

HERZING UNIVERSITY

Welcome to Herzing University Online! We are so glad that you have chosen to join our online family and to attend classes with us. Please save this email for your records, as it contains valuable information that you will use throughout your time with us.

Student Portal: Students have access to the Student Portal, which is where you can find information such as your schedule, transcripts, financial aid, advisor contact information, grades, and many other valuable resources. If you do not have your login information, please contact IT at 866-508-0748 X656. Student Portal can be accessed through: <http://portal.herzing.edu> When you get to this site, please view the tutorial for further assistance.

Attendance: As a student with Herzing University, it is highly recommended that you are active in your courses at least three times per week. In the event that you do not participate in a particular class for 4 days or more, you will begin receiving attendance messages. In the event that you are not actively participating in any of your courses for 14 days, you will be automatically withdrawn from Herzing University. Please note that active participation is measured by submitting an assignment or posting on the discussion board. If you encounter any situation that may inhibit you from attending courses regularly, or if a situation arises that will cause you to miss a deadline in your course, it is imperative that you contact both your Student Services Advisor and your instructor immediately. Please know that depending on the situation, documentation may be requested before an instructor can grant any additional time for work to be completed. No exceptions can be made to the attendance policy.

Proper Communication: Please keep in mind that as a college student, it is expected that you will conduct yourself in a professional manner at all times. With that being said, when leaving a message for university personnel, please be certain that you include your first and last name, student id number, a number where you can be reached and the reason you are calling. It is very important that you speak clearly and include all information. Messages left with missing information (name, student id or phone number) may not be returned because we are unable to locate your student file. Additionally, please be certain that you allow 24 hours for a response and also take into account weekends and holidays when individuals may be out of the office.

Bookstore: The bookstore will typically open two weeks prior to the start of each period and can be accessed at www.herzingonlinebooks.com. Please be certain that you are ordering your books as soon as they are available, as this will ensure that you receive them in time for the start of classes. Instructors are not required to extend deadlines due to a student not ordering their books in a timely fashion. If you have any difficulties ordering your books please contact EdMap directly at 877-312-9134. As a reminder, always be certain that you are checking the books listed in the bookstore to ensure that they match the courses listed on your schedule. If you need a copy of your schedule, you may find this on Student Portal.

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Satisfactory Academic Progress: As a student with Herzing University Online, you are required to maintain a GPA of at least 2.00 (Undergraduate) or 3.00 (Graduate) to remain in Satisfactory Academic Standing.

Per the Herzing University Undergraduate and Graduate Catalogs students are:

“considered not to be making satisfactory academic progress if he or she has not achieved and maintained the minimum standard of a 2.0 CGPA (cumulative grade point average) or did not successfully complete (with passing grades) any of the courses taken in his or her first semester of enrollment.”

For more detailed policy information on Satisfactory Academic Progress, please visit our Herzing University catalog, which can be found at <http://www.herzingonline.edu/catalog>.

Classroom Expectations: As an online student, you are expected to participate in weekly discussion board posts for each class. These posts count as your class participation, and can have a large impact on your overall grade. Many courses require that you post a minimum of three times per week, and it is important to know that missed discussion board posts cannot be made up after the deadline under any circumstances, as this counts as your class participation and interaction with your peers. Remember to always take note of the deadlines in your course, and print out your syllabus as this will contain the due dates of each assignment. Note that due dates may vary depending on the course, and you should always contact your instructor with any questions you may have regarding the due date of an assignment. Additionally, please note that the final week of your course may be shortened, and therefore you may have an earlier than expected deadline for your final work. Remember that final assignments/projects/tests are often worth 20-30% of your grade, and missing this assignment can certainly impact your grade significantly.

Tutoring and Writing Center: Should you need assistance with course material, your instructor should be your first line of contact. You can find all contact information for your instructor under the “Faculty Info” link in your classroom. In the event that you need additional assistance, please utilize our Tutoring and Writing Center, as there are many valuable resources available within this site, as well as one-on-one tutoring services. This can be found in the “TWC” tab on Blackboard.

Class Drop Period: In the event that you need to withdraw from one of your courses, please contact Student Services directly so we can discuss this process, as well as the consequences. In order to receive a grade of “W”, this must take place prior to the midpoint of the course. Please also be certain that you are contacting the Educational Funding Department to discuss how this may impact your financial aid.

Add/Drop Period: The last two weeks of each semester are the add/drop period for the following semester. A student may make changes to his/her schedule during this two-week period. Any changes made to a student’s schedule after the end of the add/drop period may only be done with permission of the academic dean and will be subject to a schedule change fee, as outlined in each campus’s fee schedule.

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Educational Funding: For any questions related to educational funding, which can include your financial aid award letter, payment plans and/or third-party benefits, please contact our Educational Funding Department directly at 866-508-0748 option 2.

Scholarship Information: Herzing University Online is committed to finding and supplying scholarship opportunities for its students. Make scholarships part of your educational goals by using the resources located in the Scholarship Resource Center at www.herzingonline.edu/scholarships.

Technology Back-up Plan: As a student with Herzing University Online, you are required to have a technology back-up plan, which will allow you access to a computer 24 hours a day. Classes move quickly, and we certainly do not want you to fall behind due to a technology issue. Note that instructors are not required to give extensions on work due to computer / internet problems, so please be certain that you have a solid technology back-up plan established.

Accommodations: If you feel that you require extra assistance in your course due to an existing condition, and have current medical documentation, contact Student Services directly so we can assist you with being successful in your courses.

Thank you,

Student Services Department
Herzing University Online

Herzing University Online Student Services Department Contact Information

1-866-508-0748 option 4

In the event your assigned Student Services Specialist is unavailable, contact your advising team at the appropriate number listed below.

Program	Extension
Diploma Students	561
Associate Students	562
Bachelor / Masters Students	563
Director of Student Services: Kurt Bergland X883	
Associate Director of Student Services: Denise Lorge X338	
Associate Director of Student Services: Alex Mills X824	