



# Atlas Help Guide

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## **Introduction to Atlas**

Atlas is Valencia Community Colleges online learning support system. Atlas allows students to register for courses, access their transcripts, to see the status of their Financial Aid, and much more. There are many study tools available to students through Atlas and there are databases to various Libraries around the country. Atlas offers educational and career help through the My Life Map tab. From here, you can plan your college career, based on the major you have chosen. Atlas offers e-mail to students, by providing them with a unique e-mail address.

## **Atlas Access Lab Locations and Hours**

Access Registration on campus at the following Atlas Access Lab locations:

### East Campus

#### **Atlas Access Lab, Building 5, Room 213**

Monday-Thursday 8:00 am – 7:00 pm

Friday 8:00 am – 5:00 pm

#### **Learning Resource Center, 2nd Floor, Building 4, Room 201**

Monday-Thursday 7:30 am – 9:30 pm

Friday 7:30 am – 5:45 pm

Saturday 8:00 am – 4:15 pm

Sunday 2:00 pm – 7:45 pm

#### **Microcomputer Lab, Building 4, Rooms 122 and 123**

Monday-Thursday 8:00 am – 9:15 pm

Friday 8:00 am – 5:00 pm

Saturday 8:00 am – 2:15 pm

### Osceola Campus

#### **Atlas Access Lab, Building 1, Room 151**

Monday-Thursday 8:00 am – 7:00 pm

Friday 8:00 am – 5:00 pm

#### **Open Instruction Lab, Building 2, Rooms 244 or 246**

Monday-Thursday 7:30 am – 9:00 pm

Friday 8:00 am – 5:00 pm

Saturday 8:00 am – 12:00 pm

## **Computers in Building 1 Atrium**

### West Campus

#### **Atlas Access Lab, Student Services Building, Room 142**

Monday-Thursday 8:00 am – 7:00 pm  
Friday 8:00 am – 5:00 pm

#### **Mac Lab, LRC, 1st Floor**

Monday-Thursday 7:30 am – 9:00 pm  
Friday 7:30 am – 5:00 pm  
Saturday 8:00 am – 1:00 pm  
Sunday 2:00 pm – 6:00 pm

### Winter Park Campus

#### **Atlas Registration Center, Room 220**

Monday-Thursday 8:00 am – 7:00 pm  
Friday 8:00 am – 5:00 pm

#### **Learning Resource Center**

Monday-Thursday 8:00 am – 8:00 pm  
Friday 8:00 am – 5:00 pm  
Saturday 8:00 am – 12:00 pm

## **Browser Check**

Before opening an Atlas account, you should use the information below to make sure you are using the correct browser.

All though there are many browsers that will work, the best browsers to use for Atlas are Internet Explorer 5.5 and 6.0; and Netscape 4.51 and 4.78. The browser must support 128-bit encryption to successfully connect to the Atlas system. In addition, your browser security settings must allow enabled cookies, and allow Java applets to run. If any of these settings are not as described, you may encounter errors and might not even be able to access Atlas at all. You can get more information about how browsers work with Atlas at [http://valenciacc.edu/atlas/help\\_file.asp](http://valenciacc.edu/atlas/help_file.asp)

Accessing Atlas through AOL can be difficult. For information on an alternative way to connect to Atlas, please go to Ask Atlas [http://oithelpdesk.valenciacc.edu/Scripts2/webvalencia.cfg/php.exe/enduser/std\\_adp.php?p\\_admin=1&p\\_faqid=246&p\\_created=1028107937](http://oithelpdesk.valenciacc.edu/Scripts2/webvalencia.cfg/php.exe/enduser/std_adp.php?p_admin=1&p_faqid=246&p_created=1028107937)

The Atlas system requires the use of browsers that have 128-bit Cipher Security. Most modern browsers include this by default. To check this in your Netscape or Internet Explorer browser, follow the respective procedure below:

## Internet Explorer

The Atlas system works best with the most updated version of Internet Explorer to view Atlas properly. Atlas also requires 128-bit encryption. Right now, the most updated version of Internet Explorer is 6.0; to check your system to see what version you are using, please follow the steps below:

- Open the Internet Explorer browser window
- Click on the Help option at the top of the page
- Inside Help, scroll down to the 'About Internet Explorer' link and click
- When this link opens, you will see a small window open
- Directly under the Microsoft Internet Explorer logo you will see the version
- Directly under the version will be the Cipher Strength (should be 128-bit)

If you do not have the most recent version of Internet Explorer (6.0), you can download it at the Microsoft website. Visit [www.microsoft.com](http://www.microsoft.com), and click on 'All Products' at the top of the page, and then 'Downloads'. From here, look for the link titled "Internet Explorer 6.0 Service Pak 1." This is a free download.

If you are still experiencing problems viewing the Atlas web page, and you are sure you are using Internet Explorer 6.0 with 128-bit encryption, there could be a configuration problem. Please call the ATLAS Help Desk at 407-582-5444.

## Netscape

- Start up Netscape Navigator.
- Click on the "Help" menu selection, then on "About Netscape."
- This will open a separate browser window that. In the first section, you should see a boldface text line indicating the type of Cipher Security is in use. If it does not specifically say that the browser supports high-grade (128-bit) security, then you will need to download a version that does. To do this, [www.netscape.com](http://www.netscape.com).

*Note: If you are trying to access Atlas from work and are having problems there is a possibility that your employer has installed a firewall.*

## Setup an Atlas account

Please allow 3-5 business days after turning in an Admissions application before setting up an Atlas account\*

- Go to <http://atlas.valenciacc.edu/>
- Click on First Time User? **Set up Account link** located in the middle of the page
- Click on Sign up Today
- Click Accept
- Click Continue
- Enter information in the appropriate boxes

**\*Do not use dates to answer your secret question\***

The pin must be a 6-digit number (no letters, dashes, periods, or spaces) Once you have entered all information, click on Submit. The computer will then generate your individual Username and E-mail address. **Note we encourage you to write the information down in a secure location.**

If you encounter any problems, please call the Atlas Help Desk at (407) 582-5444

## **Login to Atlas**

Once you have set up an account, you can log into Atlas, go to <http://atlas.valenciacc.edu/>. On the left hand side of the page, under heading Secured Access Login, you will type in your unique username in the first box, and your 6-digit pin number in the box below. Then click OK. If you are a first time user, you will see a screen that welcomes you to Campus Pipeline; click “Let’s Begin.” After the first time, you will not see this page; go directly into the My Atlas, which is the main page.

**Note: Should you receive any error messages upon attempting to login, please contact the Atlas Help Desk at (407) 582-5444.**

## **Common Atlas Login Error**

***Note: Should you receive any of these messages repeatedly, please contact the Atlas Help Desk for further help at (407) 582-5444***

### ***Account Disabled***

If you have tried to log into your account with the wrong pin number more than 5 times, you will receive an error message stating “account disabled.” You must visit an Atlas Access Lab on the campus of your choice, and present photo identification to staff to have your account reset.

### ***Access Denied***

If you, at any point, have reset your pin number, tried to log into your account with original one, you may receive this message while trying to access the Student/Faculty Services link under Student Services. You must visit an Atlas Access Lab on the campus of your choice, and present photo identification to staff to have your account reset.

### ***External Access Denied***

You will need to reset your pin to a completely different number than the original. Example: If your pin number is 123456, please change it to something like 564321. You may use the same numbers in a different order.

### ***Information does not match our records***

The information we have in *our* system may be different from what you may be entering when trying to set up your account. The most common information errors include incorrect birth dates, spelling of first/last names, and social security numbers.

If you are using your Valencia ID number instead of your social, please make sure you capitalize the ‘V’ before the number.

### ***Pin Disabled***

If you have tried to reset your pin number, and unsuccessfully answered the secret question 3 times, your account has been disabled, and must be reset by the Atlas Help Desk. You must come into an Atlas Access Lab and present a staff member with photo identification, as well as your name and social security/Valencia identification number.

### ***You have forgotten your username***

Generally, your username consists of the first letter of your first name, your entire last name, and any numbers that may be behind it (i.e. jdoe, jdoe1, jdoe2). If you need assistance, you can call the Atlas Help Desk at 407-582-5444.

### ***You have forgotten your pin number***

On the left side of the main Atlas Log In page, under the heading: Atlas Help Center, you will see a set of links. **Click on “Forgot/reset your Pin?”** You will answer a series of questions, including your secret question. If you answer your secret question correctly, you can then change your password. Please choose a number different from your original pin number. If you **do not** answer your secret question correctly, more than 3 times, your account will become disabled, You must come to the Atlas Access Lab on the campus of your choice and present a staff member with a photo Identification to unlock your account.

### ***User is not set up for Atlas access***

This most likely means that your Admissions application has not yet been entered into our system. Normally, there is a 3-5-business day wait after turning in your Admissions application before you can set up an Atlas account. After 5 days, and you are still unable to set up an account, please contact the Atlas Help Desk at (407) 582-5444.

## **Viewing Valencia Identification Number**

- Log in into Atlas
- Go to the My Atlas Tab
- Right beside “Welcome your name.” There is a button “show VID”
- Once you have seen the VID then click ok

## **Resetting Pin Number**

- Go to ...<http://atlas.valenciacc.edu/>

- On the left side under the heading Atlas Help Center, click on the second link [Forgot/reset your PIN?](#)
- Here you will answer a series of question including your secret question.
- Once you answer all the questions correctly, you can then change your pin.

### **How to change your pin under personal information**

- Log into Atlas.
- Click on the "Student Services" tab.
- Click the "Student Services" or "Faculty Services" link (whichever is present on your display).
- Click on "Personal Information."
- Click on "Change Your Password (PIN)
- To change your Password/PIN (Personal Identification Number), you must first enter your old PIN before entering a new PIN.

Your PIN must be 6 digits (numbers) long in order to comply with Atlas security verification rules. When finished, click **Change PIN**.

***Note: Your Atlas password is the same 6 digits you will use as a Personal Identification Number (PIN) when accessing Valencia's Telephone Information System.***

### **Changing your Pin number inside your Atlas account**

If you need to change your pin number once you have logged into Atlas, you can click on the "Reset your Pin" link located under the Today's Announcements heading under the My Atlas tab. From here, you will enter your personal information, as well as the answer to your secret questions. If you answer the question correctly, you will reset your pin number. If you do not answer the question correctly, your account will automatically lock up, and you must then come to the Atlas Access Lab on the campus of your choice and present a staff member with a photo Identification to have your account unlocked.

### **Registration**

View your registration status; add/drop classes; make an online payment; display your class schedule

- Log into your Atlas account
- Click on the Student Services tab
- Click on the Student Services or Faculty Services link
- Click on the Registration, Records, and Financial Aid link
- Click on the Registration link
- Follow steps 1-5

***Note: After you have completed each step, you will return to the main page, where you will continue by clicking into the next step.***

### **Step 1: Select Term**

This step will automatically default to the current term. If you are looking for Continuing Education courses, you will need to change the term to reflect the term you are signing up for Continuing Education Classes.

### **Step 2: Check Registration Status**

This step allows you to see your time ticket (your specific registration date and time); and view information that may affect your registration (i.e. holds, class, programs, course overrides).

### **Step 3: Registration**

This step allows you to register for courses.

- To **add** a course to your schedule, enter the Course Reference Number (CRN) in the **Add Class** table located at the bottom of the page. You will find the CRN listed in the first column in the Credit Class Schedule (newspaper).
- To search for available courses, click on **Class Search**. Once you have found a course that you would like to register for, you may add that course to your schedule.
- To **drop** a credit course, refer to the **Current Schedule** section. In the **Action** column, a drop-down menu appears next to each course for which you are registered. Select the **Drop Web/Telephone** option from that drop-down menu.
- When you have finished adding or dropping courses, click Submit Changes below.
- To complete online registration, click on **Registration Fee Assessment**

*Note: You should register for all preparatory courses and labs at the same time to avoid error messages.*

*Note: Once classes have begun, you must come into the “Answer Center Office” to drop a class.*

*Note: To add any courses once classes have started, you must come into the Access Lab on any campus. You cannot register for courses that have already met for the first time.*

**\*Note: Once the “Add/Drop” period has ended, the Action box will no longer say Drop Web/Telephone, but will say Withdrawal Web/Telephone. This means a “W” will be placed on your transcripts if you choose to withdraw.**

### **Step 4: View Registration Fee Assessment**

After completing your registration, you can view fees here. The links at the bottom of the page will allow you to do several things: Make a credit card payment, see your student schedule by day and time, view student detail schedule, and see your account balance.

### **Step 5: View Account Balance and Pay Fees Online**

This step allows you to view the total charges for the term and make an online payment.

You can also see an account summary of all the terms you have attended.

## **Common Registration Errors**

### ***Academic Standing***

For a hold that states you on Academic Probation or Academic Suspension, you must see an Academic Advisor. You must make the Advisor aware of any Financial Aid you are receiving. Academic Probation generally means that the student has fallen below a 2.0 GPA for two successive terms, and must receive an advisor's approval before registering for classes in the next term. If while on probation, the student has two terms in which they earn less than a 2.0 GPA, are on Academic Suspension for the following term. Either message will prevent registration.

### ***Approval***

This course section requires special approval. Please see the academic department office for more details.

### ***Class Restriction***

The course is held for students with "special populations" (i.e. Honors, ODS, Criminal Justice).

### ***Closed Section***

Means the course is full.

### ***Co-requisites***

You must also register for this course's co-requisite. Please see your college catalog for co-requisite information. This typically means a lab associated with class.

### ***College Restriction***

The course is restricted to credit seeking students.

### ***Degree Restriction***

The course is limited to Dual Enrollment students.

### ***Duplicate CRN***

You are registering for the same course twice. Please view the Current Schedule or Registration Worksheet sections of this page to ensure you have not entered the same Course Reference Number (CRN) twice.

### ***Holds***

You have a registration hold. Please go to the Check Registration Status page in your Atlas account, scroll to the bottom of the page and click on View Holds, and then go to the appropriate campus office to resolve that hold.

### ***Max Hours Exceeded***

Your registration exceeds the maximum hours allowed for a term. Please see your college

catalog for details.

***Pre-req and Test Score Error***

You must register for preparatory classes (i.e. Prep. Reading/Lab, Prep. English/lab, Prep. Math) before registering for college level courses. This can also apply to students trying to register for classes in which they have not met the pre-requisites, such as college level math or Gordon Rule humanities etc. You also see the error if you have not taken the C.P.T. test or if your SAT/Act CPT scores have not entered to the system. You do not meet the pre-requisite for this course. Please see the course description in your college catalog or meet with an advisor at any campus advising office.

***Pre-req Communication Error***

This error indicates that there has been a system problem. If this error occurs, please call the Atlas Help Desk at 407-582-5444.

***Program Restriction***

You must be admitted/accepted into a limited access program (i.e. Nursing, Diagnostic Medical Sonography etc.) to register for this course. If you feel this message is in error, please see the appropriate academic departmental office.

***Repeat Hours***

Repeat hours exceed # indicates you have taken the course for credit the maximum number of allowed times. Repeat limit hours exceeds O indicates that you have already received credit for this course and cannot repeat it for grade forgiveness.

***Student Status Prevents Registration***

You must go to the Answer Center to activate or update your records.

***Time Conflict***

You have a time conflict with the course indicated in the error message. Check your course schedule to resolve the time conflict.

***Wait Listed*** You are attempting to register for a course that is currently full, and the instructor has placed you on a wait list. You must check Atlas e-mail daily for invitation to the course. If an invitation is issued, you have 24 hours to respond to the e-mail to claim your seat, by registering for the course. After 24 hours, the invitation is void and will be issued to the next in line.

***Note: Being placed on a wait list does not guarantee a seat in the course, and does not mean you are registered. If you are required to take you must for a seat/be registered in those course to avoid Pre-req and Test Score Errors.***

**Online Payment**

- Log into your Atlas account
- Click on the “College Service” tab (Third Gold Tab at Top)
- Click on the “Student Services” or “Faculty Services link”

- Click on the “Registration, Records and Financial Aid” link
- Click on the “Online Payment” link
- The next screen contains your “Account Balance and Fee Payment Information.”
- Look at the total amount due and make a note of it before proceeding.
- Click on the link “Submit your payment Online”
- Select the term for which you are paying, click the “Submit Term” button.
- Fill in all fields for credit card information
- Click on Submit Payment

**CLICK ONLY ONE TIME!** It may take several moments for the payment to be processed. Print payment and keep it in a safe location in the event you need it to show proof of payment.

**You must pay 100% of the account balance to complete your registration.** Please pay before the payment date to avoid courses being dropped for non-payment.

### **Withdraw from class**

- Log into Atlas.
- Click on the "Student Services" tab.
- Click the "Student Services" or "Faculty Services" link (whichever is present on your display).
- Click on "Registration, Records, and Financial Aid."
- Click on "Registration."
- Click on "Step 3 - Register for Classes."
- Select the term you wish to view, and click the "Submit Term" button.
- The following screen will show the classes for which you are currently registered.
- Select the "Withdraw (web/phone)" by clicking the drop-down box next to the class(es) from which you wish to withdraw.
- Once you have completed your changes, click on the "Submit Change" button.

### **Access the credit course schedule**

View upcoming class schedules at <http://valencia.cc.fl.us/Schedule/default.cfm>

### **Student Schedule by Day/Time**

You can check your Student Schedule by Day/Time through your Atlas account by completing the following steps:

- Sign into your Atlas account
- Click on the “Student Services” tab at the top of the page
- Click on the “Student Services” or “Faculty Services” link
- Click on the “Registration, Records, and Financial Aid” link
- Click on the “Registration” link
- Click on the first blue bubble that reads “Student Schedule by Day/Time” then

- you will be asked to choose the term (the current term is the default), press submit.
- Once inside, you can view the courses you have registered for by day and time in a "calendar" format.

### **Student Detail Schedule**

- Log into your Atlas account
- Click on the "Student Services" tab
- Click on the "Student Services" or "Faculty Services" link
- Click on the "Registration, Records, and Financial Aid" link
- Click on the "Registration" link
- Click on the "Student Detail Schedule" link
- Submit the term
- This schedule will show a listing of classes, times, locations, and professors of all classes for which you are registered.
- To print this schedule, click on File, then Print

***Note: This schedule is necessary in order to purchase books, as well as receive a Student ID.***

### **Class Search**

- Log into your Atlas account
- Click on the "Student Services" tab
- Click on the "Student Services" or "Faculty Services" link
- Click on the "Registration, Records, and Financial Aid" link
- Click on the "Registration" link, and follow the steps in order (do not skip any steps)
- Click on "Select Term" (in most cases, the program defaults to correct term)
- Click on "Submit Term"
- Click on Check Your "Registration Status". If the information is accurate, click on the Back to Main "Registration" link
- Click on "Register for Classes"
- Scroll to the bottom of the screen and click on "Class Search"

Please, read all direction and tips at the top of the page. Using too many of the restrictive options may narrow your choices too much! It may be best to not to enter a choice, keeping your options open

#### **By Subject**

Here is where you choose the subject(s) (not particular classes) that you wish to search. To search more than one subject at a time, hold down the Ctrl key while making selections. Please choose all subject areas you wish to search. You should register for all your classes at the same time, NOT one at a time!

**By Part of Term**

Select this option only if you are attending part-of-term.

**By Schedule Type**

Hint: Selecting classroom section can avoid registering for a self-paced/individualized instruction class by mistake.

**By Campus**

Restricts search to one campus. Leaving this section alone will give more options of 'open' classes for you to choose. Be careful when searching and registering when not restricting, by campus to avoid registering for course on different campus without enough travel time between classes.

**By Instructor**

Drastically limits options. Choose only if you have to.

**By Start Time/By Days**

Best if left alone. Use only if the times/days can attend are severely restricted by your life, and the time selected are the only times you can attend!

**Click on Find Classes**

Here you will find a listing of ALL OPEN classes that fit the subject(s) you requested. WARNING: All classes that fit the subject category you choose will be presented, NOT just the ones you are looking for! Scroll until you find the class(es) you are looking for, find the time and day you want, and click on the box displayed at the far left to select that course. If no little box is displayed, this indicates that the section has closed since you began the search. BOLD BLUE lines separate the subject areas. Continue until all classes have been selected. At the bottom of the page, click Register.

**Governing Catalog**

The governing catalog is the Valencia catalog in effect at the time of the student's initial enrollment in credit courses at Valencia Community College. A Valencia catalog is valid for five academic year. The students may follow the policies and graduation requirements in their governing catalog for the five academic years except as may be otherwise provided by law or policies of the District Board of Trustees. The student may officially declare any subsequent catalog as their governing catalog and follow its requirements until its expiration; however, if their governing catalog has expired, their graduation requirements will be based on the degree requirements in the catalog at the time of their graduation.

**Student Records**

View Holds; display grades; transcripts and degree audit evaluations; request official

transcripts; review charges and payments to your account.

### **View Holds**

You can check holds in the Student Records section, Financial Aid section and the Registration sections of Atlas

- Log into your Atlas account
- Click on the “Student Services” tab
- Click on the “Student Services” or “Faculty Services” link
- Click on the “Registration, Records and Financial Aid” link
- Click on the “Student Records” Link
- Click on the “View Holds” link
- Follow the links, they will tell you what, if any, type of hold you may have, as well as what office generated and how to resolve it.

***Note: Parking tickets, short-term loan defaults, and library fines will not be removed from your account until you have either visited or called the Business Office on the campus of your choice.***

### **View Grades**

- Log into your Atlas account
- Click on the “College Service” tab
- Click on the “Student Services” or “Faculty Services” link
- Click on the “Registration, Records, and Financial Aid” link
- Click on the “Student Records” link
- Click on the “Final Grades” link
- Submit the term
- Scroll down to view grades for each class

***NOTE THE GRADE OF “M” MEANS THE GRADE IS MISSING. PLEASE CHECK THE ACCOUNT AGAIN IN 2-3 DAYS FOR THE PROPER GRADE OR CONTACT THE PROFESSOR.***

### **How to create a Degree Audit on Atlas**

- Log into your Atlas Account
- Click on the “Student Services” tab (Third Gold Tab at Top)
- Click on the “Student Services” link
- Click on the “Registration, Records, and Financial Aid” link
- Click on the “Student Records” link
- Click the “Degree Audit” link
- Select the “Term” (current term - the term you are in right now)
- Click on the bottom of the page, the “Generate New Degree Audit” link
- Select the “Program” desired and then “Generate Request”
- Choose “Detailed” information for a detailed audit.
- Print this out if you have any questions and bring to see an academic advisor.  
What if Analysis: If the program you would like to audit is not within your “New Degree Audit”, you can request a

### **“What if Analysis” Degree Audit**

Follow steps from above the continue as follows:

- Click on the bottom of the page, the “What-if-Analysis” link
- Select the “Term” (current term - the term we are in right now)
- Search for the desired program from the list of programs (degrees and certificates)
- Choose first major (some programs have sub categories)
- Not Choose “Campus”, Leave This as None.
- Click “Generate Request”
- Choose “Detailed” information for a detailed audit
- Print this out if you have any questions. Bring this with you to see an academic advisor.

### **Transcripts**

The Atlas system can display transcripts from Valencia and other institutions that have been evaluated by Valencia’s Admissions Office.

#### **Unofficial Transcripts**

- Log into your Atlas account
- Click on the Student Services tab (Third Gold Tab at Top)
- Click on the Student Services or Faculty Services link
- Click on the Registration, Records, and Financial Aid link
- Click on the Student Records link
- Click on the Academic Transcript link
- Choose the term, and click Submit

#### **Request Official Transcripts**

- Log into your Atlas account
- Click on the “Student Services” tab
- Click on the “Student Services” or “Faculty Services” link
- Click on the “Registration, Records, and Financial Aid” link
- Click on the “Student Records” link
- Click on the “Transcript Request” link
- Follow instructions on page for choosing an address, then click “Continue”
- Select a Transcript Type, review-mailing address to make sure it is correct, and then click Continue at the bottom of the screen
- Fill in required information and click Continue
- Review information and click on “Submit Request”

***Note: Please allow at least 48 hours for your request to be processed.***

## **View Official Transcript Requests**

Allows you to view transcript requests you have submitted.

- Log into your Atlas account
- Click on the "Student Services" tab
- Click on the "Student Services" or "Faculty Services" link
- Click on the "Registration, Records, and Financial Aid" link
- Click on the "Student Records" link
- Click on the "View Transcript Request" link

Choose the date you submitted the request and click OK.

## **Transcript Request for the Inactive Students**

If you are a returning student that has not attended Valencia in more than 2 years and do not have an Atlas account, you can request a copy of your official transcripts by completing the following steps:

- Go to Valencia's main website at <http://valenciacc.edu>
- Click on the "Students" link at the top of the page
- Scroll down to the "Academics" heading, and click on "Transcripts Request"
- Once inside this page, you should see two links for the Transcript Request Form. One link is for the .PDF version of the form (requiring Adobe Acrobat to read it); the other is for the Microsoft Word version. Either one will be accepted. You may fill out the form on your computer by clicking in the appropriate areas on the form and then print the form and sign it. Both Federal and State laws on student privacy require that we have your **original signature** on the request.

You may submit your request by mail to the following addresses:

East Campus Records Office  
Valencia Community College  
701 North Econlockhatchee Road  
Orlando, Florida 32825

West Campus Records Office  
Valencia Community College  
1800 South Kirkman Road  
Orlando, Florida 32811

**Or by fax** to the following numbers:

East Campus Fax #: (407)582-8911  
West Campus Fax #: (407)582-1866

## **Facts.org**

FACTS.org is your central web resource for planning and managing your higher education experience. This service offers help choosing a college, picking a major, financial aid information, career guidance, degree audits, college transcripts and much more. If you are an inactive student-one who has not attended any Valencia courses in more than 2 years you can retrieve your unofficial college transcripts through Facts.org. To do this, please follow the steps listed below:

- Go to [http:// www.facts.org](http://www.facts.org)
- Click on “College Transcripts”
- Scroll to the bottom of the page, and click on “Click here to retrieve your college transcript”

Inside this page, you will answer a series of questions about your Home Institution, your Student ID, and your PIN/Password. If you are an Inactive student, you will not be able to access this information until you get help with your PIN/Password. To do this, scroll down to the bottom of the page, and under the heading ‘Need Help with your PIN/Password’, choose your Home Institution. Once you choose Valencia, you will be redirected to the Valencia Records page, and offered instructions on how to proceed.

## **Change Address and Phone Number**

Note if you are Valencia employee or a work study student you will need to change your address with Human Resources.

- Log in to Atlas
- Click on “Student Services”
- Click on “Student Services”
- Click on “Personal Information”
- Choose Update Address and Phone
- Click “Current” link
- Scroll down to “Delete this Address”
- Check the box next to “Delete this Address”
- Click “Submit”
- You will then be taken to a page that looks like the previous page however, this time the fields will be blank.
- Fill in fields
- Click “Submit”

## **Financial Aid Status:**

- Log into your Atlas account

- Click on the “Student Services” tab
- Click on the “Student Services” or “Faculty Services” link
- Click on the “Registration, Records, and Financial Aid” link
- Click on the “Financial Aid” link

From this page, you can view the following:

### **Overall Status of Financial Aid**

View overall status; holds; academic progress; Read messages from the Financial Aid Office; View financial aid awards.

- Select the Aid year from the drop down menu, click “Submit.”

This screen will allow you to view: Estimated cost of attendance; amount of Financial Aid awarded, Academic Progress in regards to Financial Aid, Financial Aid credits received and Financial Aid History.

### **Financial Aid Eligibility**

Review Financial Aid Holds (which may prevent payment of awards) and document requirements: Display academic progress history; View academic transcript.

**Holds:** check here for any Financial Aid Holds

**Student Requirements:** Check here for any unmet requirements that may prevent receiving Financial Aid.

**Academic Progress:** Check here to see if you are meeting the standards of academic progress to receive Financial Aid

**Academic Transcripts:** Access unofficial transcripts here

### **Award Information**

View account summary; Review awards by year; Display award payment and schedule; View history of loan applications.

**Account Summary By Term:** Account activity for selected term.

**Award by Aid Year:** Information about amount of money you have been awarded per school year. School Year = Fall/Spring semesters only. This amount does not include Summer Session

**Award Payment Schedule:** Check the dates when awards are expected to be mailed out.

**Loan Application History:** Check the history of your loan applications.

## **WebCT**

WebCT is a service that works in conjunction with online courses. To log into WebCT, follow the steps below:

Sign into your Atlas account

Click on the “My Courses” tab at the top of the page

On the left side of the page, there is a link that says ‘Click here to log into WebCT’,

Click on the link

You will be directed to the main WebCT page

Look for the link titled “Click here to log into WebCT”. It should be on the left hand side of the page, then click the link

The next page will have two input boxes asking for your WebCT ID and your password. Your WebCT ID and password is the same as your Atlas information.

## **My Courses Tab**

This page will show a listing of all the courses you are attending for the current semester, and will show a listing of the courses you attended in the semester before that. My Courses will show you the course name, the section number, the Department that class is listed under, and the teacher’s name and e-mail address. By clicking on the course name, you will be directed to that course’s homepage. Inside the homepage, you can access the following:

- Message Board
- Calendar
- Course Chat
- Instructor E-mail
- WebCT login
- Final Exam Schedule

## **Message Board**

This page allows you, your instructor, and other students to post messages to the class and respond to any messages posted.

## **Calendar**

This link will take you to a calendar format of your class. It will show you what days and times your class meets, as well as any events or tasks the instructor may have planned for the day.

## **Course Chat**

This link will take you to a chat room designed specifically for that course.

### **Instructor E-mail**

Under the Course Homepage heading, you will see the instructor's name, as well as the e-mail address for him/her. Clicking the e-mail address link will open up a Compose E-mail window, and automatically inserts that instructors e-mail into the 'To' field.

### **Atlas E-mail**

When you first setup your Atlas account and PIN, the system will generate your unique Atlas user name and Atlas e-mail address. You will access your e-mail through your Atlas account. Should you experience any problems with your e-mail account, please contact the Atlas Help Desk at (407)582-5444.

### **Sending E-mails**

Log into your Atlas account

Click on the E-mail icon located at the top of the page

Once inside, click on Compose

Type in the user name or address of the person to whom you are sending the mail too

When finished composing mail, click on the "Send button" at the bottom of the page.

### **Other E-mail Programs**

Many e-mail systems allow outside access via a POP3/SMTP server configuration. For security, reasons we decided to disallow this type of access for the Atlas e-mail system. If you have questions or concerns about this process, please send an e-mail to [oit-security@valenciacc.edu](mailto:oit-security@valenciacc.edu)

### **Attachments**

You may include attachments in your e-mails. Although we make every attempt to screen attachments, you should never assume that an attachment is virus free, so be careful when opening them. Never click on an executable attachment (files that end with .exe, .bat or .com) unless you are absolutely certain that you have been expecting it and it is from someone you know who told you they were sending it

- Log into your Atlas account
- Click on the E-mail icon located at the top of the page
- Click on "Compose"
- When in the composition window, look for the button titled "Attach", and click it
- In the next window, browse to the location of the file you wish to send with the e-mail,
- Click the file, and then click the "Open" button.
- Click the "Attach" button. The filename will appear in the list box on the right
- Repeat for other files to send up to five files
- Each attachment cannot exceed 2,560K. The total size of message and not all

attachments can not exceed 5,120K

- Click the OK button in the lower right
- Finish writing your e-mail and then click “Send”
- Your e-mail with attachment is on its way!

### **How to save e-mails**

By default, Atlas does NOT save outgoing e-mail. You can change this by the following procedure:

- Login to Atlas
- Click the "e-mail" icon.
- When the "E-mail Center" window appears, click the "Options" tab.
- Click the "Message Preferences" link.
- Click the check box next to "Save Sent Messages."
- Click the "OK" button.

**Note** you can also save individual e-mail at a time by selecting “save a draft” from the compose window.

### **How to get a read receipt**

- Login to Atlas
- Click the "e-mail" icon.
- When the "E-mail Center" window appears, click the "Options" tab.
- Click the "Message Preferences" link
- Click the check box next to “Requesting Read Receipts”
- Click the "OK" button

**Note** you can also get receipts for individual e-mail one at a time by selecting “request a read receipt” from the compose window.

### **Address Book**

- Log in to Atlas.
- Click the "e-mail" tab
- Click the Address Book
- Then click the New Contact button located on the Address Book tool bar.
- If you are adding a message sender to your address book as a new contact, click the sender's e-mail address in the To field of the message window and the Address Book opens. The sender's e-mail address will be populated in the Primary E-mail field.
- In the Personal Information section of the window, enter the contact's first name, last name, and display name (which is used in the display list to identify the contact).
- In the Contact Information section of the screen, enter an e-mail address for the contact and any other information that you want to preserve about this person
- To save the contact, click OK. To exit without adding the contact, click Cancel

## How to search address book

- Address Book
  - Log in to Atlas.
  - Click the "e-mail" tab
  - Click the Address Book
  - Then click the New Contact button located on the Address Book tool bar.
  - If you are adding a message sender to your address book as a new contact, click the sender's e-mail address in the To field of the message window and the Address Book opens. The sender's e-mail address will be populated in the Primary E-mail field.
  - In the Personal Information section of the window, enter the contact's first name, last name, and display name (which is used in the display list to identify the contact).
  - In the Contact Information section of the screen, enter an e-mail address for the contact and any other information that you want to preserve about this person
  - To save the contact, click OK. To exit without adding the contact, click Cancel
- 
- Login to Atlas.
  - Click the "e-mail" icon
  - When the "E-mail Center" window appears, click the "Address Book" tab.
  - Open address book a list of all contacts, including a "name" or primary e-mail address
  - Click on the primary e-mail address "attribute" which displays the compose message window
  - You may also see an "All" button and a series of letters from A to Z.

## My Headlines

Log into your Atlas account

Click on the My Headlines link, located on the navigation bar in the upper left side of the page.

### Personalize My Headlines

You can determine the layout and content displayed on the My Headlines page.

To change the layout, click on the "Change Options: Content/Layout" link at the top of the page. Here you can edit your preferences and choose the layout you want. After you have changed the layout to your specifications, each category will then allow you to edit the content of that section. You can choose where you want each category to show up on the page.

## Study and information tools

This link offers help by giving you access to many different reference materials. You can visit some of the world's greatest libraries, or find tools to help improve your study "Skills". Do you want to know what the weather is like in Fargo, Indiana? Would you like to teach yourself how to use Sign Language? Do you need to write a report in MLA style? Links on this page help you in studying, researching, or writing. To access this page, follow the steps below:

Sign into your Atlas account

Scroll to the bottom of the page, and in the left column you will see a heading titled "Atlas Resources"

Click on the "Study and Information Tools" link

All of the links in blue take you to various subjects such as:

- Explore Great Libraries
- Study "Skills"
- Dictionaries
- Biographies
- Foreign Language Dictionaries
- Online Reading
- Weather
- Writing Styles
- And much more...

### **Career center**

Search for hot jobs use resume builder and take a practice for the GRE Entrance test.

Log into Atlas

Click the "My Atlas" tab

Click the "Career Center" link underneath the "Atlas Resources"

### **Government & Politics**

This site allows you to get involved with Political and National issues.

Log into your Atlas account

Click the "My Atlas" tab

Click on "Government & Politics" link underneath the "Atlas Resources" on the left side of the page.

## **Atlas Timeout Feature**

This feature allows you to change the amount of time your Atlas account can remain idle. The default setting is 15 minutes; however, your Atlas account can remain idle up to 60 minutes from the original login time. Follow the steps below to make change.

- Log into your Atlas account
- Click on the “Options” link, located in the black area at the top of the Atlas page, next to the “Logout” button, under the Atlas Logo.
- Click on the “Timeout” link
- From the drop down menu, choose how many minutes you wish your account to stay idle before automatically logging out
- Click OK

\*Warning: If you are accessing your account from a computer lab, please remember to log out of your account before leaving. Not logging out creates an opportunity for someone else to access your information, and potentially causing harm to your account.

## **What is My LifeMap?**

LifeMap is a student's guide to figuring out "what to do when" in order to complete your career and educational goals. LifeMap links all of the components of Valencia (faculty, staff, courses, technology, programs, and services) into a personal itinerary to help you succeed with your college experience.

## **Guide to My LifeMap**

LifeMap stage links on the left tool bar provide more detail on how to progress through Valencia and programs and services to guide your way.

- LifeMap tool links on this page provide planning tools to develop and implement your educational and career plans.
- LifeMap resource links on the bottom of the left tool bar provide additional Valencia resources to assist you.

## **My Education Plan**

My Education Plan is a web-based tool that allows you to design and save your education plan to graduate from Valencia and to project the time it will take to complete your degree. You may save up to 3 different plans. Once you develop a plan, you can use it to select the courses in which you will enroll each term. In this way, you will complete your degree and achieve your educational goals.

- Log in to your ATLAS account
- Click on the “My Life Map” Tab
- Click on “My Education Plan”
- Click “Start Now”
- Choose one of the blue links

- Learn how to use “My Educational Plan” (for a tutorial)
- Click “Build a new program plan”
- Click “Explore Valencia’s programs”
- Choose “Build a new program plan”
- Select “degree” from drop down box
- Click “next”
- Select “Catalog year” from the drop down box.
- Click “next”
- In the next area, you will choose your “degree” from the “Select Program for New Plan” box
- Choose the area of specialization for your degree
- Click on “Build a New Plan”
- This next page is your academic history
- Includes; transfer credits, Dual enrollment credits, CLEP credits, and Test scores
- Some high school classes (are under Test scores)
- Click on “Build a New Plan”
- Read the general directions
- Click on “Build a New Plan”
- College mandated prep courses show first
- Classes with a term and a grade after have been completed, i.e. REA0002 Fall 2002 A
- Classes with the current term next to them are the classes you are enrolled (i.e. MAC1105 Fall 2003)
- Classes that show the prefix (i.e. ENC1101) and have no term next to them are mandatory for your chosen degree.
- Classes that have a generic name with an arrow next to them indicate there is a choice of classes. (i.e. Humanities -->). When choosing courses, highlight a course and look in the box to the right to see a description of this course.
- When you have found the class you want, double click to add to your course list. If that class has a prerequisite, when you double click, a second box will appear with the required prerequisites to the main course. To choose the prerequisites as well, double click on it. You will then be asked if you really want to add this course, choose ‘Yes’ if you wish to do so, choose ‘No’ if you do not wish to add the courses to your list.
- When all arrows are finished, click ‘Next’
- You will continue this process until you have reached the general Elective area
- In the elective area, beware of selecting too many electives. You will go through the same process as above, but once the ‘Finish’ button is highlighted you have reached the minimum number of required electives. Keep checking the ‘Finish’ button, otherwise, you will add more Electives than necessary for completing your degree.
- After you finished choosing classes, you will see a brief overview of all the classes you have chosen.
- CAREFULLY look over this page
- Click “Next”
- The Term selection page is to

- Choose if you will take classes in the summer
- Choose how many credits to take per semester
- Or complete a time management chart that will recommend the number of credit hours to be a successful student with outside activities
- Fill out the page and click on “Finish”
- The blue areas are classes that you have completed. You cannot move these courses around.
- You can move around are the ones on the white screen.
- If you wish to move a class around, highlight the class and right click the mouse. A list will come up asking you to move courses into a certain term or to move the chosen course to another term.
- Click on one of terms and proceed. The program will not allow you to move certain courses (i.e. any prerequisite course must be taken first, and courses that require a certain order – ex. Basic Spanish must be taken before Elementary Spanish, etc.)
- To see the description of the courses, highlight the course and look at the bottom of the page
- Once you have the classes in the term you wish to take click on “Finish”
- Print this page
- Save your plan
- Take printed copy to an academic advisor for verification

### **My Career Planner**

- Log into your Atlas account
- Click on the “My LifeMap” tab (Gold tab top of the page)
- Click on “My Career Planner”; read instructions
- Click on “Self”; read instructions

**Note:** Skip the Personality section unless you have taken the MBTI. If you have taken the MBTI, you can insert your results into the appropriate boxes. If you have not taken the MBTI, there is a link to take the test in this section, but you will be charged a \$15 fee to view the results. This fee should be paid in the Business office at any campus. You will then need to meet with a counselor to determine your scores.

- Click on “Skills”. Read instructions
- Click on the O’Net “Skills” Search button and work through “Skills”
- Click on “Interest”; read instructions. Click on the O’Net “Interest Profiler” or “Interest Selector” button. Only work through one of the Interest inventories.
- Click on “Values”; read instructions. Click on the “Work Importance Locator” button
- Click on “Occupations”; read instructions. Click on “My Occupations” button to show occupations put in the basket. Click on “Occupations Lists” to search for occupations.

Use CHOICES to get information on careers, majors, and schools. This program is available at the Career Center or Atlas Access Labs on any campus. Select on the Occupations Database to view careers, majors, and school information. To access eCHOICES from home (this is not the exact same program as CHOICES), go to [www.florida.echoices.com](http://www.florida.echoices.com)

Click on Majors; read instructions. Click on My Majors button to show majors that have been put into your basket. Click on Major List to search for majors. (Only Valencia A.A. Pre-Majors and A.S. degrees are listed in the Major List)

Click on Options; read instructions. Click on My Majors, My Occupations and My College to rank them. Click on My Assessments to show the assessments that you have completed.

Click on Goals; read instructions. Click on My Career Decision Goals to target specific goals with a completion date. Do the same for My Career Goals and My Education Goals.

### **My Portfolio**

- Log into your Atlas account
- Click on the My LifeMap tab at the top of the page
- Click on My Portfolio; read instructions
- Click Entries; click New Portfolio Entry button; read instructions
- Click on Profile. This will show you all entries you have made into My Portfolio
- Click on File Manager. This will show you all files you have uploaded into My Portfolio

*Note: If you experience any problems and/or error messages, click on the Help button, then click on Support, and e-mail your comments.*

### **My Job Prospects**

My Job Prospects is a system that provides database information about Central Florida industries, companies, and job titles. To access My Job Prospects, follow the steps below:

- Sign into your Atlas account
- Click on the My Life Map tab at the top of the page
- Click on the My Job Prospects link
- Click on the Student Search link (you will not be able to access any information under the Advisor link)

Inside this page are various search links that allow you to access information on many jobs available in the Central Florida area, as well as the National market. Each link provides it's own information.

#### **Search by Job Title**

A Job Title search allows searches by a job title name or keyword. It presents a list of matching job titles and descriptions, and industry information for the job title you enter.

### **Search by Company**

A Search by Company allows searches by a company name or keyword. You can search for specific companies and get contact information for them. You can also find out what industries the company is in to search for wage and hiring information for other companies in the same line of business.

### **Search by Major**

You can use your major as a search parameter. For example, if you are majoring in Radiology, this will locate industries and companies that hire for this job.

### **Search by Industry**

A Search by Industry or Line of Business lets you search by an industry or line of business keyword. Choose this to get a list of companies within an industry, industry wage, and hiring information, and jobs within an industry.

### **Toolbox**

My 3Job Prospects uses Standard Industrial Codes (SIC) to link industries, companies, and job information. You might want to review these SIC codes and industry descriptions in order to gain a better understanding of industry clustering.

## **Groups**

Groups give students and faculty the ability to create and manage homepages for various clubs and/or other affiliations and interests. Each group has two viewing options. The first is a guest view; this view includes general information about the club or organization. The second is a member view; once you have joined the club, this view gives the member the opportunity to:

- Read articles posted by other members in the group. Members may also submit articles for posting
- Access links to Internet resources the group deems appropriate and the option to submit potential links
- View photos posted by other group members or submit your own photos
- Access to a group chat room, message board and on online calendar
- Post your own personal homepage link for other group members to access

To access Groups in Atlas, complete the following steps:

- Sign into your Atlas account
- Click on the Groups icon located at the top of the page in the black area, after the 'Calendar' icon

You will see three tabs at the top of the page. Each tab lets you access a different part of Groups.

### **My Groups**

Here you will see the name of the Group, and a small description of groups that you have joined. Click on the link for the group you wish to view, you will see the group's homepage. Inside, you will find information about the organization, opportunities to chat with other members, post messages, view photos, and see other members that have joined the group.

### **Groups Index**

When you click on this tab, the first thing you will see is a Category Index with clickable links. Each link will take you to another page that shows all the clubs/organizations within that main link. The numbers inside the parenthesis next to the Category indicate how many potential groups you can join. Groups fall into two categories: public and restricted. Public groups are open for the public, and have a green icon next to the group name. Restricted groups are subject to certain rules and conditions, and have a yellow icon next to the group name. If the group is a restricted group, you must be a member of that group to view the homepage. An example of a restricted group is the Culinary Arts Student Association Group. If the public were to try to join this group, they would see on the next page a message that reads similar too, "Thank you for your interest in the Culinary Arts Student Association Group. At this time, we are only accepting Culinary Management and Restaurant Management declared major students." Meaning that unless you have declared your major as Culinary Management, you would not be able to join this group. Some groups even require you to write a brief description of why you want to join the group, in order to become a member. At that point, the group leader would then review your answer, and decide whether to admit or decline your membership.

### **Request Groups**

This tab is actually a form that allows you to request the creation of a new group. If you request a new group, you become the group leader and have initial responsibility for creating and managing the group homepage and guest view. You will find more information on the group leader's responsibilities under the Help option to the right of the Request Group tab. How to save e-mails

### **Important Links**

Ask Atlas

<http://portal.valencia.cc.fl.us/cp/home/loginf>

Ask Atlas provides the answers to many questions posed by fellow students, as well as Faculty and Staff members. Ask Atlas allows you to search for answer to an Atlas

question by category, keyword, or phrase. If an answer cannot be found, Ask Atlas allows you to submit a question to Ask Atlas Support Staff. You can review any questions you have submitted, as well as post comments or suggestions.

Access Lab Locations and Hours

[http://valenciacc.edu/admissions/Access\\_Labs.asp](http://valenciacc.edu/admissions/Access_Labs.asp)

Admissions

<http://valenciacc.edu/admissions/>

Advising and Counseling Hours and Campus

<http://valenciacc.edu/advising/>

Assessment

<http://valenciacc.edu/assessments/>

Bookstore

<http://valenciacc.edu/bookstore/>

To order books online

<http://shop.efollett.com/htmlroot/storehome/valenciacccommunitycollege70164.html>

Business Office

<http://valenciacc.edu/finanserv/>

Calendar of Events

<http://valenciacc.edu/calendar/>

Catalog Online

<http://valenciacc.edu/catalog/>

Club and Organizations Information

<http://valenciacc.edu/studentdev/clubs.cfm>

Credit Courses Offered

<http://valenciacc.edu/students/courses.asp>

Department Information

<http://valenciacc.edu/departments/>

Faculty Websites

<http://faculty.valencia.cc.fl.us/default.asp>

Financial Aid Forms

<http://valencia.conviveon.com/vcc/index?page=fa&doc=forms&pg=1>

Financial Aid Office

<http://valencia.conviveon.com/vcc/index?page=fa>

Final Exam Schedule

<http://valenciacc.edu/calendar/FinalExam.asp>

Graduation Information

<http://valenciacc.edu/admissions/graduation.asp>

Financial Aid Dates and Frequently Asked Questions

<http://valencia.conviveon.com/vcc/index?page=fa&doc=192-168-1-4-26dbec-f33833f00c--77f3>

Business Office Definitions

<http://valenciacc.edu/finanserv/refund.asp>

Learning Resources Centers

<http://valenciacc.edu/lrc.asp>

Math Lab Websites

<http://east.valencia.cc.fl.us/math/vcc/vccmath.htm>

**Office for Students with Disabilities**

<http://valenciacc.edu/osd/>

Payment and Refund Dates

<http://valenciacc.edu/finanserv/dates.asp>

<http://valenciacc.edu/finanserv/refund.asp>

President and Dean's List

<http://valenciacc.edu/students/lists.asp>

Records Office and Forms

<http://valenciacc.edu/records/default.asp>

Student Development

<http://valenciacc.edu/studentdev/>