

Advisor Help Sheet

1. Will students admitted fall 2009 and prior have to wait until they are registered to establish their Bearmail account?

No. Students will be assigned an M-number at the time of admission and will be informed in their admission letters. Beginning on April 1, students will go to My Missouri State (my.missouristate.edu) and select the "Get an Account" link to create a userID and password. They will need their M-Number in the account creation process. The act of creating a userID and password automatically generates a Bearmail account. Students required to attend SOAR will receive instructions from the SOAR office on how to create an account.

2. Where can I find information for a student's registration date and time for fall 2009?

Please visit the fall 2009 registration sequence page, www.missouristate.edu/fa09registrationsequence, to determine when a student can register. The registration time begins at 7:00 a.m. Students will be able to view their registration date and time by viewing "Registration Status" in the Registration Tools channel on the Academics tab.

3. When will incoming fall 2009 students be able to pick up a zip card and parking permit?

Currently, the zip card does not recognize the M-number. As a result, zip cards and parking permits will not be available until approximately mid-June for incoming fall 2009 students. Our goal is to have zip cards and parking permits available by June 8, which coincides with the first SOAR session.

4. Will transfer students from MSU-West Plains be required to establish a new computer account and Bearmail?

Students who have a West Plains account will be able to register for classes on My Missouri State. If a West Plains student transfers to Springfield and is only taking courses on the Springfield campus, it is required that they change to a SGF account. They can visit any open access computer lab for assistance with the transition.

5. Will students have access to their advising notes?

Yes, students will be able to access all previous and new advising notes. Students admitted for summer 2009 and fall 2009 will have immediate access to advising notes as well.

6. Will students be able to access a degree audit?

Current students will continue to have access to degree audits. However, the audit will not reflect courses registered for fall 2009. Depending on admission date, new students for summer 2009 may or may not have immediate access to degree audits. While we realize this can make advising challenging, there were fewer than 100 transfer students admitted for summer 2008. Degree audits will not be available for new students admitted for fall 2009 until late August. Degree audits for all students should be completely functional in late August.

7. Where will students go to view test scores?

Current students will be able to access test scores through Self-Service Banner (SSB). At this time, it will direct students to the advisement folder in F/ARC. A view of test scores through the new system is currently under development. Therefore, admitted students for fall 2009 will not be able to view test scores. We anticipate this issue being resolved in May.

8. If a student is having a difficult time registering for fall 2009 courses, what can I do to assist him or her?

We have established several different ways to assist students with registration during this transition period. We strongly encourage students to visit the following website, www.missouristate.edu/fa09registration. On this website, students can view a ten minute video that will walk them through the registration process. Students can also visit any open access computer lab for additional assistance. We have also created a registration hotline to assist students. The phone # is 836-6640.

9. As an advisor, can I register students for fall 2009 courses?

No. Students must register through their login. If a student needs assistance, you can allow the student to login to My Missouri State at your computer, or computer station, and help him or her through the process. We encourage students to register online. If a student chooses not to register online, he or she can visit the Office of the Registrar in Carrington 320 for in person registration.

10. Who do I contact if I have questions regarding transfer credit?

- If you have questions regarding GEP, GEN, or PEU codes, it is recommended that you visit the following website for additional information, www.missouristate.edu/transferguide.
- If a student informs you that a degree has been earned (such as an AA, AAT, AS, or AAS) from another institution and it is not reflected on the transcript, it may be a timing issue since many institutions send transcripts after final grades are posted but before degree is posted. If you do not think it is a timing issue, you may want to contact an admission evaluator (see below).

- If you have questions regarding elective credit, you will need to view transfer institution course information in Internet Native Banner (INB) by accessing SHATRNS. If you have access to INB and received training to use SHATRNS, you can review the instructions on the [Experts documentation site](#). As an advisor, you will assist the student in determining whether he or she should seek reevaluation from a department head or representative.

Admission evaluators are assigned to students based on the last name of the student.

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11. Will fall 2009 transfer students be required to complete the online transfer student orientation?

No, fall 2009 students will not be required to complete the online transfer student orientation. Summer 2009 transfer students WILL be required to complete this orientation before registering for courses.

12. Will the online course equivalency guide still be available?

Yes, you will still be able to access the online course equivalency guide (www.missouristate.edu/transferecredit) in the same manner. There will no longer be codes listed in the “notes” column. Instead, a description will be provided within the “MSU Course Title” column.

13. How do I search for a student in SSB if there is a name with a hyphen, apostrophe, or two last names?

You will enter the information as one word in the last name box. Here are a few examples:

Smith-Davis You would enter smithdavis as last name (not case sensitive).

O’Neal You would enter oneal as last name.

St. John You would enter stjohn as last name.

14. What should I do if I search for a student’s name in Self-Service Banner (SSB) and the search returned no list?

We are aware that there could be a minor glitch when searching for a student. It is recommended to clear out the last name and first name box and try again. Oftentimes, the search will find the student the second time around.