

FREQUENTLY ASKED QUESTIONS

- 1. Do the courses required for PTE certification need to be taken in a specific sequence or order?** The short answer is “no” but certain courses are only offered during specific semesters and each course is not offered every semester. This will influence your choices. EDTE 470 is only offered in the Summer Semester. EDTE 468 is typically a fall semester course but an online section is being offered during the spring semester as another option; EDTE 481 is usually a spring semester only class but an online section is now offered in the fall semester. If you have a deadline from your school district it is important to look ahead at the UMES/BMI schedule for the coming semesters.
- 2. Do the courses required for WBL endorsement need to be taken in a specific sequence or order?** No, but the scheduling of the courses will probably determine the order for you. EDTE 467 (or CTED 665) is offered in the fall, EDTE 480 (or CTED 607) in the spring, and EDTE 445 (or CTED 655) only in the summer because it involves visiting business sites.
- 3. I submitted my application for admission as a new student two weeks ago and I have not heard anything.** You will typically hear from the Admissions Office within a week if everything is in order. At this time you will receive your student ID #. They communicate through the US Postal Service so it may take time. (you can also email our office 2 days after submitting your application to request your student ID#) If there is a problem with your application; i.e. \$35 fee has not been paid or application is incomplete, Admissions Office should inform you about this problem. An error on the application may also delay your hearing from them. We recommend you call the Admissions Office after one week has passed, 410-651-7921, to inquire about the status of your application.
- 4. How do I set up my Student Account?** If you are a new student, as soon as you receive your student ID# go to www.umes.edu/newaccount. You will create a username (first initial, middle initial, last name is preferable) and a password (use UMES criteria) that will allow you access to HawkWeb, Blackboard etc. It may take several hours (or overnight) before your account is activated. Once activated, go to www.umes.edu/MyUMES and login. If you are a current or former student, you already have an account but may not remember your login information. For assistance with a password go to: <https://mycampus.umes.edu/web/mycampus/reset-password>. You can also go to <https://help.umes.edu> or call the help desk at 410-651-8324 if you need assistance with other IT related information.
- 5. What does “term activation” mean?** Term activation is required before you can register in any given semester. The registrar’s office performs this function so that students’ accounts are updated for registration for a specific semester. (Graduate students can be term activated by JoAnn Norris in the BMI office.) If you register for classes in consecutive semesters you will automatically be term activated and approved for registration. (The exception occurs if you begin classes during the Summer Semester—you will not automatically be activated for the Fall Semester; please contact us) If you skip a semester you will need to request that you be term activated for the semester when you are readmitted. Not being term activated is the

Have questions or problems? Stop what you’re doing and contact us, we are here to help!
Call 410-727-4808 Ext 164, or email mhollerbach@umes.edu or jenorris@umes.edu

reason why many error messages occur when you first attempt registration. Our office can help you to resolve this issue.

6. **I thought I was registering for an “online course” but when I entered the system to register there is a meeting day and time assigned to the class; is the class online?**
Because our “online” classes meet once or twice during the semester, they are not considered true online classes. For that reason they are assigned a time slot in the schedule. The information provided by our office about any of our courses is the accurate information.
7. **If I live out of state how can I become eligible to pay the in-state tuition rate?** UMES at the BMI has a special scholarship for teachers who live out of state but teach in Maryland schools. After you register on HawkWeb, notify our office of your out of state status and what courses you registered for. We will submit the forms for you to obtain the scholarship to adjust your tuition to the in-state rate. This will take about three weeks. When you register and arrange for payment for classes, you must use the “deferred payment” option. This allows you to pay part of your tuition up front and the balance over the length of a semester. It also provides time for your tuition to be adjusted to the in-state rate. Once the tuition rate is adjusted you can pay the balance due (or you may continue to pay using the deferred payment plan). **This process must be completed for each semester that you live out of state!** If at any time you move in-state please make every effort to submit a change of information form to the Admissions Office. You must also change your Driver’s License to be considered in-state (you need a **valid Maryland Driver’s License for one-year** before you are considered an in-state student).
8. **If I arranged for a payment plan, how and when do I pay?** You are responsible for making your payments in a timely manner and having your tuition paid in full by the end of the semester. You will not be sent any invoices or reminders. As an example, undergraduate tuition for one class is \$672 plus \$65 per credit Administrative Fee. If you wanted to use a payment plan for the fall semester you could divide the tuition into 5 equal payments of \$173.40. You would make your first payment when you registered in July and a monthly payment through November. There is also a \$25 fee to use the deferred payment plan. You can pay using your credit card through HawkWeb or you can send a check to Student Accounts.
9. **Why am I being told that my tuition is unpaid?** My credit card shows that I made a payment. Typically the reason for this is that you did not press the yellow **CONFIRM** key after making your payment in HawkWeb, which means you are not officially paid or registered. You will find this key in the Student Center Finance section after you make your payment. If you are told your tuition is unpaid return to HawkWeb; you will receive a message in a dialogue box telling you that you need to confirm your payment. Watch this video from the Comptroller’s Office that explains how to confirm your payment:
<http://www.umes/comptroller/Default.aspx?id=609>
10. **What can I do to obtain financial aid?** We do not handle financial aid directly at our Baltimore location. You will need to call the main campus at 410-651-6172.

Have questions or problems? Stop what you’re doing and contact us, we are here to help!
Call 410-727-4808 Ext 164, or email mhollerbach@umes.edu or jenorris@umes.edu

11. **Can I get reimbursed by my school system for taking classes?** That is a decision made by each individual school system. The school systems who do reimburse their employees have varying criteria that needs to be met. Contact your Human Resource Department to obtain accurate information before you register for a class. **It is important that you make and save copies of your registration and payment where instructed in our website directions, www.umes.edu/tech/pages/Career-and-Technology-Education-Certification-Pathway-at-Baltimore-Museum-of-Industry/,** because you will need these to get reimbursed. You will also most likely need an official transcript (see instructions below).
12. **How do I obtain an official transcript?** UMES uses a service called *Credentials Solutions* to provide students with official transcripts. Go directly to: www.umes.edu/transcripts. This will describe the various options available for having a transcript sent as well as the cost. It may take up to two weeks after the end of a semester before the grades from a semester are posted to a transcript. If you have any outstanding fees to be paid your grades will not be posted. We can provide a copy of an unofficial transcript to you.
13. **I have done everything correctly but I can't get into HawkWeb, can't get registered, can't get my tuition paid!** Some things are just beyond our control. We are not on the main campus and only have phone access to various departments just as you do. You may need to call a specific department on campus occasionally although we will try to intervene and assist you whenever possible.
14. **Why is there an Administrative fee added to my invoice?** In 2018 the Baltimore Museum of Industry closed the Maryland Center for Career and Technology Education Studies (MCCTES). This entity within BMI subsidized our rent through contributions by most school districts. The end of the subsidy substantially raised the cost of offering programs and courses offsite in Baltimore. The UMES Administrative Affairs Vice-President made a decision to recoup those costs through a new administrative fee that all offsite students pay including the students at Shady Grove. Teachers may be able to get a rebate of this fee through their district tuition reimbursement policy. Contact your local HR office.

Some helpful phone numbers:

Student Accounts	- 410-651-6092, 6093 (payment questions)
Financial Aid	- 410 -651-6172
Registrar	- 410-651- 6413 (term activation, status of readmission application)
Registrar	-410-651-7476 (status of requested transcripts)
Application	-410-651-7922 (FAX undergrad application)
Admissions	- 410-651-7921 (status of new application)
Application	-410-651-6416 (phone in \$35 app fee)
Help Desk	-410-651-8324 (problems with HawkWeb, Student Account)

Have questions or problems? Stop what you're doing and contact us, we are here to help!
 Call 410-727-4808 Ext 164, or email mhollerbach@umes.edu or jenorris@umes.edu