

Important Contacts for Students Taking World Campus Courses		
Topics	Source	Contact Info
Admissions		
What is the status of my undergraduate degree application?	Undergraduate Admissions Office	814-865-5471; www.psu.edu/admissions/
Have my undergraduate transcripts been received?	Undergraduate Admissions Office	814-865-5471; www.psu.edu/admissions/
How do my credits transfer to Penn State?	Undergraduate Admissions Office	www.psu.edu/admissions/ ; "Evaluate Transfer Credits"
I would like to re-enroll at Penn State. What do I do?	Advising Team	814-865-5403 or 800-252-3592, option #5; psuwd@psu.edu
Financial Aid		
What is the status of my financial aid?	Office of Student Aid	814-865-6301; webhosting.its.psu.edu/SAContactForm/form/email.cfm?reload
Military/Veterans Benefits		
Veterans' educational benefits (GI Bill, Top-Up)	Office of Veterans Programs	814-863-0465; bcc1@psu.edu
Placement Tests		
Do I need to take a placement test?	Advising Team	814-865-5403 or 800-252-3592, option #5; psuwd@psu.edu
How do I take/register for a placement test?	Call Center Team	814-865-5403 or 800-252-3592, option #1; psuwd@psu.edu
Course Selection		
I need to select my next course(s).	Advising Team	814-865-5403 or 800-252-3592, option #5; psuwd@psu.edu ; www.worldcampus.psu.edu/search/index.shtml
Does this course fulfill my degree requirements?	Advising Team	814-865-5403 or 800-252-3592, option #5; psuwd@psu.edu
I need to schedule an advising appointment.	Advising Team	814-865-5403 or 800-252-3592, option #5; psuwd@psu.edu
Registering for/Dropping a Course		
I want to register for a course.	Registration Team	814-865-5403 or 800-252-3592, option #1; psuwd@psu.edu
What are the tuition and fees for my course?	Registration Team	814-865-5403 or 800-252-3592, option #1; psuwd@psu.edu
How do I pay my course tuition and fees?	Registration Team	814-865-5403 or 800-252-3592, option #1; psuwd@psu.edu
Is my course registration complete?	Registration Team	814-865-5403 or 800-252-3592, option #1; psuwd@psu.edu
When will I receive my welcome packet?	Registration Team	814-865-5403 or 800-252-3592, option #1; psuwd@psu.edu
How do I get my textbooks?	MBS Direct	800-325-3252; www.mbsdirect.net
How do I get my course software?	JourneyEd	800-874-9001; www.JourneyEd.com/Bookstore
I want to drop my course(s).	Registration Team	814-865-5403 or 800-252-3592, option #1; psuwd@psu.edu
Course Lessons, Exams, and Grades		
Did you receive my lesson/grade?	Records Team	814-865-5403 or 800-252-3592, option #2; psuwd@psu.edu
Requesting a deferred grade	Records Team	814-865-5403 or 800-252-3592, option #2; psuwd@psu.edu
Proctor information	Records Team	814-865-5403 or 800-252-3592, option #2; psuwd@psu.edu
Exam request/information	Records Team	814-865-5403 or 800-252-3592, option #2; psuwd@psu.edu
Technical Support		
I am having computer/systems issues.	HelpDesk Team	814-865-0047 or 800-252-3592, option #4; http://tech.worldcampus.psu.edu
I forgot my Access Account password.	HelpDesk Team	814-865-0047 or 800-252-3592, option #4; http://tech.worldcampus.psu.edu
I can't access my course(s).	HelpDesk Team	814-865-0047 or 800-252-3592, option #4; http://tech.worldcampus.psu.edu
ANGEL course system	HelpDesk Team	814-865-0047 or 800-252-3592, option #4; http://tech.worldcampus.psu.edu
Other Support Resources		
Career counseling	Dr. Jean Duffy	814-865-3443 or 800-228-1627; psu4you@outreach.psu.edu
Disability services		814-863-1807; www.equity.psu.edu/ods/
eLion		https://elion.oas.psu.edu/
Support for course and/or instructor issues	Records Team	814-865-5403 or 800-252-3592, option #2; psuwd@psu.edu
University Libraries		814-865-2112; www.libraries.psu.edu/instruction/world/
If you do not see your question on this list and you have already looked on the World Campus Web site (www.worldcampus.psu.edu), please send your question to psuwd@psu.edu .		