

Top Q&A for Online Students

Where do I access my courses online?

All AU Online courses will be accessible via: <http://aurora.learninghouse.com/>. A direct link (Moodle: Online Courses) is located at the bottom right-hand corner of the Aurora University main webpage.

You will receive your username and password via USPS delivery and it will be sent to your personal email address that you included in your application. You must have these credentials to access your courses via Moodle.

What server should I use for Moodle?

Mozilla Firefox is the recommended web browser for Moodle.

However, other browsers are also compatible:

Browser	Minimum version	Recommended version	Notes
Google Chrome	30.0	Latest	
Mozilla Firefox	25.0	Latest	
Apple Safari	6	Latest	
Microsoft Internet Explorer	9	Latest	Version 10 is required for drag-and-drop upload of content from outside the browser into Moodle

If you have issues accessing Moodle, please contact the ITS Helpdesk, which is available 24/7

- ITS Helpdesk Phone: (800) 985-9781
- ITS Helpdesk Email: help@learninghouse.com.

Do I need a Skype account to be enrolled in the online courses?

No. However, while you do not need this free account, it can be useful for check-ins with your advisor. Contact your advisor for more information.

In some of the courses, field experience is required. Do I have to do extra hours to count as field experience?

Please review each course description before you register for a course. In the course description is the instructor's contact information. You can contact the instructor for detailed information and specific requirements for each course.

What is the best way to contact my professor?

Each professor will have their preferred method of contact listed on their course syllabus. All email communication must be via AU email accounts. Please feel free to reach out to the instructor as needed and allow 48 hours for a response.

When are my grades posted?

Grades are posted one week after the last term day via WebAdvisor. With all courses, please refer to specific details to your instructor.

Am I required to take summer courses?

If you wish to take a term off, please contact your advisor and financial aid counselor to learn how this leave of absence affects your enrollment status and financial aid package. You must complete a Leave of Absence Form if you take more than one full semester off. If you do not complete this form and if you take a leave longer than one semester (not including summers), you must apply to be readmitted and are subject to new catalog requirements.

Do I have access to tutoring services?

Online students have access to the Writing Center. Access the following link for additional information on this service: <http://aurora.learninghouse.com/course/view.php?id=98>

Why does my advisor contact me so often?

The online program at Aurora is designed to provide various forms of support for student success. Your online advisor will contact you weekly providing coaching services. This weekly check-in will continue for your first two terms and lessen as you establish above average performance in each of your courses.

What is a course map?

When students are accepted, the advisor will design a course map that suggests an order for you to take certain courses to complete your degree. You will receive a copy of this map and review the details with your advisor during the new student intake that should take place the first or second week of your first term. Please note that your Program Evaluation (accessible via WebAdvisor) is the official means of tracking your degree completion.

How will I know when it's time to register for the next term?

Students will receive an email via their AU student email announcing open registration. If you do not know what courses you should register for next, contact your advisor to review your course map.

I have questions about my Financial Aid. Who should I contact?

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630-947-8921

If I want to take courses at another institution, can they be transferred to AU toward my degree?

Undergraduates:

Please refer to page 61 of the 2013-2014 Undergraduate Catalog.

Transfer Credit A.4: Transfer of credit by students matriculated at Aurora University.

Graduate Students:

Aurora University does not accept transfer credit for graduate programs after matriculation.