs leading to a certificate, diploma or degree will have an evaluation.

If you wish to create an EVAL for a *prospective* program, use the drop down menu to select the desired program (Do not select a current at the top if you are using the “what if” feature.). Then, click “submit.”

A program EVAL will display showing what you have credit for and what you would need to complete the prospective program. If you wish to change to this program, then you **must** see a counselor in Student Development to officially do so.

### View Student Test Summary

Select “Test Summary” from the Student’s Menu. All test scores will be displayed.

### Test Summary

Admissions Tests	Date Taken	Score	Percentile	Status	Status Date
No tests of this type have been recorded					
Placement Tests	Date Taken	Score	Percentile	Status	Status Date
Typing Proficiency	09/15/01	85			
Other Tests	Date Taken	Score	Percentile	Status	Status Date
Reading Dev Satisfactory	04/21/09				
Math Dev Satisfactory	04/21/09				
English Dev Satisfactory	04/21/09				
Algebra Dev Satisfactory	04/21/09				

OK


## Registration Process Option

On the Student's Menu there are four options for registration: Search for Sections, Register for Sections, Register and Drop Sections, and Manage My Waitlist. Currently RCC does not participate in Waitlist, therefore, that option will not work.

### Search For Sections

This option actually does what it is named—search for sections. You have to include at least two variables on the search page for sections to populate.











### Search for Sections

Term  



---

Starting On/After Date  Ending By Date

---

Subjects	Course Levels	Course Number	Section
<input type="text" value=""/> 	<input type="text" value=""/> 	<input type="text" value=""/>	<input type="text" value=""/>
<input type="text" value=""/> 	<input type="text" value=""/> 	<input type="text" value=""/>	<input type="text" value=""/>
<input type="text" value=""/> 	<input type="text" value=""/> 	<input type="text" value=""/>	<input type="text" value=""/>
<input type="text" value=""/> 	<input type="text" value=""/> 	<input type="text" value=""/>	<input type="text" value=""/>
<input type="text" value=""/> 	<input type="text" value=""/> 	<input type="text" value=""/>	<input type="text" value=""/>

---



Sections Meeting After   Sections Ending Before  

---

Mon  Tue  Wed  Thu  Fri  Sat  Sun

---



Course Title Keyword(s)

Location   Academic Level  

Instructor's Last Name

---

**SUBMIT**

Always populate the Term. Click on the  box to retrieve the allowable terms for registration. Then either populate the Academic Level to CU or choose a subject from the Subjects box using the same  to get a list of subjects allowed. Click on the Submit button and list of courses will appear. This is used mostly to see what courses are available. You cannot select a course to register in this screen.

## Search and Register

The “Search and Register” option allows you to search for sections and then register the selections. This is used if you have not gone to [www.richmondcc.edu](http://www.richmondcc.edu) and retrieved the schedule to determine course selection or completed at search by the above process. Select “Register for Sections” from the Student’s menu. Then choose the option Search and Register. Again you need to populate at least two areas for the process to work. Remember to always populate the term and then you most likely choice for the other.

For example, selecting the term and then the subject Economics will generate the following:

### Section Selection Results

---

Narrow my search

---

Re-sort my results TERM Term, Section Name ▼

---

Select	Term	Status	Section Name and Title	Location	Meeting Information	Faculty	Available/ Capacity	Credits	CEUs
<input type="checkbox"/>	Fall Semester, 2009	Open	<a href="#">ECO-251-W1 (S931) Prin of Microeconomics</a>	Main Campus	08/19/2009-12/15/2009 Classroom Hours Days to be Announced, Times to be Announced/Virtual Bldg for Classes, Room LINE	G. Hunt	40 / 40	3.00	
<input type="checkbox"/>	Fall Semester, 2009	Open	<a href="#">ECO-252-01 (S932) Prin of Macroeconomics</a>	Main Campus	08/19/2009-12/14/2009 Classroom Hours Monday, Wednesday, Friday 12:10PM - 01:00PM, Lee Bldg, Room 015	G. Hunt	40 / 40	3.00	
<input type="checkbox"/>	Fall Semester, 2009	Open	<a href="#">ECO-252-H1E (S933) Prin of Macroeconomics</a>	Main Campus	08/25/2009-12/15/2009 Classroom Hours Tuesday 06:00PM - 07:15PM, Lee	G. Hunt	40 / 40	3.00	

If you see a class you want to take, place a check in the Select box beside the class. Click on the submit button at the bottom of the screen and your class goes to another screen:

Action for ALL Pref. Sections (or choose below)

Preferred Sections

Action	Term	Section Name and Title	Location	Meeting Information	Faculty	Available/Capacity	Credits	CEUs
<input type="text" value="v"/> RG Register RP Register Pass/Fail AU Audit RM Remove from List WL Waitlist	Fall Semester, 2009	<a href="#">ECO-251-W1 (5931) Prin of Microeconomics</a>	Main Campus	08/19/2009-12/15/2009 Classroom Hours Days to be Announced, Times to be Announced/Virtual Bldg for Classes, Room LINE	G. Hunt	40 / 40	3.00	

Current Registrations

Drop	Term	Pass/Fail/Audit	Section Name and Title	Location	Meeting Information	Faculty	Credits	CEUs
<input type="checkbox"/>	Summer Semester, 2009		<a href="#">CIS-110-F1 (5764) Introduction to Computers</a>	Main Campus	05/20/2009-05/26/2009 Classroom Hours Days to be Announced, Times to be Announced/Virtual Bldg for Classes, Room LINE	W. Barber	3.00	

You will see that the section chosen is now under Preferred Sections. You must select an Action—RG to register and then submit this information by clicking the submit button at the bottom of the screen. Once submitted you will either get a message that the class has been registered or if there is a problem with the registration, you will get an error message, such as pre/co requisites not met.

### Registration Results

The following request(s) have been processed:

Term	Status	Pass/Fail/Audit	Section Name and Title	Location	Meeting Information	Faculty	Credits	CEUs
Fall Semester, 2009	Registered for this section		<a href="#">ECO-251-W1 (5931) Prin of Microeconomics</a>	Main Campus	08/19/2009-12/15/2009 Classroom Hours Days to be Announced, Times to be Announced/Virtual Bldg for Classes, Room LINE	G. Hunt	3.00	

Here are all of the sections for which you are currently registered:

Term	Pass/Fail/Audit	Section Name and Title	Location	Meeting Information	Faculty	Credits	CEUs
Fall Semester, 2009		<a href="#">ECO-251-W1 (5931) Prin of Microeconomics</a>	Main Campus	08/19/2009-12/15/2009 Classroom Hours Days to be Announced, Times to be Announced/Virtual Bldg for Classes, Room LINE	G. Hunt	3.00	

Note above: The following request(s) have been processed.

## Express Register

The “Express Register” option will allow you to register using the subject/course/section number combination. This option is ideal when a course lookup is not necessary. For example, this option may be used when you already know what course and section you prefer.

Select “Express Register” from the Register Sections page.

The screenshot shows the "Express Registration" form. It has a table with the following columns: Synonym, Subject, Course Number, Section Number, and Term. The first row is pre-filled with "Business" in the Subject column, "110" in the Course Number column, and "01x" in the Section Number column. The Term column has a dropdown menu open, showing "2009 Summer Semester" and "2009 Spring Semester". Below the table is a "SUBMIT" button. At the bottom of the page, there are navigation links: "LOG OUT", "MAIN MENU", "F...", "HELP", and "CONTACT US".

Callouts in the image:

- A box pointing to the Subject and Course Number columns: "Enter synonym number **OR** subject/crse/sect number."
- A box pointing to the Term dropdown: "Select term for express registration."
- A box pointing to the SUBMIT button: "Click 'submit.'"

You will be registered once you click “submit.” This is similar to the method your advisor uses when they enter your schedule in the computer system manually.

## Drop Section

**IMPORTANT:** Before dropping and/or adding any course(s) that you are currently registered for (payment has been made), please note the following:

*Changes in your schedule after payment has been made may result in a tuition refund. Courses dropped before classes begin result in 100% tuition refund. The student is responsible for completing a Change in Registration form (located in Student Development) and turning it into the Registrar’s Office before classes begin in order for the refund to be processed. Refund forms are sent to the Business Office for final processing after the tuition refund period ends.*

*If you add a course after Early Payment, you must make sure payment is made before classes begin in order to avoid the deletion of all courses from your schedule. One unpaid course will flag your schedule as non-paid and it will be deleted in the administrative process.*

Select “Register and Drop Sections” from the Student’s menu.

Action for ALL Pref. Sections (or choose below)

Preferred Sections

Action	Term	Section Name and Title	Location	Meeting Information	Faculty	Available/ Capacity	Credits	CEUs
<input type="text"/>		You do not have any preferred sections.					<input type="text"/>	

Current Registrations

Drop	Term	Pass/ Audit	Section Name and Title	Location	Meeting Information	Faculty	Credits	CEUs
<input type="checkbox"/>	Fall Semester, 2009		<a href="#">ECO-251-W1 (5931) Prin of Microeconomics</a>	Main Campus	08/19/2009-12/15/2009 Classroom Hours Days to be Announced, Times to be Announced/Virtual Bldg for Classes, Room LINE	G. Hunt	3.00	
<input type="checkbox"/>	Summer Semester, 2009		<a href="#">CIS-110-F1 (5764) Introduction to Computers</a>	Main Campus	05/20/2009-05/26/2009 Classroom Hours Days to be Announced, Times to be Announced/Virtual Bldg for Classes, Room LINE	W. Barber	3.00	
<input type="checkbox"/>	Summer Semester, 2009		<a href="#">ENG-111-01 (5832) Expository Writing</a>	Main Campus	05/20/2009-07/16/2009 Classroom Hours Monday, Tuesday, Wednesday, Thursday 08:00AM - 09:15AM, Lee Bldg, Room 003	J. Wagers	3.00	
<input type="checkbox"/>	Summer Semester, 2009		<a href="#">MAT-140-W1 (5834) Survey of Mathematics</a>	Main Campus	05/20/2009-05/26/2009 Classroom Hours Days to be Announced, Times to be Announced/Virtual Bldg for Classes, Room LINE	K. Parsons	3.00	
<input type="checkbox"/>	Summer Semester, 2009		<a href="#">MUS-110-01 (5794) Music Appreciation</a>	Main Campus	05/20/2009-07/16/2009 Classroom Hours Monday, Tuesday, Wednesday, Thursday 10:50AM - 12:05PM, Lindsey-Petris Bldg, Room 108	T. Hager	3.00	

If one of my choices is not available  ALL Allow me to adjust all

Select any courses you wish to drop from your schedule under Current Registrations. Click “submit” to drop the course.

NOTE: This feature will only allow courses to be dropped prior to the Late Registration day. All registrations and changes will then have to be completed in person on campus.

## Questions? Problems?

On the main page of WebAdvisor at the top right corner you will see “Contact Us”. If you have difficulties while using the system, please click on this link. It will take you to our “Help Desk.”

### Richmond Community College Help Desk

**Logon**

**User Name:**

**Password:**

[Search the Knowledge Base](#)

[New User](#) | [E-mail My Password](#)

The first time you use the Help Desk you will need to set up an account for it. Just being logged into WebAdvisor doesn’t mean you have the Help Desk account.

Simply click on New User.

# Registration for new users

## Register

<b>User Name:</b>	<input type="text"/>	*
<b>First Name:</b>	<input type="text"/>	*
<b>Last Name:</b>	<input type="text"/>	*
<b>E-Mail Address:</b>	<input type="text"/>	*
<b>Phone Number:</b>	<input type="text"/>	
<b>Home Phone:</b>	<input type="text"/>	
<b>Mobile Phone:</b>	<input type="text"/>	
<b>Location:</b>	<input type="text"/>	
<b>Department:</b>	<input type="text" value="Not Specified"/>	▼
<b>Language:</b>	<input type="text" value="English (English)"/>	▼

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<b>Password:</b>	<input type="text"/>	*
<b>Confirm Password:</b>	<input type="text"/>	*

\* = Required

Submit

Fill out the Registration Form. Use your RCC email address for your response. This is the email address that your answer will go to once someone has looked into the help desk ticket. Notice the items that are required to be completed.

We suggest that you use a password that you will remember. It is appropriate for it to be the same password to either your WebAdvisor account or your email account. Just so you will remember it.

Once you have completed the Registration, you may log in to the Help Desk and submit your problem.

You will receive an answer back via your email within 24 business hours.

## Error Messages and Troubleshooting Tips

“You are not eligible for registration”	Currently enrolled students only are allowed to register in WebAdvisor for classes. If you have become an inactive student (not enrolled for a fall or spring semester), you need to see a Counselor in Student Development, have your file updated with program, address, phone numbers, and other vital information. You will be able to use WebAdvisor next semester to register.
“Student does not have a current academic program”	You are attempting to register without being in an academic program. Have you graduated? Have you changed your mind or become an inactive student? See a counselor in Student Development to check on your admission status.
“Must See Advisor For Registration Approval”	Students must see their advisor to gain permission to register either regularly or in WebAdvisor. Advising is an important function and students should always consult with their advisor to ensure that educational goals are being accomplished
“Course section is restricted to a certain major”	This course is restricted based on the student’s current major. You cannot register for this section if this is not in your current major.
“Course section is closed”	The section you selected is full. Review the schedule of courses and select another section with a status of OPEN.
“Course section requires registration in (course)”	There is a required matching course section (co-requisite) that must be registered with this course. You must register for both sections.
“Business Office Hold”	Business Office Holds must be resolved prior to registering for courses. You must contact a representative at (910) 410-1801 or in the Dewitt Building, top floor.
“Library Fine Hold”	You owe a library fine that must be resolved prior to registering for courses. Contact a representative at (910) 410-1752 or visit the Conder Building.
“Registrar’s Restriction”	Contact the Registrar in Student Development or at (910) 410-1737.
“Pre-Requisites have not been met”	You have tried to register for a course that requires a pre-requisite. If you have completed the pre-requisite at another college, please make sure that you have an official transcript mailed directly to the Admissions Office at RCC. As soon as it has been received and documented, you will be able to register for the course.  If you have not completed the pre-requisite, you will not be able to register for this course. If you think there is an error, please complete a Help Desk ticket and it will be checked and a response sent back to you.
“Pre-requisites partially complete”	You have tried to register for a course that has multiple pre-requisites and they are not all complete. You may not register for this course until they are completed.
“Course has an optional co-requisite”	This can be ignored. The co-requisite is optional.
“You may not drop courses at this time”	WebAdvisor processing of drops is not allowed. You will need to complete a <u>Change in Registration Status</u> form, have your instructor to sign and indicate your last date of attendance, have your advisor sign the form, and submit it to the Registrar’s Office for processing.
“No CE students in Curriculum Courses”	Continuing Education students must apply to register in curriculum courses. See a counselor in Student Development to start the admissions process.
“Taking this course for Pass/No Pass is not allowed”	RCC does not offer courses for pass/fail. You will need to make a selection to “register” for the section or “remove from the list.”