Advising FAQ Page

Setting up a new account: https://kb.astate.edu/books/new-student-account-setup

Important Contacts

- Registration - onlineregistration@astate.edu
- Financial Aid - onlinefinaid@astate.edu
- Student Accounts/Billing - onlinebilling@astate.edu
- All Other Inquiries - astateonline@astate.edu

Resources

- **Online Course Schedule Tool** - We encourage you to visit the **A-State Online Course Schedule Tool** to see what courses are available each semester. This tool provides the CRN's and start dates for the courses within your program, and makes it easy to see your program's courses all in one place.
- **Degree Audit Instructions** - Log in to your Self-Service Banner account and click on Student, Student Records, and Degree Works (link at the bottom of the menu). Please utilize this degree audit tool to help you stay on track for graduation. If you notice any errors or believe there are courses you have already completed that satisfy requirements, please let me know.
- **Online Academic Policies** - Please read the **online policies** to familiarize yourself with payment deadlines, registration/drop deadlines and other useful information.
- **Registration Guide** - Please use this **step by step guide** to register for classes.
- **Student Account Balance/Bill** - Each term, your student account balance must be paid in full by the Friday before courses start. Video tutorials on checking and paying your balance can be found here: **Check Account Balance** and **Pay Bill**.
- **Canvas** - Academic course work is provided through Canvas. You can find Canvas by logging into your **Pack Portal**. You will need to select Courses on the left side of the screen to see your course listings. Instructors typically do not open courses until the first day of class.
- **Textbooks & Required Materials** - After you register for classes, you can find the required textbooks by visiting the official **Arkansas State University Bookstore** and searching by subject and course number.

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