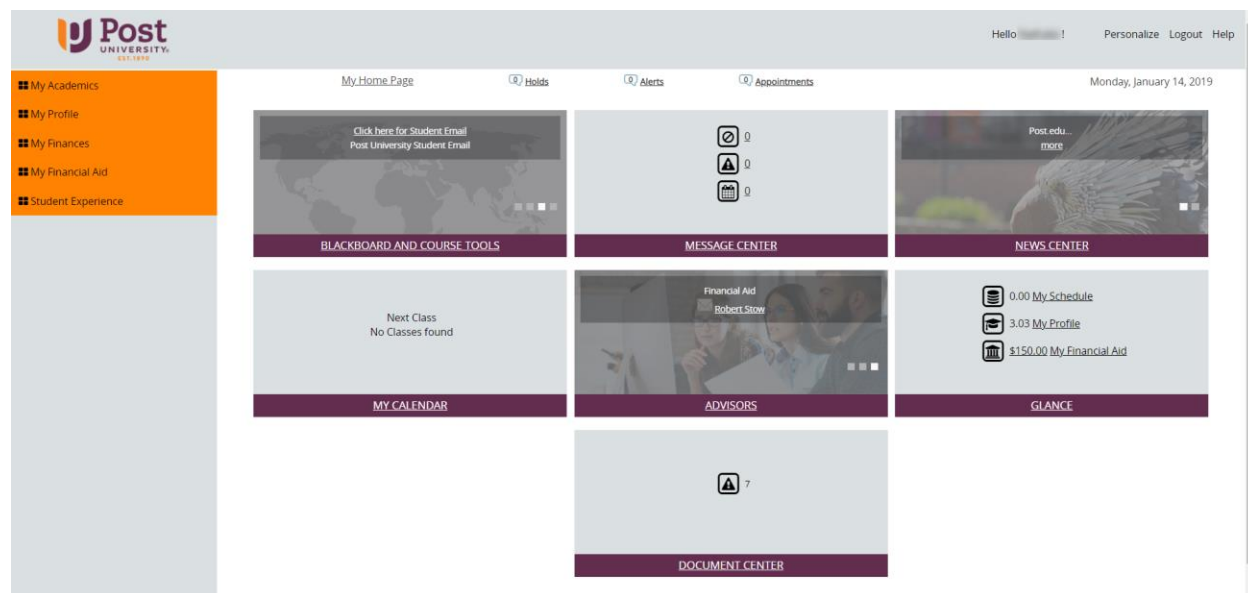


## Frequently Asked Questions

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### What does the Student Portal look like?

Here is a snapshot of the Student Home Page. It reflects an individual student's information.



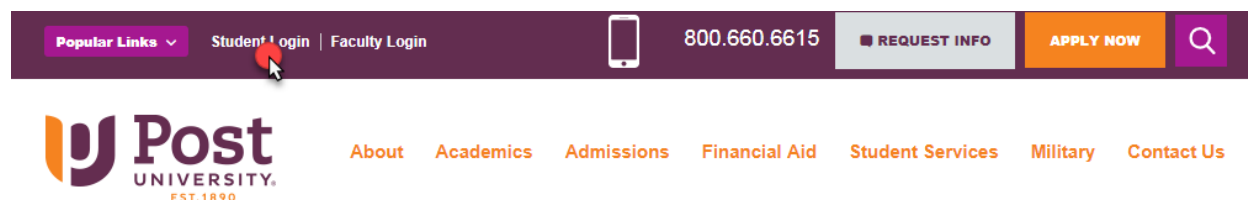
### How does a student get access/login credentials to the Portal?

#### New students:

Login credentials are sent via email as part of the admissions process. They will receive a username, password, a link to access the portal including directions to log in. The username and password will also get them into all the appropriate Post University sites they need. (office365, Blackboard, Lynda.com, etc)

#### Existing students:

The login credentials are their Post University login and password. The same one currently used to access Blackboard or any other Post site. Existing students can log in from [www.post.edu](http://www.post.edu) by clicking the **Student Login** link in the top banner of the webpage.



### Student has forgotten their password, what should s/he do?

ADPs Students should call their ASC for guidance (203) 591-7101 or email [asc@post.edu](mailto:asc@post.edu).

Main Campus students should contact their Academic Advisor or email [advising@post.edu](mailto:advising@post.edu).

### What can the student see in the Portal?

There are many wonderful features in the Student Portal. Students can access:

#### MY ACADEMICS

- **Blackboard and Course Tools.** Students will have access to Blackboard, Office 365, Lynda.com, Everfi and the Bookstore. Until the Blackboard link becomes active, students can access Blackboard through PostOne from the Portal or from the Quick Links on Post.edu.
- **Online Registration.** Students will have the ability to register for future classes. This functionality still has to be tested before we start encouraging students to use it. Testing is in progress. Main Campus students should contact their advisor for registration.
- **My Class Schedule.** Provides students an 'At-A-Glance' view of their current schedule.
- **GPA Calculator.** Allows students to calculate their cumulative GPA based on additional grades.

- **Academic Forms.** Direct links to the following:
  - FERPA policy and link to change FERPA settings
  - Petition Guidelines and Form
  - Verification of Enrollment
  - University Program of Study Update
  - Order Official Transcripts
- **University Catalog.** A link to all the published catalogs and addendums found on Post.edu.

### MY PROFILE

- **My Calendar.** Students may view class schedule, personal appointments and more.
- **My Message Center.** Students can view holds, alerts, messages, appointments and find their Post Support Team contact information.
- **My Information.** Students may view and update their contact information, including opting in/out to receive text messages.
- **My FERPA.** Students may select the information they want to share, add individuals and indicate what level of access they want to share with others, such as a parent.

### MY FINANCES

- **Account Information.** Students can see their balance and account details.
- **View 10998T.** Available effective January 31, 2019.
- **Payments and Disbursements.** Students and Parents can access CashNet to make payments and Bank Mobile to view your excess funds.

### MY FINANCIAL AID

- **Award Letter.** Students may view their award details, accept or reject awards, view messages related to their financial aid and upload missing documents needed to process their financial aid.
- **FAFSA.** Links to the FAFSA website.
- **IRS Tax Documents.** Links to the IRS website to request tax documents.
- **Financial Literacy Information.** Information to help increase student understanding and management of their financial aid, including:
  - Entrance Loan Counseling
  - Master Promissory Note
  - National Student Loan Data System
  - Inceptia's Student Loan Knowledge HQ
  - Post's Financial Literacy and Repayment Advising
  - Federal Student Aid Repayment Estimator
- **Private Loan Lenders.** Provides links to other lending options

### STUDENT EXPERIENCE

- **Social Media.** Links to Facebook and Instagram
- **Resources for Current Students.** Links to all student resource information available on Post.edu.

#### Why do we have a Student Portal?

Post University is constantly innovating and looking for ways to create an extraordinary student experience. We want our students to have access to their information when they want it. Our Student Portal will provide each student their own view of their information.

#### Can students see their degree progress?

Coming soon! This feature will be available in the My Academics section of the portal and will allow students to see their progress against their degree program requirements, remaining requirements and transfer credits as applied to their degree.

#### Can students register online?

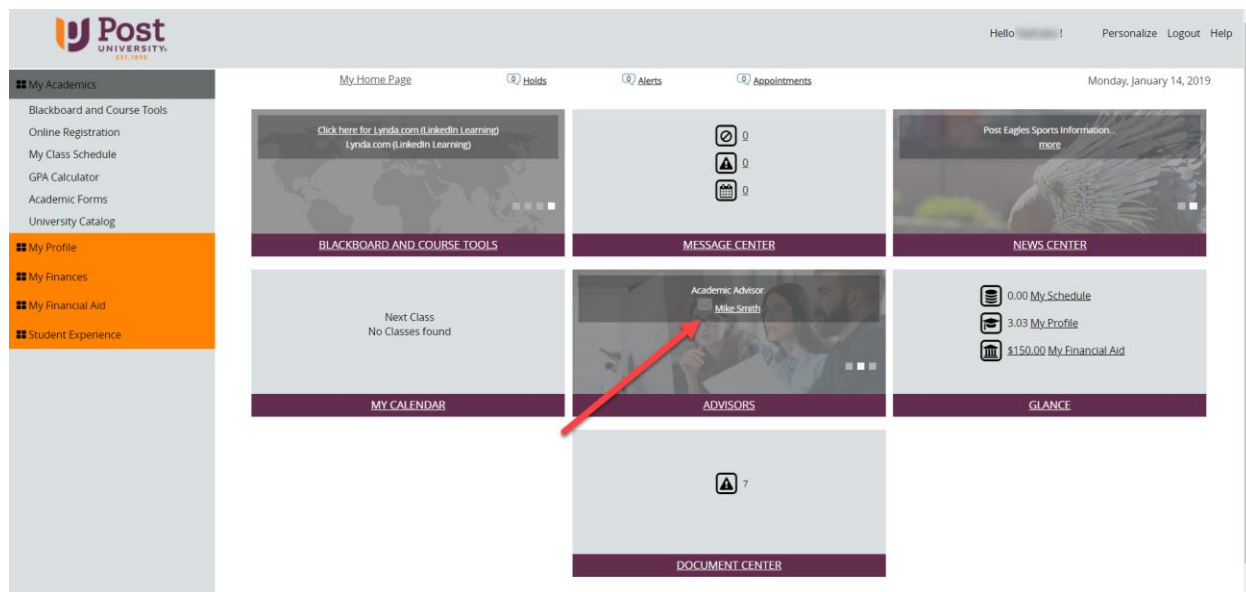
ADP Students will be able to register online. Once the student submits the registration, their ASC receives a notification to approve the registration. The ASC must approve the registration before the student's registration is complete.

This feature is currently disabled for Main Campus Students. Any main campus student with registration questions should reach out to their Academic Advisor for support.

#### Students have questions, where do I refer them for help?

##### Non Advisor Associates:

On the Student Portal home page, in the middle of the dashboard, is a block that includes links to their Admissions Counselor, Academic Advisor/Academic Success Counselor, and their Financial Aid Advisor. From this area, students can send an email directly to the appropriate advisor. Please encourage students to reach out for support.

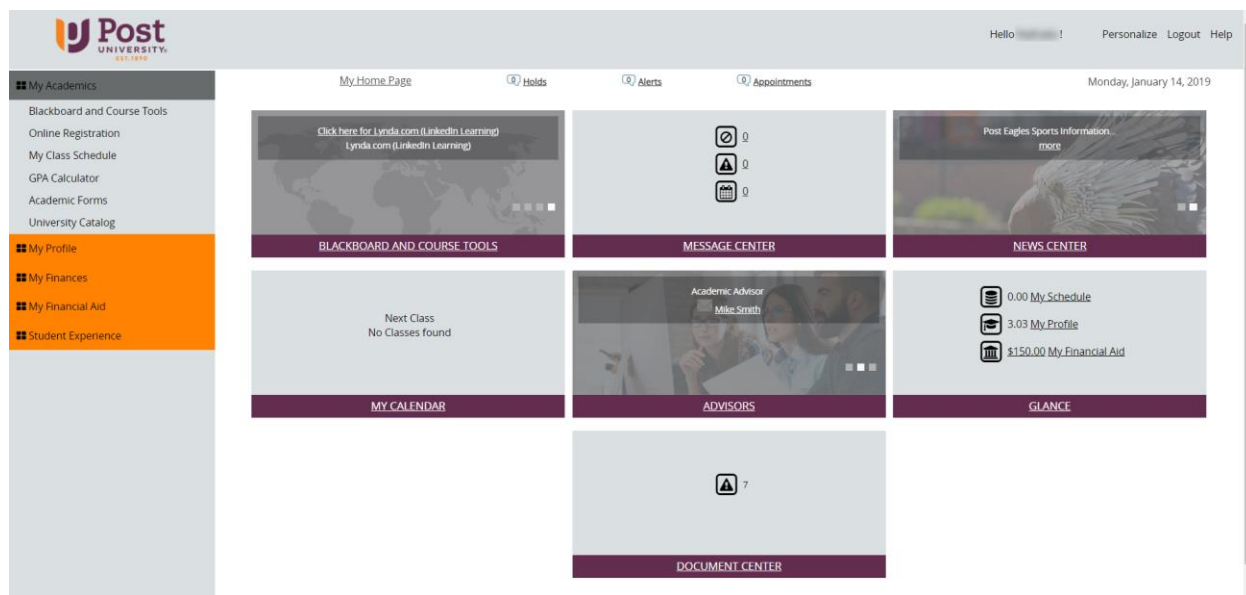


## Advisors:

If you are unable to address the students' questions, please warm transfer the call. This means, asking to place the student on hold, dialing the new advisor and explaining the situation, connecting the student to the new advisor by introducing the student to the new advisor, then drop off the line. If the other advisor is not available, please leave a detailed voice message and let the student know that you will follow up. Set yourself a task to follow up within 24 hours.

## What does the Student Portal look like?

Here is a snapshot of the Student Home Page. It reflects an individual student's information.



### **Where can students get help with navigation?**

Post University specific How-to Guides are available at <http://post.edu/resources-for-current-students>.

### **How can I help a student that needs additional help with the Portal experience?**

Please feel free to set up a Blackboard Collaborate session and ask the Student to share his/her screen so you can see what they see.