

Undergraduate 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.

Save this guide as your personal map to quickly accessing key resources for online study. Don't hesitate to use the contact information for support at any time. [Distance Student Services](#) tutorial videos and FAQs, available 24/7 online, are a good starting point with questions, and a ready reference throughout your online AU experience!

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 undergraduate course. Program orientation include more specific information about using the online course space in learninghub.andrews.edu

Consider types of online courses: Understand these options to best interpret sections listed in the [course schedule](#). Payment choices and term impact which types of courses available to you.

Online undergrad courses: Find course descriptions, prerequisites, formats, and sample syllabi for all courses available online for Andrews CORE Experience or electives, and most undergrad online major/focus area requirements. All courses are listed in the current Bulletin.

Minimum technology requirements: Review the technical specifications necessary to successfully study online.

Bookstore: Fine textbooks through Barnes & Noble College, the official Andrews bookstore. Course materials are also listed in course syllabi. Students may purchase items anywhere; review of all details (ISBN, edition, year) is essential.

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

Consortium of Adventist Colleges and Universities: Even more undergraduate courses are offered through Andrews University partners, Oakwood University and Washington Adventist University, so click to find more options is needed.

University Policies and Procedures

Academic bulletin: This is the comprehensive source of University policies and procedures for guest and degree students. This includes admission requirements, program curriculum for major, Andrews Core Experience, and elective requirements, minimum residence and upper division credit requirements, and transfer policies, as well as financial policies.

Academic calendar: An important tool to keep track of important dates and deadlines.

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 standards.

Financial clearance: A tutorial video on how to financially clear.

Learninghub: Where you will find their courses on your start date, just log in and click on your course name linked under the heading "Available Courses". You will need your Andrews's username and password to log in.

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

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

Support Services

How to succeed in an online course: Tips to studying effectively online. Honestly review the steps to getting started and orientation and student success tools available as well.

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

FINVUE: Use your financial profile page to see your financial advisor's contact info, statement of account, make payments, and view prompts to keep your account current.

Using library services: All student 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: Learn where and how to request an official transcript.

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.

Pioneer Memorial Church: Watch live streaming church service at 11:45 EDT on Saturdays.

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 for personal assistant.

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

Financial advising: scroll to find your financial advisor's contact info, assigned by last name

Course questions: Use phone and email in course to contact your instructor with questions about assignments, grades and feedback, scheduling, or to inquire about incompletes.

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

Tips for Best Service

Write full sentences. Use your Andrews email. Include your full name, student ID, course title (including section) and specific assignment or link to the webpage where you have questions. 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.