

Online Student Resource Guide

Welcome to Andrews University Online! We're eager to support your journey to achieving your educational goals. Self-motivated students appreciate the flexibility of our online classes with accessible resources and caring advisors and instructors.

Before You Register

Activate your username: Once accepted, your Andrews ID number will be emailed to you. Use this to create username, password, and email. This [video tutorial](#) will guide you. Email helpdesk@andrews.edu or call (269) 471-6016 for assistance.

Tour a sample course. Your program orientation includes more specific information about using the online course space in learninghub.andrews.edu.

Note different online course formats. Understand options listed in the [course schedule](#). Program, student status, and other factors impact which types of courses are available to you.

Review course information

Online undergrad courses: Most are available every semester. Find [graduate online courses](#) with program info in the [bulletin](#) or through advisors.

Minimum technology requirements: Prepare to meet these specifications to successfully study online.

Bookstore: Main campus students enjoy savings using the FirstDayComplete program through the [Andrews bookstore](#). Online students living away from campus may benefit by Amazon's rapid shipping globally. Review of all textbook details (ISBN, edition, year) in course syllabi carefully. Purchase ebooks if supplemental items with codes are needed.

Financial services: Important information about tuition and fees, methods of payment, forms for financial aid, procedures, and deadlines. Familiarize yourself before starting.

University Policies and Procedures

Academic bulletin: This is the comprehensive source of university policies and procedures. This includes admission requirements, program curriculum and graduation requirements, transfer and financial policies. The program requirements in effect in the year of admission guide your study plan.

ONLINE STUDENT SERVICES

The Center for Adult and Online Student Services supports online student wellbeing and academic success. Save this guide, bookmark our [webpages](#), pin the Online Students card in the MyAndrews Portal, and connect #AUOnlineStudies through [LinkedIn](#), [Twitter](#) or [Instagram](#) for inspiration, community, and tips to maximize your AU experience.

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Academic calendar: Find important dates and deadlines each semester for academics and wellbeing.

Academic integrity: Andrews expects all students to think clearly for themselves and exhibit personal and moral integrity in every sphere of life. Breaches of academic integrity have specific consequences. Please review and commit to these student responsibilities for integrity, attendance, and more.

Financial clearance: This tutorial video outlines how to financially clear, working with your advisor.

Learninghub: The Andrews learning management tool in which you find and complete all online learning activities, accessible from your start date, through the end date. Click on your course title on your dashboard to enter that course. Enter your Andrews's username and password to log in.

Online Exam Proctoring: Learn how online exams typically work, who can proctor, how to set up an online proctored exam session, and who can help with questions.

Registration: Follow these steps to register each semester. The tutorial video is very helpful.

Support Services

Are you online-ready? Answer these questions honestly and discuss with those who know you well. Then take these steps to learning online. and use resources here to maximize online success.

Using IVUE: Learn how to view your academic record online, check registration status, transfer credit, grades, holds, and contact info for your academic advisor.

Financial Aid SSB: Use your financial webpage to make payments, track loans, and view prompts to keep your account current.

Using library services: All students have access to a vast array of digital resources through the James White Library. View the tutorials to learn how to locate and request materials and get best search results in academic research.

How to request and take online exams: A guide to exam policy and procedures including when and how to submit an exam request, and exam conditions.

Transcript requests: Find details on official transcripts. Request at getmytranscript.com anytime.

Tutoring: Online students may request tutoring by contacting their instructor first. If more time is needed than the instructor can provide, email sdestudents@andrews.edu to set up an appointment to review your needs. One or two sessions of tutoring, usually in writing or math skills, may be provided freely via video conferencing. If additional support is desired, the student may arrange to pay a tutor.

Update contact information: It is your responsibility to keep your contact information current in order to receive all information needed to succeed in your studies. Check your Andrews email regularly, as this is the primary communication used at a distance.

Spiritual & community life videos: Explore inspirational and community building videos from campus chapels, seasonal and community events. Find many more podcasts, videos, and print links [here](#).

Adventist Churches on Campus: Watch livestreamed church services each Sabbath at 11:45 am.

Disability accommodations: Students with documented disabilities are invited to complete the form to request review for academic accommodations. Our Student Success team will be happy to assist.

Counseling & Testing: Find resources online for mental health, career and job placement, or make an appointment via telehealth services.

Help Desk: A list of who to contact whether you need help with technology, academic help, or a specific course question.

Important Contact Information

Andrews Online access: helpdesk@andrews.edu or (269) 471-6016
password, email, general AU online service access questions

LearningHub tech support: dlit@andrews.edu or (269) 471-3960
course login, navigation or technical questions about doing assignments

Undergrad admissions & guest advising: sderegister@andrews.edu or (269) 471-6323

Undergrad online degree academic advising: sdestudents@andrews.edu or (269) 471-3432

Graduate online degree academic advising: through your program department

Financial advising: scroll to find your [financial advisor's contact info](#), assigned by last name

Course questions: Use phone or email info in course to contact your instructor with questions about assignments, grades and feedback, scheduling, or to inquire about [incompletes](#) in challenging times.

Exam support: email sdeexams@andrews.edu or call (269) 471-6566

Tips for Best Service

Write full sentences. Use your Andrews email. Include your full name, and student ID. If you are having technical issues, include a screen shot if possible, and details such as the type of computer (MAC or PC) and browser (Chrome, Firefox, Safari, etc.) used.