A-State Online Student Quick Start Guide

Bookmark this guide! It answers FAQs about registration, account setup, finding classes, test scores, placement, and course rotations. Check it first before reaching out.

Getting Started

Your official A-State student email account is typically created within 72 hours after your admission is fully processed. You'll receive a "Welcome to A-State Online!" email with everything you need to begin.

Once that email arrives, activate your account and set your password. You can access your student email through **Pack Portal** or **Outlook.com**.

Set up your student account and university e-mail address

> **Action:** Activate your account as soon as you get the welcome email. If you don't see it, check your spam folder. After activation, log in to Pack Portal and make sure you can access your email.

Important Contacts

Use the right email for each issue. Do not email a general address for a specific question — it will delay your response.

Topic	Email	Phone
Registration	onlineregistration@astate.edu	870-972-2920, option 3
Financial Aid	onlinefinaid@astate.edu	870-972-2920, option 4
Student Accounts / Billing	onlinebilling@astate.edu	870-972-2285
Military, TA, GI, VA questions	militaryonline@astate.edu	—
Advising	onlineadvising@astate.edu	
All other inquiries	astateonline@astate.edu	870-972-2920, option 1

> **Action:** Save these contacts. When you email, include your **full name** and **student ID number** in every message.

Resources

Use these tools to manage your own progress. Bookmark the ones you use most.

Resource	What it does	Where to find it
A-State Online Services	Explore tools, resources, and support	Link
Academic Calendars	Important dates each semester	Link
Access & Accommodations	Help for students with disabilities	Link
Canvas	All course materials and assignments	Quick Links → Canvas
Career Center	Career paths, internships, job search	Link
Catalog	Degree requirements & course descriptions	Link
Course Schedule Tool	View current course offerings + CRNs	Link
Course Rotation Sheets	See which courses are offered in each term	Link
Degree Works	Track your degree progress	Pack Portal → Quick Links → Degree Works
Library	Academic resources, research databases	Link
IT Support Services	Password resets, login issues, tech help	Link
Online Writing Center	Feedback on writing assignments	Link
Registration (Self-Service)	Register yourself for classes	Pack Portal → Quick Links → Self Service → Student → Registration → Register for Classes
Student Success Center	Tutoring, retention resources	Link
Simple Syllabus	View course syllabus (content, materials)	Link
Textbooks	Purchase or rent	astatebookstore.com or call (870) 935-2325
Undergraduate Transfer Equivalency	See how other courses transfer to A-State	Link

> **Action:** Open each link once. Decide which ones you'll need regularly (Degree Works, Course Schedule Tool, Canvas) and bookmark them.

Student Responsibilities

As an online student, you're building real planning and decision-making skills that'll serve you after graduation. You are responsible for your own academic planning. Your advisor can help you interpret

requirements, but they cannot register you, choose your electives, or make you register.

You must:

- Check **Degree Works** regularly (at least once a term).
- Ensure you meet graduation requirements outlined in the **A-State Bulletin** (the catalog).
- Use the **Course Rotation Tool, Course Rotions,** and **Catalog** to explore options.
- **Verify prerequisites and term availability** before registering.
- **Register yourself** through Pack Portal on or after your registration date.
- **Reach out** to the right department when you have a question. When in doubt, email your advisor for guidance and resources.

If you need a degree plan: Email your advisor with your student ID, how many classes you want per term, your target graduation date, whether you plan to take summer classes, and any scheduling needs. Degree Plans are not created automatically and are not required.

> **Action:** If you don't know what you should take next term, start by opening Degree Works and your program's catalog pages. Then review the Course Rotation Sheets and Course Schedule Tool for planned and offered courses. Once you have selected your classes, either register using Banner Self Service or email your advisor to confirm if they are correct.

Undergraduate Term Limits

- Full-time = **12 hours per semester** (2 classes per 7-week term)
- Maximum = **18 hours per semester** (3 classes per 7-week term)
- If you take a full-semester math or science course, you may add up to **2 more classes each 7-week term**
- If you receive financial aid, confirm your enrollment load with Financial Aid before changing anything.

Action: Count your credit hours each term. Do not exceed the maximum — the system may block you or affect your aid.

Graduate Term Limits

- Maximum **12 hours per semester** (2 courses per 7-week term)
- Full-time status = **6 hours per semester** (1 course per term)
- Part-time is allowed, but check with Financial Aid to keep your aid eligibility.

Action: If you want to take 3 courses in a term (9 hours), you will need approval from your department chair.

Common Course Numbering

Arkansas State is transitioning to a statewide common course numbering system (starting Fall 2026). You can learn more and look up course equivalencies at the Common Course Numbering Knowledge Base.

Action: If you are taking a course that might transfer or has a different number than what you expected, use the lookup tool to confirm the equivalent. Click here for Common Course Numbering Look Up!

Undergraduate Transfer Work

Transfer work will be entered on the student's permanent academic record when an official transcript is presented to the University from a regionally accredited institution. All courses completed, including D and F grades, are added to the student's transfer record. A-State will consider awarding credit toward an Associate or a Baccalaureate degree for Advanced Placement (AP), College Level Examination program (CLEP), Military service education and experience, DANTES, formal non collegiate courses for which credit has been recommended as listed in the Directory of National Program on Non Collegiate Sponsored Instruction and in the National Guide to Educational Credit for Training Programs published by ACE, International Baccalaureate, and Excelsior College Exams.

Transfer credit ***might not*** satisfy specific General Education Requirements. Transfer credit ***might not*** satisfy specific degree requirements. Students must review the university requirements and specific major requirements required for their degree.

Students pursuing a degree which requires a previously earned associate degree or work experience for "credit by articulation" will not see the previously earned hours applied to their degree evaluation until their final graduating semester. **This may affect financial aid**.

Courses, other than general education, used for an Associate of Applied Science, a technical certificate or work that is considered part of those technical tracks will not transfer unless they are part of a degree program with an articulated transfer agreement or the student is pursuing a Bachelor of Applied Science.

Graduate Transfer Work

A student who has a “B” grade average or above in graduate work from another approved institution may be permitted to transfer a maximum of nine semester hours of credit. Only work with “B” or better grades earned at an accredited graduate school and acceptable toward a graduate degree at that institution will be considered for transfer. No correspondence courses may be transferred.

If you’re seeking to have graduate-level transfer credits evaluated for your program at A-State, we ask that you complete the request form available through the link below. This helps us gather the necessary information directly from you and streamlines the review process:

Transfer Credit Request Form

Once submitted, we’ll review your request and follow up if any additional documentation—such as course syllabi or transcripts—is needed.

Degree Works and Finding Classes

Degree Works is your official degree audit. Check it at least once per term. The A-State Catalog serves as the official source for your degree requirements.

How to find classes and electives

1. Go to the **A-State Course Schedule Tool**.
2. Select the **term** (e.g., Fall 2026)
3. Select the **part of term** (e.g., Session I)
4. Select the **course subject code** (e.g., DIGI or STCM)
5. Select the **level of study** (Undergraduate or Graduate)
6. Click **Results** to see available courses

For electives: Look for courses outside your major and emphasis requirements.

Elective: A course you pick that's not required for your major or general ed. It's extra credit toward your degree.

Upper-Level Elective: An elective at the 3000 or 4000 level. It's harder than intro courses. Many programs need a certain number of these credits—you can use upper-level electives to check that box.

- **Upper-level electives** (undergraduate): 3000–4000 level
- **Upper-level electives** (graduate): 6000 level

For courses that apply directly to your degree: Look for courses under your program of study that you haven't already taken.

> **Action:** When each registration period opens, review the Course Schedule Tool and search for the courses you plan to take. Write down the CRNs — you'll need them to register.

Determining an A-State Online (AOS) Class

Not every course with "online" in the name is an AOS course. Use these rules to check:

A course is **AOS** if:

- The **section number ends in "A"** (example: 10A)
- The **tuition attribute** is listed as **LSDE Tuition**

How to find the part of term (POT):

- **LSDE Tuition – POT I** → Term I (first 7 weeks)
- **LSDE Tuition – POT II** → Term II (second 7 weeks)

In Banner Self-Service, click on the CRN of a course to see its **tuition attribute** and **start/end dates**.

> **Action:** Before registering, verify that each course you select is actually an AOS course. If the section doesn't end in "A" or doesn't show LSDE Tuition, it is not offered through A-State Online.

Planning Courses and Searching in Banner Self-Service

- **Browse Classes** – How to browse for classes in Banner Self Service.
- **Plan Ahead in Banner** – You can save courses to a "plan" before registration opens.
- **All Banner Registration How-To Guides** – Available in the A-State Knowledge Base.

When registration opens, go to **Pack Portal → Banner Self-Service → Student → Registration → Register for Classes**.

Courses post to the Course Schedule Tool the day registration opens.

Action: Before the registration window opens, do your “planning” step: search for courses, confirm they’re AOS, check prerequisites, and note the CRNs. This saves time when registration begins.

Registering

You are responsible for registering yourself each term. Advisors cannot register you.

How to Register (Link to Self-Registration Video)

1. Go to **pack.astate.edu** and log in.
2. Click **Banner Self Service → Student → Registration → Register for Classes**.
3. **Select the correct term** from the dropdown in the top-left corner (e.g., Spring 2026).
4. Navigate to the **Enter CRNs** tab.
5. **Enter the CRNs** for the classes you want (one per line).
6. Click **Add to Schedule**.
7. Repeat for all desired classes.
8. Click **Submit** to lock in your schedule.

If you hit a snag and cannot self-register:

- Email the **Online Registration team** at onlineregistration@astate.edu.
  - Include your **student ID**, the **classes + CRNs** (if you have them), and the **term(s)**.
  - Requests to be added or dropped from classes must be in writing from your student email.

Action: On the first day of registration, log in and register as soon as possible. Classes fill up. Do not wait until the last day.

Viewing Start Dates and Professor Information

Option 1: In Banner Self-Service

1. Log into **Pack Portal**.
2. Navigate to **Banner 9 Self-Service**.
3. Click on the **CRN** of each class on your schedule.

4. Under the **Instructor/Meeting Times** tab, you'll see start and end dates.

Option 2: Review Registration Information and Schedules

- Use the Knowledge Base guide for full instructions.

Action: Before classes start, log in and verify the start dates for your classes. This is your responsibility.

Test Scores

If you have fewer than 13 credit hours, you must submit test scores (ACT/SAT or Accuplacer) before registering for your first class. *These scores are also required if you have not completed ENGL 10103 – Composition I or your college-level Math course.*

- **ACT/SAT scores** less than 5 years old may be used directly.
- If you don't have scores, complete the **Accuplacer** through the Testing Center | Arkansas State University.

Minimum scores for placement:

Course	Required Score
Composition I (ENGL 10103)	Accuplacer Writing ≥ 251
Quantitative Reasoning (MATH 11103)	Accuplacer QAS ≥ 256
College Algebra (MATH 11003)	Accuplacer QAS ≥ 265

If you score below minimum:

- **English:** A-State Online does not offer developmental English. You can self-study and retest, or complete the course at Arkansas State University–Newport as a visiting student.
- **Math:** You can self-study and retest, or complete **Math 00173 Foundations of College Mathematics** first.

Alternative: You may earn credit by examination through **CLEP exams**. See details and required scores.

Action: If you haven't submitted test scores yet, do it now. Without placement, you cannot register for your first class.

Dropping Courses

Dropping a course can affect your financial aid. **Always contact Financial Aid first** before dropping.

Contact Financial Aid: onlinefinaid@astate.edu | 870-972-2920, option 4

How to drop a course

1. Go to **pack.astate.edu** and log in.
2. Select **Banner 9 Self-Service → Student → Registration → Register for Classes**.
3. Choose the correct term and click **Continue**.
4. In your registration summary, find the course you want to drop.
5. From the **Action** dropdown, select **Drop Web**.
6. Click **Submit**.
7. The status should change to **Deleted**.

Important: Refunds depend on your drop date. Review the **academic calendar** and the **drop schedule** carefully.

Action: If you're considering dropping a course, email Financial Aid first. Then, if you decide to go ahead, drop before the refund deadline to avoid owing money.

Post-Degree Students

If you are a post-degree student (a student seeking a Bachelor's degree beyond the first one), you only need to complete requirements specific to your declared degree:

- Department-specific general education courses
- Degree core courses
- Emphasis or concentration area requirements

That's it. You don't need any additional university-wide general education courses.

Want a Course to Count Toward Your Degree?

Send your advisor a list with:

1. Course name
2. Where you took it
3. Which requirement you want it to apply to

Requirements for a Bachelor's Degree

In order to graduate, *all* of the following must be fully completed:

- **A minimum of 120 total credit hours**
- **All General Education requirements** (these are required and cannot be waived)
- **All degree requirements**, including **any grade, emphasis, or certificate requirements**
- **A minimum 2.0 cumulative GPA.**
- **A minimum of 40 upper-level (3000–4000 level) credit hours**
- **30 credit hours complete at Arkansas State University**
    - **18 of your last 24 credit hours must be taken at an Arkansas State University Campus**

Even if you exceed 120 total hours, graduation cannot be approved until *all* degree requirements above are satisfied.

Requirements for a Master's Degree

In order to graduate, *all* of the following must be fully completed:

A **minimum of 30 total credit hours**. Hours vary by program. Review the Bulletin for your program's credit hour requirements.

A minimum 3.0 cumulative GPA.

- **All degree requirements**, including **any grade, emphasis, or certificate requirements**

Completion of a thesis, capstone, or comprehensive exam, as outlined in the Bulletin for your program.

Timeline: You have 6 years from when you start the program to finish everything.

Degree Plans

If you want a **degree plan** (a recommended course sequence term-by-term), email your advisor with the following information:

1. **Student ID number**
2. **How many classes per term** (1, 2, or 3)
3. **Target graduation date** or term you want to finish by
4. Whether you'll take **summer classes**
5. **Lighter or heavier loads** during certain terms
6. **Specific scheduling needs** (VA benefits, work commitments, etc.)

Your advisor will create a plan based on your Degree Works record, course rotation sheets, and your pace.

Note: Your advisor does **not** choose your electives. That is your responsibility.

Action: If you have never had a degree plan and would like one, request one now. Then, each term, cross-check your plan against the actual course schedule — rotations can change. A degree plan is not required.

Undergraduate Academic Standing

Status	Condition	What happens
Good Standing	Term GPA ≥ 2.0 AND Cumulative GPA ≥ 2.0	No restrictions
Academic Probation	Term GPA < 2.0 OR Cumulative GPA < 2.0	You must raise your GPA to stay enrolled.
Academic Suspension (first)	Both term and cumulative GPA < 2.0 AND you were on probation the previous term	You must complete the **Restart@State Program** or you must sit out for one full calendar year.
Second & Third Suspension	Same conditions, repeated	You cannot enroll for **one full calendar year**; then must reapply to come back to school.
Fourth or Subsequent Suspension	Same conditions, repeated	**Dismissal from the university**. Appeal only to the Graduation and Academic Credit Appeals Committee.

Action: Check your GPA each term. If you are on probation, make a plan to improve your GPA. Reach out to your advisor with questions.

Restart@A-State Program

This is a **mandatory program** for:

- Students placed on **first academic suspension**
- Certain **transfer students admitted by appeal**

Requirements:

- Complete the **Restart Application**
- Enroll in the **Restart Seminar** (1-credit course)

Process:

1. Complete and sign the Restart application form.
2. Email the form to your advisor for review and signature.
3. Email the signed form to universityadvising@astate.edu.
4. University Advising will process the form and enroll you in your classes.
5. You **do not** need to self-register while the Restart application is being processed.

If you have questions about the form or submission: Contact University Advising directly.

Action: If you receive a suspension notice, begin the Restart process immediately. The program has deadlines, and missing them can delay your return by a full semester.

Graduate Academic Standing

Status	Condition	What happens
Probation	Cumulative graduate GPA < 3.00 at end of any semester	You must raise GPA to 3.00 or better. While on probation, you cannot hold an assistantship or graduate. If you fail to earn a B or better in each course while on probation, you will be suspended.
Suspension	Grade of **F** in any graduate-level course	Immediate suspension from the University and your program.
Readmission after suspension	After a minimum of **one regular semester or full summer**, you may apply for readmission on probation with your advisor's and department chair's recommendation.	Readmission to the University does **not** guarantee readmission to a specific program. A **second suspension** makes you ineligible for readmission to the same program.

Action: Graduate students: A single F ends your program. If you are at risk of a low grade, contact your instructor or the Student Success Center before the drop deadline.

Billing

Payment for A-State Online courses is due **in full on the Friday before classes begin** — unless financial aid fully covers your costs.

If you have an outstanding balance: You will typically be **dropped for non-payment by the second day of class**.

How to view and pay your bill

Use the **MyBill** system online.

Payment options:

- **Credit / Debit Card** – 2.95% service fee applies
- **Bank Account (Web-Check)** – Free

Full instructions: Pay Online MyBill Guide

Questions about your balance?

- Email: sasbillpayment@astate.edu or call 870-972-2285

Questions about financial aid?

- Email: onlinefinaid@astate.edu

Action: Log into MyBill the week before classes start. If you have a balance and don't have full aid coverage, pay by the Friday deadline. Otherwise, you will lose your schedule.

Graduation

When you are registered for your **final semester**, apply for graduation immediately. This is how your degree gets officially awarded.

Before applying: Check **Degree Works** to confirm all requirements are listed as **"Complete"** or **"In Progress."** If anything looks wrong, email your advisor right away. *Note: Degree Works will show below 100% until all final grades are submitted.*

How to apply

Go to the A-State Graduation Page for step-by-step instructions and application deadlines.

Timeline:

- Degrees are conferred **2–4 weeks after graduation** (after all final grades are posted and audits completed).

- Once conferred, you will receive an email from **Parchment** (to your A-State student email) with a link to your digital diploma.
- Your paper diploma is mailed **2–4 weeks after conferral**.

Action: In your final term, apply for graduation **before** the published deadline. Monitor your student email for the Parchment link. Check that your mailing address is current.

MSW and ND Pre-Requisite Reminder

If you are completing **prerequisite courses** for a graduate program (e.g., MSW or MS in Nutrition and Dietetics), completing those courses **does not guarantee admission**. You must still apply and be accepted to the graduate program.

When you are ready to reapply:

- Email **astateonline@astate.edu** or call **870-972-2920, option 1**
- Tell them you are a **returning applicant reapplying** — your application fee may be waived.

For questions about competitive graduate program applications: The **admissions team** is the best resource, not your advisor.

Action: After you complete your prerequisites, do not assume you are automatically admitted. Start the reapplication process early — competitive programs have limited slots.

Course Access in Canvas

Professors have **until noon on the first day of class** to make their courses available in Canvas. We recommend allowing **through the end of the second day of class**, as this gives time for any technical issues to be resolved. If you **still cannot access your course by the end of the second day of classes,** email your advisor once so that we can look into this.

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