Online Course Information Sheet

A. Introduction:

Welcome to your University of Maine at Fort Kent online course. This information sheet includes details about services, policies, and procedures that will help you during the course. You may want to bookmark https://www.umfk.edu/distance in your browser and use it as a portal to UMFK online courses resources. Generally, online course web pages are only accessible on the course start date. If you have specific questions, see the contact information below.

B. Minimum Computer Requirements:

To be successful with your online course, you will need regular access to a computer that has broadband Internet service, with a minimum of 8 gigabyte of RAM or a Macintosh computer running OS X. Installed software should include a web browser and word processor. Students can download Microsoft Office using their @maine.edu account at https://www.office.com/. Other software may be required by some courses.

C. Textbooks and Course Materials:

Books and other course materials are available using UMFK’s online ordering service. Books may be purchased new, may be purchased used, or may be rented (used and rented options depend on availability). To place orders for any option, navigate to the following:

1. https://umfk.ecampus.com/ or from the UMFK home page
2. https://www.umfk.edu
   a. Click Offices
   b. Click Campus Store
   c. Click UMFK full service online bookstore
3. Click on order textbooks
4. Click on the appropriate semester

Major credit or debit cards may be used when ordering. Students are only able to get a bookstore voucher if they have a credit balance on their account, more expected aid coming in, or if they have a Third Party paying that has expressed that they will cover the costs of books. Book vouchers are available one week before classes start. Contact the Business Office at 207-834-8650 for more information.

Books and materials will be shipped via UPS within five working days. The e-campus return policy is available on the website.

D. University Email Address:

The University of Maine System has given you a “free” email address for your school and personal use. Important notices from faculty and staff are sent to this email address. It is valid as long as you remain a student in the University of Maine System. Contact the help desk, umfkit.support@maine.edu, to get your activation code. Please activate your email address as soon as possible. https://mail.maine.edu/um/ActivateAccount
E. Getting Started:

For Brightspace courses go to https://courses.maine.edu. This will take you to the login page. Your Brightspace username is your @maine.edu email username. Your password is your current university email password. You will need to have an active University email account before logging into Brightspace.

F. UMFK Library Resources:

Accessing UMFK resources is easy. Once you have activated your University of Maine System email account, you will have access to the UMFK Portal. You can access UMFK online databases and eBooks using your Portal sign-in.

You will also find it helpful to have your UMFK student ID/Bengal Badge. The Bengal Badge allows you to request books from the library system and is a backup to access online resources if the Portal access becomes unavailable.

If you are enrolled in an online program at UMFK, you will automatically receive a Bengal Badge. If you have not enrolled in a UMFK program, but are taking UMFK online courses, you may contact library staff or fill out the form found at the web site below.

- Bengal Badge information/application: https://library.umfk.edu/forms/librarycard/
- Blake Library DE information: https://library.umfk.edu/about/distance/

G. MaineStreet - Student Self Service:

This is a web tool that allows you to access information about your schedule of classes, grades, transcript, and other biographic information. To access MaineStreet “Student Self Service”, please do the following:

- www.umfk.edu
- Click the “Login to My.UMFK"
- Enter your User ID (your University email address (excluding @maine.edu))
- Enter your Password (the password to your University email address)
- Under the Launch Pad click the “MaineStreet” icon
- Select “Student Self Service”
- Select “Student Center”

H. Paying Your Bill:

Bill due dates are as follows: Fall - August 15, Spring - January 15, and Summer - May 15. You can pay your bill online through your MaineStreet Student Center via credit card or electronic check. Please note there is a convenience fee when paying with a credit card. You can also mail a check to:

UMFK Business Office
23 University Drive
Fort Kent, ME 04743

Cash and check payments are accepted in the Business Office. Payment plans are available if you cannot make your payment in full. Please contact the UMFK Business Office for more information on a payment plan. You may receive up to $100 in late fees per semester if you do not make a payment arrangement.

I. Course Changes:

If you wish to make a course change, please contact your Academic Advisor listed in your MaineStreet Student Center or notify the UMFK Registrar’s Office immediately at 1-207-834-7520.
J. Student Success Center – Academic Support

**Tutoring Services**
Peer tutoring is available free of charge to all students for each course offered by UMFK. Appointments can be made by calling 207-834-7530 or online at: [https://mycampus.maine.edu/group/umfk/tutoring](https://mycampus.maine.edu/group/umfk/tutoring)

**Writing Center**
Peer writing tutoring is available free of charge to all students at UMFK. Importantly, this is not an editing service, but rather, a collaborative effort between the student and tutor to improve written work. Appointments can be made by calling 207 834-7530 or online at: [https://mycampus.maine.edu/group/umfk/writing-center](https://mycampus.maine.edu/group/umfk/writing-center)

**Students with Disabilities**
Students with a documented disability may be eligible to receive accommodations. Advance notice, preferably 30 days, is required to make timely accommodation arrangements. The Call Student Success Center at 1-888-879-8635 ext. 7532 for more information.

K. Contact Information & Technical Assistance:

**University of Maine at Fort Kent**
1-207-834-7560, Amber Kelly, amber.j.kelly@maine.edu

For specific questions about your course (assignments, tests, etc.) contact your instructor.