



Orientation to AU Online: University Support Services

University Support Services

Introduction

In this tutorial, you will learn about the support services available to you as an AU Online student.

Upon completion of this lesson, you will be able to:

- Identify university support services:
 - Financial Aid
 - Academic Advising
 - Student Accounts
 - Bookstore
 - Registrar
 - Counseling
 - Tutoring (Academic Support Center [ASC])
 - Career Services
 - Office for Students With Disabilities
- Find resources using the Phillips Library and contact a librarian for help.
- Order textbooks in the bookstore.
- Locate information for current students.



Financial Aid

The financial aid office is the place to go for planning and financing your education at Aurora University. It is located in Eckhart Hall, Room 205, and office hours are listed on its website.

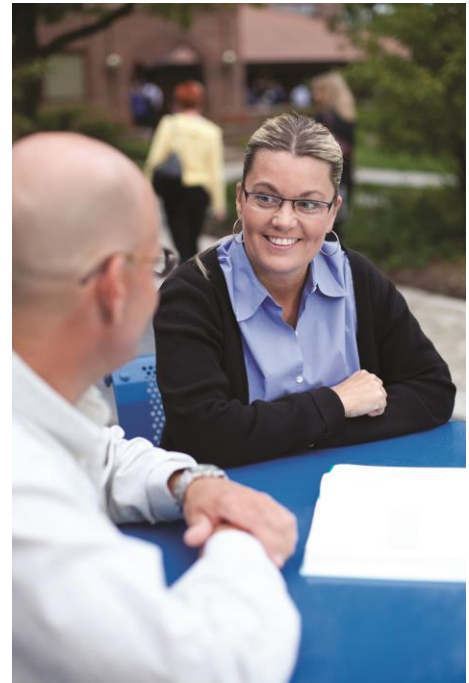
- Contact Information
 - Located in Eckhart Hall, Room 205
 - Call: 630-844-6190 or 800-742-5281
 - E-mail: finaid@aurora.edu
 - Fax: 630-844-6191

Visit <http://www.aurora.edu/admission/financialaid> to learn more!

Academic Advisor

Your academic advisor will support you as you plan, build, and complete an undergraduate or graduate degree that reflects your talents and aspirations.

You can access your academic advisor's information by going to the School Resources link at the top of the Moodle page and selecting the [Your Academic Advisor link](#). You can also e-mail your advisor at onlineadvising@aurora.edu.



Student Accounts

[Student Accounts](#) acts as the primary clearinghouse for student tuition and fees in addition to processing payments, credits, refunds, and charges.

- Contact Information
 - Phone: 630-844-5470
 - E-mail: student.accts@aurora.edu

Bookstore Services

You can purchase or rent your textbooks, school supplies, apparel, and fan gear at the university bookstore or online at www.aurora.bkstr.com.

You can also sell back your textbooks at the university bookstore during the fall and spring semester finals week for the best possible prices. The bookstore will also buy back textbooks year-round during its normal business hours.

Visit <http://www.aurora.edu/bookstore> to learn more!

Video: Ordering Your Textbooks in the Bookstore

[Watch the video to learn how to order your textbooks from Aurora University's bookstore.](#) The following page presents step-by-step instructions for this process.

Ordering Textbooks in the Bookstore

You can easily find and order your books in Aurora's bookstore. Follow the steps below to purchase your books.

1. Go to AU Online's Moodle portal: aurora.learninghouse.com
2. Go to the School Resources link at the top of the home page.
3. Click on the link for [Bookstore Access](#).
4. Click on the Books tab.
5. Use the Course Name to look up books (if you forget your course name, you can look it up on Moodle or Web Advisor).
6. Select Your Program.
7. Select Your Term.

8. Select Your Department (taken from the course title).
9. Select Your Course.
10. Select Your Section.
11. Select either buy or rent and add to cart.
12. Select Shopping Cart in right-hand corner.
13. Select the textbook condition preference.
14. Proceed to Check-out.

Note: *Required* materials are books that the professor has deemed mandatory to succeed in the course. *Optional* materials are those that will be helpful but are not mandatory.

Office of the Registrar

The [office of the registrar](#) processes transcripts, manages transcript requests and enrollment verifications, and addresses any questions concerning graduation.

- Contact Information
 - Phone: 630-844-5462
 - E-mail: registrar@aurora.edu

Counseling Services

[Counseling services](#) are a free and confidential resource for all currently enrolled AU students.

In addition to individual counseling, they offer relationship counseling and group therapy. They also provide seminars and workshops on a variety of topics related to mental health and well-being. For more information about our services, please visit the [frequently asked questions page](#).

The team of professional therapists includes licensed psychologists and social workers as well as practicum trainees who are currently enrolled in doctoral programs for psychology. All trainees are supervised by a licensed staff member.

To make an appointment, you can [call or e-mail any of the counselors directly](#).

Academic Support Center (ASC) for Tutoring Services

The [ASC](#) offers free professional math and writing tutoring as well as peer tutoring for specific courses to all registered AU students at all levels. They also can help you with time management, test taking, and study skills.

You can also access the ASC in the School Resources link in Moodle.



Career Services

[AU career services](#) advisors are catalysts for your career! They are dedicated to preparing you to successfully transition from the role of student to that of a professional. They also offer services for alumni who want to advance their careers and employers interested in hiring AU students and graduates.

- Contact Information
 - Phone: 630-844-5403
 - E-mail: career@aurora.edu

Services for Students With Disabilities

The disability resource office (DRO) assists disabled students and their faculty members in problem solving access issues. Their shared goal is to create learning environments that are accessible, equitable, inclusive, and sustainable. Aurora University will make reasonable adaptations to address the potential impact of course design and environmental barriers on disabled students' equitable access and participation in the university's curriculum, services, and activities.

- Getting Started:
 - Meet with the DRO.
 - Submit appropriate documentation in support of your request(s) for accommodation.
- Website: <http://www.aurora.edu/academics/resources/ada/>

Phillips Library

As a student, you will find the Phillips Library especially helpful in your online classes. According to the library's website:

Phillips Library houses a collection of more than 82,000 books and 6,500 multimedia materials. Electronic resources include 110,000 e-books and an online catalog networked with 80 academic and research libraries in the state. More than 80 indexes and online databases provide current students, faculty, and staff with access to 37,000 unique periodical titles. Over 80 online subject research guides are also available. Phillips Library is open 102 hours a week, seven days a week when classes are in session, and offers a variety of services to the campus community. (Source: <http://libguides.aurora.edu/libraryinfo>)



Video: The Phillips Library

[Watch the video to learn about the Phillips Library.](#)

Accessing the Library Site

To find the library's website, click on the School Resources link at the top of the Moodle portal. Then select the Library Access link and you will be taken to the Phillips Library home page.

You can also access the library by visiting www.aurora.edu/academics/library.

Library Overview

This is what you'll see when you visit the library's website. On the left, you'll find a navigation menu with different options, such as:

- Ask a Librarian
- Links to various collections and archives

The library's hours are listed in the center of the page, and you can find phone numbers to call if you have a question.

Below the hours, you'll find several informational links:

- **Search:** Here you can look up articles, videos, books, and more in specific databases.
- **Research Help:** Here you'll see the many tutorials available to teach you how to best use the library's services to find what you need.
- **Library Information:** This link contains additional information about the library, such as a calendar of the hours they are open, contact information, services, and the code of conduct.
- **Assignment Guides:** This link contains resources to support specific assignments.
- **For Faculty:** This link contains contact information for Phillips Library liaisons with instructors.
- **Renew Materials:** Here you can renew items you've checked out from the library.

On the far right of the Phillips Library home page, you'll see the option to [chat with a librarian](#) as well as a news feed for the Aurora University community.

Finding Articles

You can find articles easily using the library's website.

1. First, go to the [Phillips Library website](#).
2. Select the Search button.

This will bring up [a search menu](#). You can refine your search even further by searching the databases for an article on a specific subject or topic, or searching for an article title or journal title.

A few options for searching for articles include:

- Select the Subject, Content, and/or Vendor you are looking for to narrow your search results.
- Browse the index of databases and select a specific database based on the subject matter you are researching.
- Use the Quick Topic Search to find articles in either the EBSCO or ProQuest databases.
- Use the Citation Matcher to find a specific article.
- Search the Phillips Library catalog for books, videos, and CDs.

Library Tutorials

The Phillips Library has a plethora of tutorials that explain how to conduct searches and utilize other library features and resources. Visit their <http://libguides.aurora.edu/c.php?g=7037&p=33690> list of tutorials <http://libguides.aurora.edu/c.php?g=7037&p=33690> to learn more.

There are four tabs available on the list of tutorials page. When you first arrive, you will see the tutorials available for articles and databases; however, be sure to click on the other tabs to see the tutorials for books, e-books, and citations as well.

Chat With a Librarian

If you ever have questions about using the library's website, searching for articles in the databases, finding books and media, and so on, you can easily [chat with a librarian](#) any time.

You can:

- Text: 630-796-7615
- Call: 630-844-7534
- Live chat.
- Submit a question.
- Find an answer by browsing the answers provided in the database.

To contact a librarian, go to the School Resources link in Moodle and click Chat with a Librarian.

Information for Current Students



Whether you are on campus or online, you are a part of the Aurora University family.

Visit online.aurora.edu/current-students to see links to resources that may be helpful to Aurora University Online students.

Check Your Understanding

Complete the following practice questions to review and apply what you've learned in this lesson.

Question #1

1. Match the following university services with the support they provide for AU students.

A. Career Services	___	Helps you plan and finance your transformative education at Aurora University
B. Counseling Services	___	Helps you plan, build, and complete your degree through AU Online
C. Financial Aid	___	Processes tuition payments, refunds, loans, and scholarships
D. Student Accounts	___	Processes transcripts, manages transcript requests, handles enrollment verifications, and answers questions concerning graduation
E. Disability Resource Office	___	Offers free and confidential individual, relationship, and group therapy to all currently enrolled AU students
F. Registrar's Office	___	Prepares you to transition from student to working professional
G. Academic Advisor	___	Assists students and faculty members with creating accessible, equitable, inclusive, and sustainable learning environments

Correct Answer: The Financial Aid Office helps you plan and finance your education. Your Academic Advisor helps you plan, build, and complete your degree through AU Online. Student Accounts processes tuition payments, rrefunds, loans, and scholarships. The Registrar's Office processes transcripts, manages transcript requests, handles enrollment verifications, and answers questions concerning graduation. Counseling Services provides individual, relationship, and group therapy counseling to AU students. Career Services helps you transition from the role of a student to becoming a working professional. The Disability Resource Office assists disabled students and their faculty with problem-solving access issues and creates accessible and inclusive learning environments.

Question #2

2. Your academic advisor can help you plan, build, and earn your undergraduate or graduate degree though AU Online.
- True
 - False

Correct Answer: True. You should contact your academic advisor for support with planning and completing your degree.

Question #3

3. When ordering textbooks through Aurora University's bookstore, where should you look if you forget your course name?
- Student Accounts
 - Moodle
 - WebAdvisor
 - Academic Advising

Correct Answer: If you forget your course name when ordering textbooks, you can look it up by reviewing the information in [WebAdvisor](#).

Question #4

4. Which of the following is true of Aurora University's counseling services?
- Counseling services are free for current students.
 - Counseling services are offered on an individual basis only.
 - Counseling services are provided by professional therapists who are licensed psychologists and social workers.
 - Aurora University's counseling services are confidential; your file through counseling services does not become part of your academic transcript.

Correct Answer: Counseling services is a free and confidential resource for all currently enrolled AU students. Individual counseling, relationship counseling, and group therapy are offered along with seminars and workshops on mental health and wellness topics. The team of professional therapists includes licensed psychologists and social workers, as well as practicum trainees who are currently enrolled in doctoral programs for psychology. All trainees are supervised by a licensed staff member.

Question #5

5. Which university service can provide you with tutoring?
- Academic Support Center
 - Center for Adult and Graduate Studies
 - Phillips Library
 - Academic Advising

Correct Answer: Contact the Academic Support Center for free, professional tutoring in math and writing, as well as peer tutoring for specific courses at all levels.

Question #6

6. As a student at Aurora University, you'll be asked to conduct research in many of your classes for papers, projects, and other course activities. Where should you go for help with your research?
- Phillips Library
 - Academic Support Center
 - Your Academic Advisor

Correct Answer: The Phillips Library is the best place to go for help with academic research. Review tutorials to learn how to conduct specific searches through the library's databases or ask a librarian for help.

Summary

Congratulations! You have successfully completed this lesson.