Liberty University Services - Online Programs

Online Advising

Nina M. Shenkle, B.S., M.Ed.
Director of Academic Advising

Each student has access to professional Academic Advisors who will assist the student with choosing and scheduling courses. Academic Advisors 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. Students are each assigned a personal webmail account, which they are advised to check on a weekly basis.

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.

Informational Webinars
The Academic Advising Office provides informational webinars to new and current students via web conferencing. Topics include:

- New Student Orientation,
- Fundamentals of Blackboard®
- Institute of Military Resilience
- Introduction to the Online Library

For more information about webinar offerings, or to register for a webinar event, visit the webpage at http://www.liberty.edu/online/index.cfm?pid=16740.

Office of Military Affairs

Emily Foutz, B.S., M.A.
Director of Military Affairs

The Office of Military Affairs 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) Degree Network System (DNS), 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 http://www.liberty.edu/militaryaffairs.

Jerry Falwell Library

Jessica Daly, B.S., M.L.S.
Coordinator, Research and Instruction

The Jerry Falwell Library services are organized and provided through a highly qualified faculty and staff. A broad range of support is provided to help students and faculty use information resources and technology effectively. These services include online tutorials, topic-specific workshops, personalized research assistance, and software support.

The Jerry Falwell Library provides many 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, online students have direct toll-free telephone, chat, and email support through the library’s Online Call Center, which provides access to research and instruction librarians and staff. The Jerry Falwell Library 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 academic needs. This includes the delivery of books and journal articles as well as research and reference services.

Liberty University Online students can contact the library by email: research@liberty.edu chat: http://www.liberty.edu/library/chat-faq/ local phone: (434) 582-2221 and toll-free phone: (800) 424-9595 then select the “Additional Support Office” option.

Online Writing Center

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 (https://www.liberty.edu/onlinewritingcenter), online students can submit drafts of upcoming assignments to receive tutor feedback, schedule appointments to speak with a tutor, live, via web conferencing, e-mail quick questions to tutors, and offer suggestions for further online writing aids that the OWC should consider developing. Students may contact the OWC by emailing onlinewriting@liberty.edu.

Tutor.Com

Liberty University Online has partnered with Tutor.com, the leading live, online tutoring service in the United States. Tutor.com may be accessed by students who are part of our online student body 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, finance, accounting, economics, social studies, English, real-time research paper review, and citizenship test preparation.

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

This partnership also 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.

For additional information visit the Tutor.com webpage at http://www.liberty.edu/online/index.cfm?PID=23274.

Bruckner Learning Center

S. Denise Green, B.S., M.A.
Assistant Director of the Bruckner Learning Center for Academics
Associate Professor of the Bruckner Learning Center

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/academics/general/bruckner/index.cfm?PID=111.

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 ODAS web page [http://www.liberty.edu/online/index.cfm?PID=15644](http://www.liberty.edu/online/index.cfm?PID=15644) (login required) or contact the Liberty University Online ODAS staff at luoodas@liberty.edu.

**Intensives**

Intensive course schedules, enrollment procedures, tuition and fees, transportation and lodging information are accessible online at [https://www.luonline.com/index.cfm?pid=14244](https://www.luonline.com/index.cfm?pid=14244).

**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 Career Center, residential and online students, as well as alumni, have access to career services without closing hours.

**CAREER SERVICES**

- Website: [http://www.liberty.edu/career](http://www.liberty.edu/career)
- Career Assessment Test – Focus 2 (Free to Students)
- Local and Regional Industry Specific Career Fairs
- LUNETWORK – Online Job Database for internships, fulltime and part-time opportunities all over the country.
- Resume and Cover Letter Workshops and Critiques
- Job Search and Research
- Graduate School Preparation
- Internships and Externships
- The Washington Fellowship

Several programs are available to assist students in determining career goals and implementing appropriate educational plans. Through the 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 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](http://www.liberty.edu/career).

**LUNETWORK – JOB DATABASE**

Liberty University's exclusive employer relationship database, LUNETWORK, is the on-line database that has thousands of employers looking for Liberty students, recent graduates, and alumni. Employers from all over the country (and world) are purposefully posting positions looking for Liberty talent. Postings include internships and full time positions for both new graduates and seasoned professionals. Students and alumni can post their resume and search the database for positions all over the world. Residential and Online Students and Alumni are eligible to utilize LUNETWORK for life.

**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 student’s academic department Faculty Internship Advisor (FIA). Contact your department to identify your FIA.

The Career Center also provides a special internship opportunity through the Washington Fellowship (WF). 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 WF earn six credits of internship while taking six online credits. Additional leadership and professional development training are also available to participants.
IMPORTANT INFORMATION REGARDING LICENSURE-BASED DEGREE PROGRAMS, INTERNSHIPS AND CLINICAL PLACEMENTS

Students who are pursuing degrees leading to application for professional licensure or certification, and/or who will be participating in clinical placements, internships, or practica through their Liberty University program should be aware that a criminal background check, finger printing, or drug screening may be required by Liberty University and/or the host facility.

Internships, Practica, and Clinical Placements

In such situations, each student is responsible for obtaining and paying for the background check or other screening process and for delivering required documentation to the facility. Although the university will make reasonable efforts to place admitted students in field experiences and internship, it will be up to the FIA to determine whether a student will be allowed to work at that facility.

Licensure-Based Degree Programs

Students in licensure-based degree programs are responsible for understanding the requirements of the program by becoming thoroughly familiar with the Degree Completion Plan (DCP) and the academic school’s web page that outlines degree requirements.

Students should further be aware that a criminal record may jeopardize licensure by the State certification body. Students seeking licensure are urged to contact the relevant licensing agency to determine the licensing requirements for the jurisdiction. Successful completion of a program of study at Liberty University does not guarantee licensure, certification, or employment in the relevant occupation.

Online Student Advocate Office

Joses Merat, B.S., M.A.M.L.
Director of Online Advocate Office

The Liberty University Online Student Advocate Office is committed to making the distance student’s experience at Liberty University both positive and life changing. The office works directly with advisors as well as university support offices to help students overcome obstacles on the journey from enrollment through graduation. Online students have a unique email to access these services. The Liberty University Online Advocate team is available via email at luostudentadvocate@liberty.edu or online at: www.liberty.edu/online/student-advocate-office.

Liberty University Bookstore

Course materials are not included in the cost of tuition. However, through Liberty University Online bookstore, MBS Direct, you can purchase textbooks and related course materials, track previous orders, sell your old textbooks and much more. It is MBS Direct’s goal to minimize your textbook cost and provide you with the best online shopping experience possible. Purchases may be made online through http://www.mbsdirect.net/liberty or by phone at (800) 325-3252.

It is recommended that you purchase your course materials at least ten days before the start of your course(s) to ensure a timely delivery. When ordering, please verify whether you are enrolled in an 8- or 16-week course format. Liberty does not guarantee that required course materials will be available after the sub-term start date.

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

Information Services

Matthew Zealand, B.S.
Chief Information Officer
Vice President of Analytics

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 http://www.liberty.edu/helpdesk. The HelpDesk is located at Green Hall Room 1539 and DeMoss Hall 2184; 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 check-in, view academic records, review applications, and update personal information.

**TECHNOLOGY EDUCATION CENTER**
The Technology Education Center (TEC) 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®, Microsoft®, and Oracle®. For more information, visit [www.liberty.edu/TEC](http://www.liberty.edu/TEC); 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 educational pricing. The IT Marketplace place can be visited in DeMoss Hall 2184 or online at [http://www.liberty.edu/ITMarketplace](http://www.liberty.edu/ITMarketplace).

**MOBILE APPLICATIONS**
LUIS provides all Liberty users with three 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 updates, scores and schedules, access to your courses through Blackboard Learn, a campus map with an interactive locator, access to Liberty images, videos, the course catalog, and easy access to important phone numbers. **Currently available for:** Palm, Android, Blackberry, iPad, iPhone, and iPod touch devices.
- **LU Today** is a free application that houses access to numerous Liberty focused media and news channels including Liberty News, Liberty TV Channel, Liberty Journal, Victory FM Radio and others. **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 [http://www.liberty.edu/gomobile](http://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.liberty.edu/secure/?service=https%3A%2F%2Fmylu.liberty.edu%2Fc%2Fportal%flogin](https://www.liberty.edu/secure/?service=https%3A%2F%2Fmylu.liberty.edu%2Fc%2Fportal%flogin).

**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 [https://www.liberty.edu](https://www.liberty.edu).

**Liberty Online Communities**
Liberty University Online Communities exists to engage our students and be a source of spiritual encouragement. Various online resources are offered including:

- Live church sermons
- Chat with other viewers
- View a schedule of events
- Submit a prayer request
- Find a church


**Convocation and Campus Church**
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 Convocation and Campus Community services. Liberty University Online students are encouraged to attend Campus Community services as well as Convocation when completing on-campus intensives.