

A Guide to Student Resources



Center for Student
SUCCESS

120 Malone Hall
334-983-6556, extension 1223
www.troy.edu

Welcome to Troy University! We are honored that you have chosen our University and faculty to meet your academic needs. Please use this document as an introduction to the many resources offered by Troy University. In order to access most sites, students will be required to authenticate using a specific TROY username. The pamphlet provides instructions to assist you in gaining admittance to Trojan Email, Trojan Web Express, Blackboard, identifies additional resources that might prove useful to your educational career, and addresses important information for students.

Office Hours:

Monday - Thursday 7:45 a.m. - 5:30 p.m.
Friday 8:00 a.m. - noon

Contact Information:

Campus 334-983-6556 or 866-291-0317 (toll free)
Fort Rucker 334-598-2443
24-hour Help Desk. 800-414-5756 or email ask@troy.edu
University Police. 334-685-1185

Parking Permit & Student ID Card

Parking permits are available at the switchboard in Malone Hall. University Parking Regulations require all students to register their vehicle with the University. To be valid, the permit must be mounted (taping is not permitted) in the lower left corner of the vehicle’s rear glass. Any student driving or parking on campus without a permit will be in violation of the Parking and Traffic Regulations and subject to a parking citation.

All students are required to maintain a valid University ID. Student IDs are used to access computer labs, library services, and much more. Student IDs are issued at the switchboard in Malone Hall

Finding Your User ID

Visit the Trojan Web Express website <http://splash.troy.edu/go-to/webexpress/>

1. Click the appropriate link on the Main menu page. For example, students should select Students and faculty should select Faculty
2. Click the link labeled What’s my User ID?
3. Enter your Last Name in the Last Name field and either your Social Security number or your Student ID number and click submit.
4. After your username is provided, you may then access your email and Trojan Web Express accounts. If there is no username listed, that’s okay; it usually takes about a week for this process.

Trojan Web Express

Trojan Web Express is the online student account information system for Troy

University. This system houses student account information, course schedules, grades, financial aid award status, and many other convenient information services.

Students and faculty can access Trojan Web Express to view records at any time from the following Web address: <http://splash.troy.edu/go-to/webexpress/>

The following list is an example of the activities a student may perform online using Trojan Web Express:

- Check status of admission documents
- View grades, grade point average, and transcript
- Pay education expenses
- Check status of financial aid

Password

Your initial password is the First initial (capital) + Last initial (lowercase) + 8 digit birthday (MMDDYYYY). If you should need additional assistance, feel free to call 800-414-5756, email ask@troy.edu, or submit a helpdesk ticket via <http://helpdesk.troy.edu>.

To reset a forgotten Trojan Web Express password, visit the Trojan Web Express site at the link included on the right and click on “Change password”. Follow the instructions indicated on the following pages to have a temporary Trojan Web Express password sent to your Trojan Email account.

***** All active duty and reserve members in the Army must register via the GoArmyEd portal.*****

Explanation of Student’s Menu

Once you log into Trojan Web Express, you will need to select student. This will take you to the student menu.

- View Account and Make Payments – View your bill and make payments on your account.
- Financial Aid - View your award information by term and by year.
- My Documents – Check on the status of your documents received. Documents will be listed as one of the following:
 1. Received – We have received your official document
 2. Waived – This document is not needed for admission
 3. Unofficial – We received an unofficial copy of your document.
- Search for Sections and Register for Sections – View each term/semester course listing. Once you and your counselor determine what courses to take, you can register using the register for section link.
- Program Evaluation – View your program evaluation to determine the courses needed to complete your academic program. You will also be able to verify your transfer credit.
- Student Self-Service – Register for classes, see your degree progress, pay your bills, and communicate with your advisor.

- Academic Profile – View your grades, view and print your unofficial transcript, review your class schedule, and much more.

Registering via Student Self-Service Portal (Student Planning)

There are multiple ways you may register through Student Planning. This guide will go through registration beginning in the Course Catalog. You will also see options to register in My Progress and, if you have planned courses, in your Timeline under Plan & Schedule.

1. From the **Students Menu** in Trojan Web Express, select **Student Self-Service** and then select **Student Planning**.
2. In the **Course Catalog** you can begin by selecting a discipline or entering the department in the search box. To search for a course you must type the name of the department, not the abbreviation (ex. Mathematics, not MTH). On the left-hand side of the screen, you can also filter the courses currently being offered by specifying location and term.
3. Once you find a course you would like to register for, click on **View Available Sections** and then click **Add Section to Schedule**.
4. In the pop-up, click **Add Section to Schedule** to add the course. *Leave the Grading selection as Graded unless you plan to Audit the course.*
5. Go to your Schedule under **Plan & Schedule**. Use the arrows to toggle to the correct semester/term. The course will be yellow since you are not registered for this course and section. To register for the course, click **Register Now** on the planned course. Once registered, the course will appear green and will indicate that you are registered. You may drop your class(es) by clicking **Drop** and selecting the desired class(es). In order to withdraw (drop all classes), you must contact the Records Office.

If registration “fails” due to lack of prerequisite, contact your advisor for assistance.

If you should need additional assistance, feel free to call 800-414-5756, email ask@troy.edu, or submit a helpdesk ticket via <http://helpdesk.troy.edu>.

GoArmyEd Portal

GoArmyEd is the virtual gateway for soldiers serving in the Reserves or on active duty to request Tuition Assistance (TA) online, anytime for classroom and online courses. GoArmyEd is a dynamic online portal that automates many of the paper-based processes soldiers historically conducted with their Army Education Counselor.

GoArmyEd is used by:

- Soldiers to pursue their postsecondary educational goals
- Army Education Counselors to provide educational guidance
- Schools to deliver degree and course offerings and to report progress

The GoArmyEd Portal can be accessed by clicking <http://www.goarmyed.com>. In

order to receive proper credit, tuition assistance, and other benefits ALL soldiers must register via the GoArmyEd Portal.

Troy University Email

A student's university email address is the official point of communication for all university business conducted with the student. All Troy University students are required to have and to check a Troy University email account. This account should be used for all official Troy University electronic correspondence. Once you have registered for classes, your email account will be created within 48 hours. All students should be familiar with the Troy University ePolicy, Section 426.

Username & Password

Your email address is the same as your Trojan Web Express username. If you do not know your Trojan Web Express ID, follow the instructions contained in this document under the heading "Finding Your User ID". Your password is the same as your Trojan Web Express password. If asked whether to login using a personal account or a school and work account, always select the school and work account option.

If you should need additional assistance, feel free to call 800-414-5756, email ask@troy.edu, or submit a helpdesk ticket via <http://helpdesk.troy.edu>.

Textbooks

All TROY students will have the option to order textbooks in-store at one of the Troy University Campus Bookstores, online via <http://shoptroytrojans.com/>, or online through Trojan Web Express by clicking on the View/Buy Textbook tab after logging into Trojan Web Express.

What is Canvas?

The Canvas Learning Management System is a comprehensive, easy to use, cloud-native software platform that includes modern course tools and resources that simplify the learning experience. Canvas hosts the course area where students will collaborate through the Discussion Board, submit assignments, test and receive announcements and grades from the instructor. After registering in Student Planning, students will gain access to Canvas within 8 hours.

How do I log into Canvas?

After the appropriate time has passed after registering, students can access Canvas at <http://canvas.troy.edu/>.

Your username and password for Canvas is the same as your Trojan Web Express and email username and password.

If you need assistance with your username or password, please call 1-800-414-5756.

Financial Aid

You may apply online for financial aid at <http://www.troy.edu/financialaid> using Troy University's institutional code 001047. You may also contact a Financial Aid representative at 1-800-414-5756 for assistance.

Veteran Benefits

Dothan Campus students may contact our office for information on VA benefits. Students using VA benefits must register for classes each term then submit a Veterans Education Certification Request Form every term. This form is located at <https://forms.troy.edu/veterans/index1.html>.

Trojan OneCard

Even if you do not receive Financial Aid, you may be eligible to receive a refund from Troy University. For example, if you drop a class during the drop/add period, or if you withdraw, you might be eligible for a refund. Because, at some point, most students qualify to receive a refund, the Trojan OneCard Program is not an option; it's a necessity. Visit <http://www.troy.edu/onecard>.

Additional Resources

Student Services · 100 Malone Hall

The Office of Students Services is responsible for many important areas including student involvement, the Student Government Association, the University Police, and many other areas. Whether you want to join a campus organization, need additional information regarding an upcoming activity, or wish to speak with the Associate Dean of Students, our office welcomes you. From enrollment to graduation, the staff seeks to provide a successful college experience with all our students.

Admissions Office · 103 Malone Hall

Even after students are admitted to the University, the Admissions Office is still working. The Admissions Office is not only responsible for initially admitting students, but they also help students find scholarships that can help to pay for their education. If you have questions regarding your admission status or want to learn more about the scholarships available to you, contact us at any time.

Student Financial Services · 118 Malone Hall

As a student enrolls, charges accumulate on his/her University Account maintained by Student Financial Services (Business Office). Student Financial Services cannot tell a student if he/she qualifies for Federal Financial Aid. Student Financial Services does not award financial aid. Student Financial Services applies awarded financial aid to student accounts.

Financial Aid & Veteran Services · 118 Malone Hall

The Financial Aid Office offers a variety of services and programs designed to help you find ways to meet the costs of education. We want you to succeed at Troy

University. It is the student's responsibility for complying with all requirements necessary to complete the financial aid process. In addition, the Office of Financial Aid is not responsible for the student's financial obligations to Troy University.

Records Office · 119 Malone Hall

The Records Office is responsible for maintaining all student records in a secure environment. Our staff is involved in activities ranging from registration to graduation. If you have questions regarding degree requirements, want to change your major, or want to apply for graduation, feel free to stop by anytime.

Center for Student Success (Student Development, Disability Services, & Student Support Services) · 120 Malone Hall

The Center for Student Success provides programs and services that enhance Troy University students' academic achievement, personal and social growth, campus and civic engagement, career services (resume review, interview skills instruction, and job search assistance), and persistence to graduation. The Disability Services Office provides accommodations to students with physical, psychological and learning disabilities in accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. Student Support Services offers the following FREE services to students who qualify: Academic Support, Study Skills Instruction, Academic Counseling, Career Planning & Exploration, Financial Assistance, Tutoring, along with many other exceptional services.

Library Services · 2nd Floor of Everett Hall

The University Library, located on the second floor of Everett Hall, provides resources for students, faculty, staff and the Wiregrass community. Resources include 100,000 books and 599 serials. A multitude of online databases are available both on campus and remotely. Other resources that are needed can be obtained through the library's interlibrary loan services.

Monday - Thursday.....8:00 a.m. - 9:00 p.m.
 Friday.....8:00 a.m. - 12:00 p.m.
 Saturday..... Closed
 Sunday1:00 p.m. - 5:00 p.m.

TROY

UNIVERSITY™

P.O. Box 8368
Dothan, AL 36304

Disability Services



Who we are

The Disability Services Office provides accommodations to students with physical, psychological and learning disabilities in accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.

Student Responsibility

While Section 504 and the ADA require postsecondary institutions to provide accommodative services to students with disabilities, once the student has been admitted to the University, it is the student's responsibility to self-identify and provide documentation of the disability. The University will not provide accommodations until the student (1) comes by The Disability Services Office and requests services, **and** (2) provides recent documentation of his or her disability by a qualified professional.

Examples of what we can do for you

- Determine reasonable and appropriate accommodations according to the documented disability. These letters are provided to each instructor; it only includes the appropriate accommodations. We will never disclose your medical diagnosis with anyone.
- Assist students in procuring adaptive technology and equipment as required
- Assist with the registration process, paying particular attention to areas of academic strength and weakness, so as to not overload or overwhelm the student.

To get started, visit Malone 120 to pick up an application.