



## GRADUATE PROGRAMS FREQUENTLY ASKED QUESTIONS

### 1. How do I register for courses?

**New students registering for the first time** - Once you complete the 'Graduate Intent to Enroll' form, located on the application status page, your academic advisor will contact you within five business days to assist you with registration and to discuss your path forward.

**Existing students (taken at least one course)** –When the semester schedule is published, your academic advisor will email you the course schedule along with a link to register for your courses. You may also email or call your academic advisor directly. Your academic advisor contact information is listed on your acceptance letter.

**Questions:** If you have any questions about registering for courses, please contact Judie Burridge, Graduate Coordinator, at 570-208-5975 or at [judithburridge@kings.edu](mailto:judithburridge@kings.edu)

**Course Schedule:** Graduate courses schedules may be found at:  
[www.kings.edu/graduateschedules](http://www.kings.edu/graduateschedules)

### 1. How do I set up my King's Account?

You will receive a welcome email to the email address you provided at the time of application with instructions to establish your King's email account, WebAdvisor and Moodle accounts. If you have not received a welcome email yet, please contact Michelle Weidman, Graduate Coordinator, at 570-208-5862 or email [michelleweidman@kings.edu](mailto:michelleweidman@kings.edu).

### 2. Do you offer a tuition deferment program?

Yes. Students who are eligible for an employer tuition reimbursement program may enroll in King's tuition deferment program by completing the Tuition Deferment Form. Upon enrolling in the tuition deferment program your tuition will be deferred until three weeks after you receive your grade. This form may be found on the graduate resource webpage at [www.kings.edu/graduateresources](http://www.kings.edu/graduateresources)

### 3. When will I receive my bill?

You will receive an initial bill in the mail 4 weeks prior the start of semester. If you register within 4 weeks prior to the start of the semester, you will receive a bill within two weeks of

registering for your courses. After receiving an initial bill, all updates can be found in WebAdvisor under the 'self-service' area under 'financial information' heading.

**4. Who do I contact if I have questions about my bill?**

For billing questions, please contact the Business Office at 570-208-5830, press option 0 (zero) or send an email to [businessofficestaff@kings.edu](mailto:businessofficestaff@kings.edu). To help us to better serve you, please have your student ID available.

**5. Who do I contact for questions about Financial Aid?**

Please note that certification programs are not eligible for Federal Financial Aid or for Federal loans. However, you may apply for a private loan. Visit [www.elmselect.com](http://www.elmselect.com) to view a list of banks that are approved by King's. The current interest rates may also be found at [www.elmselect.com](http://www.elmselect.com).

If you have any questions regarding financial aid and student loans, please contact Judy Telechowski at [judithtelechowski@kings.edu](mailto:judithtelechowski@kings.edu) or at 570-208-5869. To allow us to better serve you, please have your student ID available.

**6. Who do I contact if I am having issues logging into my email?**

The Student HelpDesk will assist you with any issues related to logging into your email or WebAdvisor account. To help us to better serve you, please have your student ID available.

Phone: 570-208-5900, ext: HELP (4357)

Email: [helpdesk@kings.edu](mailto:helpdesk@kings.edu)

**7. Who do I contact if I am having issues with accessing the Moodle online platform?**

The Moodle team will assist you with any issues accessing or utilizing the Moodle Platform

Phone: 570-208-5900, ext. HELP (4357)

Email: [moodle@kings.edu](mailto:moodle@kings.edu)

***Please note that all graduate courses are uploaded to the Moodle Platform 48 hours prior to the class start date.***

**8. I am taking an online course, but it does not appear in my list of courses. What do I need to do?**

All online courses are added to the Moodle system 48 hours prior to the start of the course. Please note the majority of graduate courses are offered in the accelerated graduate terms. Be sure to click on the appropriate term to locate your course(s). The accelerate terms are as follows:

Spring 2021 – accelerated session 1 = 21/A3

Spring 2021 – accelerated session 2 = 21/A4

Summer 2021– accelerated session 1 = 21/S1

Summer 2021– accelerated session 2 = 21/S2

Fall 2021 – accelerated session 1 = 21/A1

Fall 2021 – accelerated session 2 = 21/A2

If you do not see the course in Moodle 48 hours prior to the course start date, contact Judie Burrige at 570-208-5975 or at [judithburrige@kings.edu](mailto:judithburrige@kings.edu) to ensure you have been registered for the course.