

Canvas Course Differences for Freshmen and Transfer Students

	<i>Freshmen</i>	<i>Transfer</i>
<i>Course Managed by</i>	Mara Rempe and Carly Darcher	Advising Services (advisingservices@seattleu.edu)
<i>Course open date</i>	No later than April 15, 2017	April 7, 2017
<i>Students able to RSVP for Orientation</i>	May 8 th	May 8 th RSVP for Advising & Registration sessions available upon Canvas Course opening
<i>Canvas Enrollment</i>	<p>Students are enrolled in the course when they are confirmed by Admissions several times a day.</p> <p>After an initial course load by ITS, students must “accept” course invitation directly in Canvas or from their SU email.</p>	<p>Students are enrolled in the course when they are admitted. Advising Services will update this three times each week. May be 2-3 day delay.</p> <p>All students must “accept” course invitation directly in Canvas or from their SU email.</p>
<i>Qualtrics Components</i>	Students complete 2 Qualtrics Surveys	Students complete 2 Qualtrics Surveys
<i>First Quarter Course Registration</i>	Students are registered by New Student Registration based off of the Course Preferences information they provide in the Qualtrics survey (found in Canvas).	Students are registered for courses by the transfer advisor in their school/college based off of the Course Preferences information they provide in the Qualtrics survey (found in Canvas).

Common Student Questions:

I can't access the Canvas Course?

- Ask if student has setup and checked SU Email (instructions available on Admission's Accepted Student sites). If they are having trouble setting up email ITS can help.
- Ask if they have accepted the Course invitation within their email inbox or by logging into Canvas.
- If they have access to their email, ask when they were admitted (transfer) or confirmed (freshmen), if it was within the past day for Freshmen or 2-3 business days for transfer students they likely haven't been enrolled yet.

How do I register for Orientation?

- Freshmen and transfer students will register for orientation via Eventbrite which can be found via the Canvas course (they can start RSVPing on May 8th. Transfer students also need to register for an Advising & Registration session separately.

I am unable to access the course preferences (Qualtrics):

- All students (freshmen and transfers) are added to the Qualtrics surveys via a data pull from Colleague. This information can be delayed by 2-3 business days. Freshmen are added by New Student Registration and Transfers are added by Advising Services. If the student was admitted (transfers) or confirmed (freshmen) within 2-3 days, have them check on the 4th day. If they were admitted/confirmed longer than 3 days ago ask them to clear their browsing data and try again. If they are still having issues, email NSR (freshmen) or call/email Advising Services (transfer).

I need to change my orientation date:

- Students should be able to update their orientation date RSVP via Eventbrite, if they are having a difficult time they should contact Orientation. Transfer Students that need to change their Advising & Registration date should contact their transfer advisor.

I'm concerned about my course schedule/want to get it early?

- If they have turned in proof of immunizations, Freshmen will get their schedule at orientation. If unable to attend orientation they will receive their schedule in mid-August.
- Transfer students will receive their schedule at a transfer advising & registration session where they meet with their academic advisor (when students are RSVPing for the advising and registration sessions they also have the option to receive advising at an orientation session or to set up an individual advising appointment)

Troubleshooting Contact Information

Issue/Concern	Office or Person to Contact	Contact Information
Accessing Canvas or SU email	Information Technology Services	p:206.296.5571 p:1.855.501.0858 e: helpdesk@seattleu.edu w: www.seattleu.edu/its/
Advising and Course Preferences Form for Transfers	Advising Services	P: 206.296.2260 E: Advisingservices@seattleu.edu
Advising and Course Preferences Form for FTIC students	New Student Registration	newregistration@seattleu.edu
Housing	Housing and Residence Life	p:206.296.6305 e: housing@seattleu.edu w: www.seattleu.edu/housing
Immunizations or Health Insurance	Student Health Center	p: 206.296.6300 e: studenthealthcenter@seattleu.edu w: seattleu.edu/student-health/
Bill Payment or Financial Aid	Student Financial Services	p: 206.220.8020 w: seattleu.edu/financial-aid
Disability Accommodations	Disabilities Services	p: 206.296.5740 w: seattleu.edu/disabilities-services/
Veterans or Military Dependent	Enrollment Services	p: 206.296.5871 e: va@seattleu.edu
All other concerns	Admissions	p: 206.220.8040 e: FTIC: admissions@seattleu.edu Transfer: transfer@seattleu.edu w: seattleu.edu/undergraduate-admissions/