

Catalog: Undergraduate Catalog 2012-2013 [Archived Catalog]

Title: University Services Online Program

University Services - Online Program

Online Advising

Carissa Kregenow, B.S.

Director of Academic Advising

Each student has access to professional Academic Advisors who will assist the student with choosing and scheduling courses and are available to answer any questions the student may have or to help solve unexpected problems. In addition, every course is managed by a faculty member who is available to answer course-related and academic questions.

New students will need to contact an Admissions Specialist, who will guide students in course selection for the first semester and assist in all other preparations until the first day of class. On the first day of the first sub-term in which students are enrolled, all questions concerning academic issues should be directed to the Academic Advising Department. Students are encouraged to contact the Academic Advising Department for help with any school-related problems they may encounter during the academic year.

Online services include Webmail and ASIST (Automated Student Information Services Tool). Webmail serves as the primary means of communication between the University and the student. Every student is assigned a personal Webmail account, which he is advised to check at least weekly. Using ASIST, students may register and drop courses, access and update their personal information, view their account balances, make online payments, view individual test and final course grades, email professors, view and calculate GPA, and apply for financial aid.

Military Affairs Office

Emily Foutz, B.S., M.A.

Director of Military Affairs

The Military Affairs Office is a knowledgeable resource for servicemembers and veterans, to help those who serve achieve their academic goals. The services provided include military and veteran benefit counseling to help each student through the process of requesting Tuition Assistance and GI Bill benefits, processing and follow-through with the government agencies, and assistance when military deployment, temporary duty, and permanent change of station orders presents a challenge to academic progress.

Military Affairs partners with the military and veteran organizations to offer a wide variety of military-friendly programs, including Servicemembers Opportunity Colleges (SOC) Network, GoArmyEd, College of the American Soldier, Navy College

Program Distance Learning Partnership (NCPDLP), Air University – Associate to Baccalaureate (AU-ABC) Program, and the Department of Veterans Affairs Yellow Ribbon Program.

For more information, please visit the Military Student web page at www.liberty.edu/militaryaffairs.

Liberty University Online Library Services

Jeffrey M Dull, B.S., M.S.L.S.

Liberty University Online Librarian

The A. Pierre Guillermin Integrated Learning Resource Center (ILRC) functions are organized and serviced through a well-qualified faculty and staff. The ILRC provides a broad range of services to help students and faculty use information resources and technology effectively. These services include classroom-based instruction, personalized research assistance, and software support.

The ILRC provides many of its library services and resources to students in the Liberty University Online programs. Online students can access virtually all database resources through a proxy login system. In addition, they have direct toll-free telephone and email access to a librarian specializing in online support. The ILRC is committed to being the primary library for Liberty University Online students by offering timely personal contact and document delivery in order to meet their special needs. This includes the delivery of books and journal articles as well as research and reference services. Fees are assessed for copying, mailing, and faxing.

Liberty University Online students can contact the ILRC by email research@liberty.edu or phone 434-582-2821.

University Writing Program

Shelah Simpson, B.S., M.A.R., M.A.

Director, Online Writing Center

Assistant Professor of English

The Online Writing Center (OWC) was established as part of Liberty's efforts to improve student writing and thus offers writing-related services tailored to the University's online student population. Through the Online Writing Center web page (<http://www.liberty.edu/onlinewritingcenter>), online students can submit drafts of upcoming assignments to receive tutor feedback, schedule appointments to speak online with a tutor, e-mail quick questions to tutors, or offer suggestions for further online writing aids that the OWC should consider developing. Students may contact the OWC by emailing onlinewriting@liberty.edu.

Liberty University Bookstore

Students purchase all course materials from MBS Direct. Purchases can be made online by accessing the web page at <http://bookstore.mbsdirect.net/liberty>. Students should purchase materials after registration but prior to the sub-term begin date (course activation). Liberty does not guarantee that required course materials will be available after the sub-term activation date.

Materials for practicums and required intensives can be purchased from MBS Direct. Tuition does not cover the cost of course materials.

Information Technology Services

Matthew Zealand, B.S.
Chief Information Officer

IT HELPDESK

The IT HelpDesk assists students with computer problems by phone, remote assistance, or walk –in service. HelpDesk hours and other resources such as the Liberty University Knowledge Base (Ask L.U.K.E.) are published online at www.liberty.edu/helpdesk . The HelpDesk is located at Green Hall room 1539; to contact by phone call 866-447-2869 or 434-592-7800.

ONLINE LEARNING PLATFORM

Liberty provides students with an online learning platform called Blackboard®. Blackboard serves a variety of purposes, allowing professors to make announcements, post assignments, and interact with students. Students will use Blackboard to submit coursework, complete online tests, and interact with their classmates.

ADMINISTRATIVE SOFTWARE APPLICATION

Liberty uses a web application called Banner to house all Liberty user account information. Banner is accessible to all Liberty staff, faculty, alumni, and students and is used to manage accounts information such as financial aid, accounts receivable, finance, and etc. Students access Banner (ASIST) from the main Liberty website and use ASIST to register for courses, complete financial aid, view academic records, review applications, and update personal information.

IT TESTING AND TRAINING

IT Testing and Training provides IT-related training to faculty and staff. Testing services are also offered to the University, students, and the general public for certification fields of expertise including Cisco, Apple, and Oracle. For more information, visit www.liberty.edu/training; to contact by phone call 434-592-7820 or 434-592-4600.

IT MARKETPLACE

The IT Marketplace is a one stop shop for recommended computers, software, and computer peripherals at discounted prices. The IT Marketplace place can be visited at www.liberty.edu/ITMarketplace

MOBILE APPLICATIONS

LUIT provides all Liberty users with two Liberty specific applications for mobile devices.

- **Bb Mobile Learn** is a free application that allows students and faculty to connect to their Blackboard courses. Currently Available for: *Palm, Android, Blackberry, iPad, iPhone, and iPod touch devices.*
- **MyLibertyU** is a free suite of applications that includes on-demand access to Liberty news, athletic news, scores and schedules, access to your courses through Blackboard Learn, a campus map with an interactive locator, access to Liberty images, videos, the course catalogue, and easy access to important phone numbers. Currently Available for: *Palm, Android, Blackberry, iPad, iPhone, and iPod touch devices.*

Additional information, including how to download Liberty mobile applications, can be found at www.liberty.edu/gomobile.

MYLU PORTAL

The MyLU portal is a customizable website that allows students to access a wide variety of Liberty information. It features widgets (small software programs) that display a specific piece of information such as Blackboard, Flames Cash, Liberty news, class schedule, Liberty announcements, financial aid information, and more. The portal is accessed at <https://www.mylu.liberty.edu>.

ONLINE WEB PRESENCE

Liberty provides an official webpage that can be used to access all Liberty information and major services such as Webmail, Banner (ASIST), Blackboard, Official Announcements, University Calendar, and Financial Aid. Liberty's official webpage can be viewed at www.liberty.edu

Tutor.Com

Liberty University Online has partnered with Tutor.com, the leading live, online tutoring service in the United States. Tutor.com can be accessed via an Internet web browser or mobile application, with a network of more than 2,200 expert tutors available around-the-clock. Subjects include math, science, social studies, English, real-time research paper review, and citizenship test preparation.

Liberty University Online in Español students can also receive tutoring services in Spanish. Bilingual tutors will assist in math, science, English and social studies.

This partnership enriches and enhances the current services provided by Liberty University's Virtual Career Center, coupling its vast resources with Tutor.com's real-time resume/cover letter writing and review in addition to live assistance from certified career specialists.

Bruckner Learning Center

Heather Schoffstall, B.S., M.S., Ed.D.

Director, Bruckner Learning Center

Assistant Professor of Education

The Liberty University Bruckner Learning Center (BLC) has compiled resources to assist students with study skills and test preparation. These resources are

available through the web page <https://www.liberty.edu/index.cfm?PID=10988> (login required). The BLC can also be contacted by phone at 434-582-2226.

Disability Support

The Liberty University Online Office of Disability Academic Support (LU ODAS) exists to coordinate support services for online students with a documented disability. Under Section 504 of the Rehabilitation Act of 1973, we seek to provide "reasonable" accommodations and create equal program access to all students. Our office works in conjunction with students and faculty to ensure that reasonable accommodations are made for students with documented disabilities. For more information, visit the [Online Disability Support Office's Official page](#) or contact the Liberty University Online ODAS staff at luoodas@liberty.edu.

Career Center

The Career Center strives to assist students in realizing their God-given potential through developing career and education decisions that are rooted in their faith and values. They provide services and resources to help students utilize their academic training in preparation for their professional development. Through the new Virtual Career Center, residential and online students, as well as alumni, have access to career services without closing hours.

CAREER SERVICES

- Career Assessment – Focus 2
- Local and Regional Career Fairs
- Online Job Database – LUNetWORK for full-time, part-time and internship opportunities
- Resume and Cover Letter Critiques and Workshops
- Job Search and Research
- Graduate School Preparation
- Experiential Learning Programs
- Internships and Externships

Several programs are available to assist students in determining career goals and implementing appropriate educational plans. Through the Virtual Career Center, online job listings, career counseling, and a computerized career assessment, students are encouraged to explore various occupational fields, develop job-hunting skills, and research graduate education programs. Students are also encouraged to participate in experiential education programs, such as externships and internships, which provide practical work experience and complement their formal education.

For more information on any of the stated topics, please visit the Career Center website at <http://www.liberty.edu/career>.

INTERNSHIP PROGRAM

All students are encouraged to complete an internship to assist with career planning and gain practical experience within their chosen field of study.

Approximately sixty-percent of all interns receive a full-time job offer. Students may earn from one to six (in some cases nine) semester hours of credit. Many majors require at least three credits. All applicants for credit internships, which are listed in the University's Catalog, are processed through the Liberty University Career Center.

Completed applications must be submitted to the Career Center by the appropriate deadline (NO EXCEPTIONS).

The Career Center also provides a special internship opportunity through the Washington Semester Fellowship (WSF). This program allows students to live and work in Washington D.C. where they are placed in internships relevant to their career or academic interests. Students in the WSF earn six credits of internship while taking six online credits. Additional leadership and professional development training are also available to participants.

Online Advocate Office

Jason Byrd, B.S., M.B.A.

Director of Student Advocate Office

The Liberty University Online Advocate Office is committed to making the student's experience at Liberty University both positive and life changing. The Online Advocate Office works directly with advisors as well as university support offices to help students overcome obstacles on the journey from enrollment through graduation.

The Student Advocate Office is located in the Green Hall complex, Room 2500. Additional information is available online at <http://www.luonline.com/index.cfm?PID=14289>.

Liberty Online Ministries

Liberty Online ministries provide students with spiritual resources to encourage and strengthen them.

Various online resources are offered including Bible studies, articles on a variety of life issues of interest to students, and prayer ministry resources. All of this is available through a community web page designed to connect online students with other Liberty students within their geographic area. More information on the resources and services provided is available at www.libertyonlineministries.com.

Convocation and Campus Church

Rev. Johnnie Moore, Jr., B.S., M.A.R.

Vice President for Executive Projects and Spiritual Programs

As a dynamic institution vitally interested in the whole person, Liberty provides for physical, social, intellectual, and spiritual needs of the Liberty community. To meet

these needs, Liberty provides opportunities for students to gather and serve as a community through convocations and campus church services. Liberty University Online students are encouraged to attend church services as well as convocation when completing on campus intensives.