



Your Guide To Academic Success



Helping you achieve your goals online!

Effective January, 2020, Sullivan University is 4-quarter/year-round, census institution.

Sullivan University cares that students regularly attend and/or academically engage in their course(s). Doing so is essential for mastering the concepts, theories and skills necessary for successful completion of each course. Every effort should be made to attend and/or engage in every class, lab or intern/externship experience.

At the beginning of each term through a Census Poll, Academic Services will verify student engagement on Friday of the second week of each term. Census is based on student engagement in defined academic engagement activities. One or more engagement activities in each scheduled course must occur by Thursday of the second week* for a student to be made active in a course. Students who do not academically engage prior to the Census Poll will have the course(s) removed from their schedule with no tuition, fees or grade penalty, and will not have an opportunity for instatement beyond the add/drop period without extenuating circumstances.

Academic Engagement Defined:

Sullivan University defines academic engagement as a student having done one or more of the following:

- **Submitted** an assignment during class or via the learning management system (LMS) drop box, E-value, Examsoft, and/or other means of electronic submission
- **Completed** an exam or quiz during class or via the LMS, E-value, Examsoft, and/or other means of electronic submission or a tutorial or computer-based instructional module (Instructor must be able to verify and document completion)
- **Participated** in a documented synchronous web conference
- **Posted** to an online discussion board in the LMS or other appropriate platform
- **Attended** a residential/face-to-face class or an academically relevant event (e.g. assigned clinical hours or a class field trip with student sign-in sheet)

Important Dates to Remember

*In order to remain active in the course, students must engage, by the definition above, by April 16th, 2020.

*In order to DROP or ADD a course, students must contact Academic Services by 11:59 pm, EST, April 12th, 2020.

GET SET-UP IN BLACKBOARD

Whether this is your first online course, or simply another in a series, we want to be sure you have some important information.

The following browsers are supported by BLACKBOARD:

- Google Chrome (*recommended for optimum experience*)
- Firefox
- Safari
- Microsoft Edge

For technical issues with your courses, contact the 24/7 Blackboard Helpdesk at 1-888-720-6684. For password issues with Blackboard, contact Sullivan's I.T. department at 1-866-755-7807.

For questions regarding your courses and/or assistance with academic advising, contact Online Student Affairs at 1-888-299-5312.

Step by Step Videos for BLACKBOARD!

Your first time to take an online class can be intimidating. Check out these tutorials to help you through your initial log-in and navigation through your course. Visit

<https://sullivan.blackboard.com/> and click on link titled **Blackboard Student Tutorials**. You will find 6 videos and Student Quick Start Guide PowerPoint Presentation. You can also find these tutorial videos in your Student Portal under Online Classes / How To: or at <http://www.sullivanonline.net/bb/>

How do you login to your online class?

To log into your classes go to <https://sullivan.blackboard.com/>
Enter your username and PORTAL password.

User Name: AUSER4567

Password: THE SAME PASSWORD YOU USE TO LOG INTO YOUR STUDENT PORTAL (NETWORK PASSWORD)

Click on a course title to access your class.

Classes are not available in BLACKBOARD until the first day of the quarter, 8am (EST time) on April 6, 2020.

SUPPORT:

TECH ISSUES =
24/7 HELPDESK;
1-888-720-6684

PASSWORD ISSUES =
SULLIVAN I.T.;;
1-866-755-7807



What if you have a problem?

If you are having problems with your class, see the BLACKBOARD RESOURCES sections of your Blackboard home screen for contact information for BLACKBOARD 24/7 ONLINE SUPPORT AND STUDENT ACADEMIC SERVICES through Online Student Affairs.

If you still have questions...

If you still have questions, call to set up an appointment with one of the members of the Academic Services team. This does require an appointment so that we can focus on helping you and be sure our other students have the support they need as well.

What if I want to drop an online class?

Courses, regardless of delivery method, may be added or dropped through 11:59 p.m. EST on the Sunday at the end of the first week of each term. Requests to add or drop one or more courses may be submitted electronically by accessing the appropriate form on the student portal, or by visiting a campus Academic Services office.