Student FAQ

My NWACC Connection

How do I register for a class?
I am trying to register for a class, why am I getting an error that says I have a hold?
When I log into My NWACC Connection why does it say I am forbidden?
When I log into My NWACC why do I see an error about my external user ID?
Why is the year I'm trying to select not available?
Where can I get my user ID or password?

Blackboard

Why are my classes not showing up?
How can I check my check my browser settings?
Is there a direct link to Blackboard?

MyMathLab, SAM, & other MyLab Pearson Software

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without a consent form?
Where do I get a consent form?
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Where do I go to log into the testing center?
Why is my NWACC password not allowing me to log in to the application for admissions?
How do I get Microsoft Office?
How do I register for a class?

Step 1
Start at https://my.nwacc.edu

Step 2
If you do not have your username and password or are a first time user, please contact the Student Technology Help Desk at 479-619-4376

Step 3
Using your user name and password, log into your My NWACC Connection

Step 4
Click on the EagleNet Icon

Step 5
Click on Student

Step 6
Click on College Credit Course Registration

Step 7
Click on Register/Add/Drop

Step 8
Submit current term
*Scroll down and select course type and term from the drop down menu and click on Submit

Step 9

Scroll down and click on Class Search to find a complete class listing or enter the CRN(s) of the course/courses you want.

Add Classes Worksheet

<table>
<thead>
<tr>
<th>CRN:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Submit Changes  Obs. Search  Reset

Step 10

Choose the subject

Choose the course

Look-Up Classes to Add:

<table>
<thead>
<tr>
<th>2013 Fall Credit</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCT - Accounting</td>
<td>View Sections</td>
</tr>
<tr>
<td>2013 Principles of Accounting I</td>
<td></td>
</tr>
<tr>
<td>2023 Principles of Accounting II</td>
<td></td>
</tr>
<tr>
<td>2043 Computerized Acct(Quickbooks)</td>
<td></td>
</tr>
<tr>
<td>2073 Payroll &amp; Business Tax Acct</td>
<td></td>
</tr>
<tr>
<td>2193 Federal Income Tax Individuals</td>
<td></td>
</tr>
</tbody>
</table>

Check the box next to the class you would like and click register at the bottom of the page.
Step 11
The **location** column shows where the class meets. To view all Location codes select "HELP" in the top right corner.

Step 12
To register, check the box beside the class and click on **Register**.
("C" indicates the class is closed, "NR" indicates that registration is not available for that course, when the area is blank it usually means you are in the class but, you should check you detail schedule to be sure)

Step 13
Click **class search** to search for your next course and repeat steps 11 - 16.

Step 14
The drop down menu can be used to select the **"Web Dropped"** option to drop classes. To complete the class drop, you must click on **Submit Changes**

Step 15
Once you have registered for classes print all of these documents

- **Student Schedule by Day & Time** (at bottom of page). Click on **Student Detail Schedule** (at bottom of page). Take this printout to the bookstore to buy your books.
- **Registration Fee Assessment** (at bottom of page). You can follow the links to set up a payment plan at the time of registration.

**You will be dropped for non-payment if you fail to set up a payment plan or pay in full by the published payment due date.

Step 16
To Exit My NWACC Connection, at the top right corner of your screen, select **My Menu** and click on **Sign Out**
I am trying to register for a class, why am I getting an error that says I have a hold?

This error is usually accompanied by a phone number. In most cases you will need to contact 479-619-4398 (student records) or 479-619-4324 (advising).

When I log into My NWACC Connection why does it say I am forbidden?

Please call the IT Help Desk and at 479-619-4376 we can fix this for you.

When I log into My NWACC why do I see an error about my external user ID?

You will need to clear your cache.

About cache, cookies, and history

Each time you access a file through your web browser, the browser caches (i.e., stores) it. By doing this, the browser doesn’t have to newly retrieve files (including any images) from the remote web site each time you click Back or Forward. You should periodically clear the cache to allow your browser to function more efficiently.

A cookie is a file created by a web browser, at the request of a web site, that is then stored on a computer. These files typically store user-specific information such as selections in a form, shopping cart contents, or authentication data. Browsers will normally clear cookies that reach a certain age, but clearing them manually may solve problems with web sites or your browser.

A browser’s history is a log of sites that you visit. When you press a browser’s Back button, you are moving back one entry in the history log. Browsers will normally clear the history at regular intervals, but you may want to clear it manually for privacy.

IE 10 Pics at the bottom

Internet Explorer 9 and 8

Click Tools, and select Delete Browsing History...
Deselect Preserve Favorites website data, and select Temporary Internet files, Cookies, and History.
Click Delete.

Internet Explorer 7

From the Tools menu in the upper right, select Delete Browsing History...
To delete your cache, click Delete files...
To delete your cookies, click Delete cookies...
To delete your history, click Delete history...
Click Close, and then click OK to exit.

Firefox

The following instructions apply to Firefox 3.5 and later.

From the Tools menu, select Clear Recent History. (Alternatively, in Firefox 4 and above for Windows, you can also click the orange Firefox button, and then select Clear Recent History from the History menu.)
If the menu bar is hidden, press Alt to make it visible.
From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
Click the down arrow next to “Details” to choose which elements of the history to clear. Click Clear Now.

Chrome

In the browser bar, enter: chrome://settings/clearBrowserData
Select the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies...
and other site and plug-in data).
From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time. Click Clear browsing data.

**Opera**
From the Opera menu, select Settings, and then Delete Private Data... .
In the dialog box that opens, select the items you want to clear, and then click Delete.

**Safari**
From the Safari menu, select Reset Safari... .
From the menu, select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data covers both cookies and cache.

**Mobile Safari for iPhone OS (iPhone, iPod touch, iPad)**
To clear cache and cookies:
From the home screen, tap Settings, and then tap Safari. At the bottom of Safari's settings screen, tap Clear cookies and data, or Clear Cookies and Clear Cache. Confirm when prompted.
To clear history:
From the home screen, tap Safari. At the bottom of the screen, tap the Bookmarks icon. In the lower left, tap Clear. Tap Clear History.

**Android**
Start your browser.
Tap Menu, and then tap More. Select Settings.
Under "Privacy settings", select Clear cache, Clear history, or Clear all cookie data as appropriate, and then tap OK to accept (or Cancel to cancel) the deletion.

**IE 10**
Select Tools > Safety > Delete browsing history....

Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.
You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

Further Troubleshooting
The above procedure for clearing cache and cookies should work for the majority of websites, but certain website and applications such as WiscMail require a more thorough procedure. If you are still having issues, try steps below.

Close out of Internet Options. Click on Tools and select Developer Tools.

In the Developer Tools window, click on Cache and select Clear Browser Cache...
Click Yes to confirm the clearing of the browser cache.

**Why is the Financial Aid year I'm trying to select not available?**
If you do not see the aid year they want, it is because we have self-service turned off. When we are running auto packaging to award, we turn self-service off so you cannot accept awards until we are done. We try to do this first thing in the morning every day. If this is the case, it is normally available in 1 to 2 hours later and you can try later.

**Where can I get my user ID or password?**
Call or stop by the IT Help Desk in Burns Hall 1214, 479-619-4376.

**Why are my classes not showing up?**
Classes will not appear in Blackboard until the first day of class. If they are still not showing up on or after the first day of class please call the Help Desk and we will help you to resolve this issue. 479-619-4376.

**How can I check my browser settings?**
http://content.nwacc.edu/distanceLearning/browserCheck/index.php

**Is there a direct link to Blackboard?**
https://nwacc-bb9.blackboard.com

**How do I contact Pearson for support?**
http://www.mymathlab.com/student-support

**How do I contact SAM support?**

**Who is the admin on campus for SAM?**
This changes from time to time but for now contact John Deans at jdeans@nwacc.edu (or 619-4350).

**How do I connect to the WIFI on campus?**

<table>
<thead>
<tr>
<th>WPA SSID:</th>
<th>NWACC-Public</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key:</td>
<td>12345678</td>
</tr>
</tbody>
</table>

**How do I get my email on my phone?**
NWACC does not currently offer a way for students to get NWACC email sent directly to their mobile devices.
Is there a direct link to log in to email?
https://exchange.nwacc.edu/owa

How do I check my print balance on PaperCut?
1. Log into papercut.nwacc.edu with the same username and password you use to access My NWACC Connection.
2. Click Summary to view your current printing balance.
3. Click Recent Print Jobs to view your printing history.

Where do I go for the Financial Aid Quiz?
http://www.nwacc.edu/web/lss_fa/finaidorientation

How come I cannot get access to my child's account without a consent form?

Family Educational Rights and Privacy Act (FERPA)

Annual Notice to Students

Family Educational Rights and Privacy Act (FERPA)
Annually, NorthWest Arkansas Community College informs students of the Family Educational Rights and Privacy Act of 1974, as amended (FERPA). This act, with which the College intends to fully comply, affords eligible students certain rights with respect to their educational records. (An “eligible student” under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.) These rights include:

1. The right to inspect and review the student’s education record within 45 days of the day the College receives a written request for access.
A student should submit a written request to the Registrar that identifies the record(s) the student wishes to inspect. The Registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the Registrar, the student shall be advised of the correct official to whom the request should be addressed.

2. The right to request an amendment to the student’s education record when the student believes the record is inaccurate, misleading or otherwise in violation of the student’s privacy rights under FERPA.
A student who wishes to ask the College to amend a record should write the college official responsible for the record, clearly identify the part of the record the student wants changed and specify why it should be changed.
If the College decides not to amend the record as requested, the College will notify the student in writing of the decision and the student’s right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing. Note: FERPA is not intended to provide a process to be used to question substantive judgments that are correctly recorded. The rights of challenge are not intended to allow students to contest, for example, a grade in a course because they feel a higher grade, or withdrawal, should have been assigned. FERPA is intended to ensure the factual and accurate nature of the information in students' education records and students ' rights to verify that information.

3. The right to have some control over the disclosure of information from education records.
The College discloses educational records without a student’s prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official has a legitimate educational interest if the official needs to review an educational record in order to fulfill his or her professional responsibilities for the College. Examples of people who may have access, depending on their official duties, and only within the context of those duties, include:
   ● Person employed by the college in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel) who have been determined to have a legitimate educational interest
   ● Person serving on the Board of Trustees
- Student serving on an official committee, such as a disciplinary or grievance committee or assisting another school official in performing his or her tasks
- Person or company with whom the College has contracted as its agent to provide a service instead of using college employees or officials (such as an attorney, auditor, collection agent, verification agencies such as the National Student Clearinghouse)
- To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student’s enrollment or transfer.

The College may also make the following disclosures without student consent:
- Disclosures to state and local authorities (U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education and other state and local authorities) that may further disclose information from education records on behalf of the institution
- Disclosures in connection with financial aid for which the student has applied or which the student has received
- Disclosures to organizations conducting studies
- Disclosures to accreditation bodies
- Disclosure to parents of an eligible student if the student is a dependent for IRS tax purposes
- Disclosures to comply with subpoenas and court orders
- Disclosures in connection with a health or safety emergency or where an articulable and significant risk is determined
- Disclosures in connection with crimes of violence and nonforcible sex offenses
- Disclosures to parents of students under the age of 21 who are determined to have violated regulations governing the use or possession of alcohol or other controlled substances
- Disclosures concerning sex offender
- Information the College has designated as “directory information”

**Release of Information**

Students who wish to file a standing request to release information to a particular person or agency may submit the Consent to Release of Academic Information Form to the Student Record’s Office (2nd floor Student Center). Students must show their photo ID when submitting this consent. If a third party is returning this form on behalf of the student, the form must include the student’s signature and be accompanied by a photocopy of the student’s photo ID. This authorization will allow the designated person or agency access to the information identified on the form and will remain in effect until the date stated on the form.

**Directory Information**

Items defined by the College as “directory information” may be released without a student’s written consent. FERPA permits the College to limit the disclosure of and to use its discretion when choosing whether or not to release directory information to specific parties, for specific purposes, or both. The College designates the following as directory information:

- Student’s name
- Address(es)
- Telephone number(s)
- Email address(es)
- Photograph
- Dates of attendance
- Degree(s) awarded
- Enrollment status
- Major field of study
- Previous institution(s) attended

This information will be subject to public disclosure. Students who wish to prevent disclosure of directory information must submit the Authorization to Withhold Directory Information Form to the Student Record’s Office (2nd floor Student Center). Students who submit this form should note that this action will exclude their name from certain college publications.

**Where do I get a consent form?**

Click here for Consent form

**Why is my NWACC password not allowing me to log in to the testing center login?**

The Testing Center uses a software that is separate from the NWACC system called Time Trade. If you have never scheduled a test on campus click below the login area.
Where do I go to log into the testing center?
https://app2.timetrade.com/tc/login.do?url=nwac

Why is my NWACC password not allowing me to log in to the application for admissions?

Admissions Login - New User

In order to apply for admission, you will need to create a Login ID and PIN that will only be PIN must be 6 numerical characters.

If you are a returning user, please click here to login to your application.

If you have any questions, please contact the Office of Admissions at 479-619-4167.

Create a Login ID: 
Create a PIN: 
Verify PIN: 

How do I get Microsoft Office?
You can purchase Microsoft Office at most major retailers that sell software. NWACC does not have a discounted Office purchase program for students at this time.