



# NAVIGATING THE myRCC PORTAL





## My Apps






D2L  
Brightspace



## SOME IMPORTANT APPS:

 <a href="#">D2L Brightspace</a>	<p>This is where you will see course announcements, your syllabus, lecture materials, assignments, discussion questions, etc. Make sure you check often!</p>
 Forms	<p>This is where you will find any online forms that you need to submit – Application for Graduation, Change of Curriculum Form, etc.</p> <p><a href="https://sunyrockland.edu/records-and-registration/registration-forms-and-resources/">https://sunyrockland.edu/records-and-registration/registration-forms-and-resources/</a></p>
 Outlook	<p>This is your RCC email. Make sure you check frequently! Always use your RCC email account to contact your Professors. Faculty and staff <b><u>may not respond to personal emails.</u></b></p> <p>If you check your email on your phone, it is recommended that you download the Outlook app.</p>
 Schedule Planner	<p><b>Schedule Planner</b> allows students to quickly create conflict free schedules based on our current class offerings. Students select classes, put in times they are not available and the Schedule Planner gives them multiple options of schedules that meet their needs.</p>

 <p>Self-Service</p>	<p><b>Self-Service Banner</b> displays your student profile, including your personal information, degree program (major), registered courses, Student Success Advisor, GPA, etc. You can view your grades, credits, and class schedule via this interface. You can also search and register for classes.</p>
 <p>TouchNet</p>	<p><b>TouchNet</b> provides access to your student account and billing history. You can view your bill, make a payment, and set up a payment plan using this app.</p> <p><a href="https://sunyrockland.edu/financial-aid/payment-options/touchnet-instructions/">https://sunyrockland.edu/financial-aid/payment-options/touchnet-instructions/</a></p>
 <p>TutorTrac</p>	<p>Use <b>TutorTrac</b> to schedule a virtual or in-person tutoring appointment. Tutoring is a FREE service provided to students on an appointment and drop-in basis.</p> <p><a href="https://sunyrockland.edu/services/tutoring/">https://sunyrockland.edu/services/tutoring/</a></p>


## NAVIGATING SELF-SERVICE BANNER: STUDENT PROFILE



Once you log in to myRCC and select Self-Service it will take you to your Student Profile dashboard:

Student Profile - Rock T Hawk (R00242780)

Term: Spring 2023 | Standing: Good Standing, as of Summer 2022 | Overall Hours: 68 | Overall GPA: 3.30 | Registration Notices: 4 | Holds: 0



Rock T Hawk

- Curriculum and Courses
- Prior Education and Testing
- Additional Links
- Academic Transcript
- Registration
- Student Schedule
- View Application to Graduate
- Apply to Graduate

**Bio Information**

Email: [missie.cullum@ellucian.com](mailto:missie.cullum@ellucian.com)  
 Phone: 845 5744224  
 Gender: Male  
 Date of Birth: 01/10  
 Ethnicity: Hispanic or Latino  
 Race: Mexican  
 Citizen: Yes  
 Citizenship: Citizen  
 Emergency Contact: Rebecca, Hawk  
 Emergency Phone: 856 4545455

**General Information**

Level: Credit  
 Class: Second Year  
 Status: Active  
 Student Type: Continuing  
 Residency: Rockland County  
 Campus: Not Provided  
 First Term Attended: Fall 2015  
 Matriculated Term: Not Provided  
 Last Term Attended: Summer 2022  
 Leave of Absence: Not Provided

**Graduation Information**

Graduation Applications: None

**Advisors**

Primary / Student Success Advisor: [Gina J Lovitch](#)

**CURRICULUM, HOURS & GPA**

Primary | Secondary | Hours & GPA

**Degree:** Microcredential  
**Study Path:** Not Provided  
**Level:** Credit  
**Program:** Advanced Front Office Mgmt  
**College:** Business/Professional Studies  
**Major:** Advanced Front Office Mgt  
**Department:** Business  
**Concentration:** Not Provided  
**Minor:** Not Provided  
**Concentration:** Not Provided  
**Admit Type:** Not Provided  
**Admit Term:** Fall 2022  
**Catalog Term:** Fall 2022

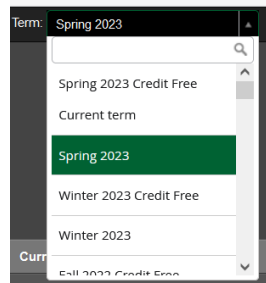
**REGISTERED COURSES**

Course Title	Details	CRN	Hours	Registration Status	Instructor
Introduction to the Human Body	BIO 10300 200	<a href="#">20001</a>	3	**Web Registered**	<a href="#">Peter Andryuk</a>
Western Civilization I	HIS 10100 202	<a href="#">20409</a>	3	**Web Registered**	<a href="#">Konstadinos Ritsatos</a>

Total Hours | Registered Hours: 6 | Billing Hours: 6 | CEU Hours: 0 | Min Hours: 12 | Max Hours: 18

**Double check that your personal information (including your phone number), and your degree program is correct. If your degree program (major) is not correct, this could impact your financial aid and delay your graduation.**

- **VIEW THE CURRENT TERM:** On the top left corner of the dashboard (under your name and ID number), you will see the selected term. To choose the current term, click on the drop-down menu, and click the term you want to view:



*NOTE: Make sure you **do not** select the “Credit Free” term. The Credit-Free term refers to courses that do not have any credits.*

- **VIEW YOUR REGISTERED COURSES:** Once you select the term, you will see your registered courses on the bottom right corner. You will see each Professor’s name is hyperlinked, so you can click on their name to find their contact information (email address, office location, etc.).

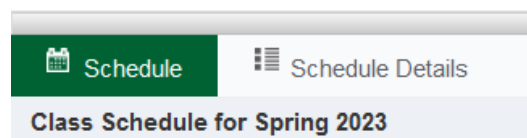
REGISTERED COURSES					
Course Title	Details	CRN	Hours	Registration Status	Instructor
Introduction to the Human Body	BIO 10300 200	<a href="#">20001</a>	3	**Web Registered**	<a href="#">Peter Andryuk</a>
Western Civilization I	HIS 10100 202	<a href="#">20409</a>	3	**Web Registered**	<a href="#">Konstadinos Ritsatos</a>

Total Hours | Registered Hours: 6 | Billing Hours: 6 | CEU Hours: 0 | Min Hours: 12 | Max Hours: 18

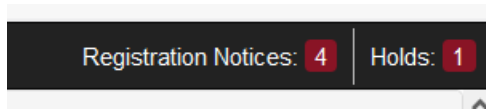
- **VIEW YOUR ADVISORS:** At the bottom left corner of the screen, you will see your Student Success Advisor listed. Depending on your program of study, you may also have a Faculty Advisor listed. Or, if you belong to a special population (Honors, TRIO, EOP, etc.), you will have that advisor listed as well.

**Advisors**  
 Primary / Student Success Advisor      [Gina J Lovitch](#)

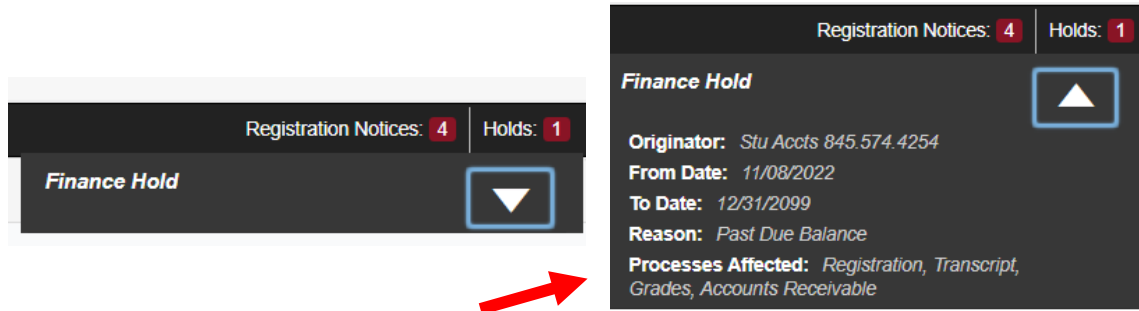
- **VIEW YOUR ACADEMIC TRANSCRIPT:** On the menu on the left-hand side (black background, white text) select “Academic Transcript” to view a semester-by-semester breakdown of all the credits and grades you have earned, including any transfer credits.
- **VIEW YOUR SCHEDULE:** Click on “View Schedule”, and then select the term you want to view. You can select “Schedule” for a weekly calendar view, or “Schedule Details” for a listed view of registered classes, including meeting dates and times, etc.



- **VIEW HOLDS:** On the top right-hand corner of your Student Profile, you will see if you have any holds. **Most holds will prevent you from registering for classes, so it's important to resolve any hold as soon as possible.**



Click on “Holds” to review what the hold is for, and then click on the drop-down arrow to see the details, and who to contact to get the hold resolved.



- If you have a **“Must See Advisor”** hold, you must connect with your advisor. Your advisor will release the hold once you discuss what classes you plan to take.
- If you have a **Finance Hold**, you likely have a balance due on your account. You can make a payment using the TouchNet app, or you can contact the Student Accounts Office or the Financial Aid Office to review the specifics.

- **REGISTER FOR CLASSES:** To search and register for classes, select “Registration”, and then select “REGISTER/DROP CLASSES”.



#### [Register/Drop Classes](#)

Search and register for your classes. You can also view and manage your schedule.

For step-by-step registration instructions, click the link below, and select **“Quick Guide to Self-Service Banner Registration”**: <https://sunyrockland.edu/records-and-registration/new-students/web-registration-instructions/>

**NOTE:** *If you have a hold on your account, you will not be able to select this. Instead, select “SEARCH FOR CLASSES”. You won’t be able to register at this time, but you can search for classes and write down the courses and sections you plan to register for.*



#### [Search for Classes](#)

Looking for classes? In this section you can browse classes you find interesting.



- **VIEW YOUR DEGREE REQUIREMENTS:** To view the courses you need to complete your degree, click “View Degree Works Audit”. This evaluation will display all the courses required to finish your degree.
  - Scroll down to the section below Placement Results. You will see the name of your degree (ex: SOCIAL BEHAVIORAL SCIENCES AA – PSYCHOLOGY), along with credits required, credits applied, catalog year, and GPA.

**Placement Results** COMPLETE

Catalog year: 2022-2023 GPA: 0.000



**Social Behavioral Sciences AA - Psychology** INCOMPLETE

Credits required: 60 Credits applied: 35 Catalog year: 2022-2023 GPA: 3.500

	Course	Title	Grade	Credits	Term
○ 60 Credits	<b>Still needed:</b> You currently have 35; you still need 25 more credits.				
✓ College Writing I	ENG 101	College Writing I	TCR	3	The Beginning of Time

- All required courses and credits will be listed:
    - completed courses will be displayed with a green check mark
    - courses in progress will be displayed with a half-filled blue circle
    - courses still needed will be displayed with a red circle
- ✓ Complete

◐ Complete (with classes in-progress)

○ Not complete
- Clicking on a course will allow you to view additional course information:
    - course description
    - any pre-requisite courses
    - a history of when the course has been previously offered
    - a “preview” of when the course will be offered next

***\*\*With any technology, sometimes computer glitches occur. If it looks like a course is in the wrong place, something is missing, or you find something confusing (even if you don't!), please make sure to review your degree evaluation with your Student Success Advisor!\*\****

# IMPORTANT DATES & DEADLINES

It is important that you check the Academic Calendar for important dates and deadlines, including:

- semester start and end dates
- registration start dates
- last day to add a class
- dates the College is closed
- class schedule changes (ex: Friday classes meeting on a Thursday)
- payment deadlines
- refund schedule (ex: last day for a 100% refund)
- last day to drop with no grade
- last day to drop with a “W”

## ACADEMIC CALENDAR

## REFUND SCHEDULE

### DROP VS. WITHDRAWAL

**Dropping a class** means you are removing a course from your class schedule and it will not appear on your transcript. **The drop deadline happens around the end of the 3rd week of classes.** *NOTE: Depending on when you drop a class, and how many credits you are registered for, you may or may not receive a partial refund.*

**Withdrawing from a class** means you are removing a course from your class schedule after the drop/add period has ended. This course will remain on your transcript and you will receive a “W”, but your GPA will not be affected. **The withdrawal deadline happens around the 9th week of classes.**

- If you are thinking about dropping or withdrawing from a class, speak to your Professor and/or your Student Success Advisor first. Depending on the situation, you may be able to catch up and bring up your grade.
- If you are receiving Financial Aid, dropping or withdrawing from a course may affect your aid. It is recommended that you speak to a Financial Aid Advisor BEFORE you remove a class to discuss your options, and any consequences.
- Failure to attend a class does not count as notice of an official withdrawal.

## HOW TO DROP/WITHDRAW

You can drop/withdraw in Self Service Banner the same way you register for classes:

- Log into myRCC and select Self-Service.
- On the left-hand side, select Registration, and then select Register/Drop Classes.
- Select the term, and then you will see your registered courses on the right hand side.
- In the column that says **Action**, depending on the point in the semester, select **Drop/Delete** or **Withdraw**.
- Select **Submit** to complete the process.

The screenshot shows a table with columns: CRN, Subject and Co, Title, Schedule Type, Credi, Fin Aid Status, Status, and Action. Two rows are visible, both with a status of 'Registered'. The Action column for the second row is expanded, showing options: 'None' (selected), 'None', and 'Drop/Delete' (highlighted in green). A red arrow points from the 'None' dropdown in the first row to the 'Drop/Delete' option in the second row's dropdown.

CRN	Subject and Co	Title	Schedule Type	Credi	Fin Aid Status	Status	Action
20001	BIO 10300, ...	Introduction to the Hu...	Lecture	3		Registered	None
20409	HIS 10100, ...	Western Civilization I	Lecture	3		Registered	None

NOTE: If you have a FINANCE HOLD, you will not be able to drop/withdraw online using Self-Service. Although you cannot register for a class with a hold, **you can still drop/withdraw when you have a hold.** You must drop/withdraw using the online DROP/ADD form.

- Select FORMS from the list of apps in myRCC.
- Select Drop/Add Form (Online)

The screenshot shows a 'FORMS' menu with a 'Registration' section. The 'Drop/Add Form (Online)\*' option is highlighted in yellow.

**FORMS**

Registration

- [Advisement/Registration Form \(Online\)\\*](#)
- [Change of Information Form \(Online\)\\*](#)
- [Student Data Sheet \(Online\)\\*](#)
- [Drop/Add Form \(Online\)\\*](#)

- Fill out your personal information at the top.
- Next to **DROPPING A COURSE**, select **Add**, and then enter the course information.

The screenshot shows a form titled 'DROPPING A COURSE'. The 'Add' button is circled in red. Below the title is a table with columns: Year, Semester, CRN, Course Code, and Credits. Each column has a corresponding input field. A 'Remove' button is located at the bottom right of the table.

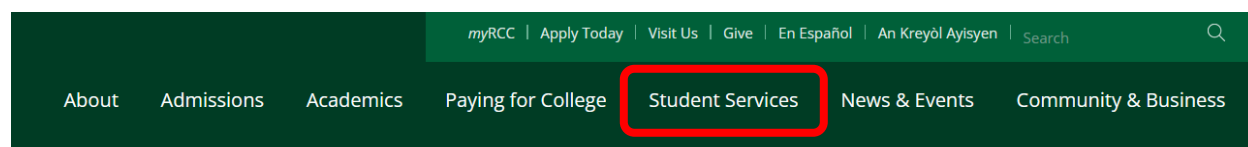
Year	Semester	CRN	Course Code	Credits
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- Upload your photo ID, digitally sign the drop/add form, and click **SUBMIT** to complete the drop/withdrawal.
- Records staff will process the drop/withdrawal.



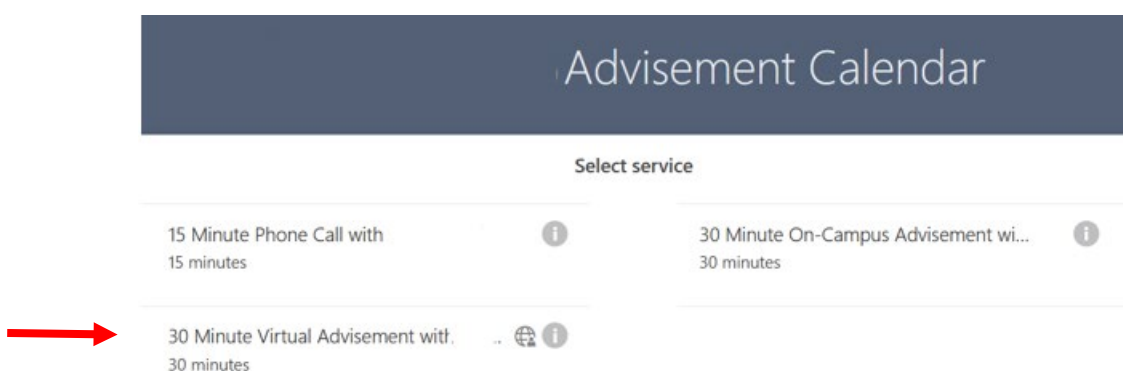
## SCHEDULING AN APPOINTMENT WITH YOUR STUDENT SUCCESS ADVISOR

To schedule an appointment with your Student Success Advisor, go to the RCC website, and select **Student Services** from the navigation panel.



- From the drop-down menu, select **Student Success Advising**.
- If you know who your Advisor is, scroll down and click the link for the **Meet My Advisor** page. Click on **Schedule an Appointment** to schedule an appointment with your assigned advisor.
- If you don't know who your Advisor is, click on the link for **WHO IS MY ADVISOR?** Scroll down until you see your degree program (major). Click on it to expand the details, and then click on the link to **Book an Appointment**.

**NOTE:** In addition to scheduling an appointment, you will also find your Student Success Advisor's contact information, including phone number and email address.



Once you have selected your Student Success Advisor's Advisement Calendar, you will select a service. Every Advisor will have an option to select a **VIRTUAL** or **ON-CAMPUS (IN-PERSON)** appointment. You must click on a service (it will become highlighted) to be able to choose a meeting day and time.

- Select a day, then select a time, fill out your information, and then select **BOOK**.
- Once you book the appointment, you will immediately receive a confirmation email.
- If you selected a **VIRTUAL APPOINTMENT**, in the confirmation email you will receive a link to join the meeting at the scheduled time.

**Although you can join a virtual meeting from your phone, to make the most out of your advisement meeting, it is strongly recommended that you join from a laptop or desktop computer**

**During late registration (typically January and August), advisement is on a walk-in, first come, first served basis. No appointments are necessary, and no appointments will be taken. The best way to get the perfect schedule is to register early!**

**QUESTIONS? CONTACT [STUDENTSUCCESS@SUNYROCKLAND.EDU](mailto:STUDENTSUCCESS@SUNYROCKLAND.EDU) or call 845.574.4427/4306**