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FAQ'S

EVERYTHING
YOU NEED TO KNOW
YOU CAN FIND HERE



HOME OF
THE NON-CONFORMIST

www.atlantisuniversity.edu



FREQUENTLY ASKED QUESTIONS

Want to learn even more about us? Here's the perfect place to start. We know you've got a million questions, but guess what: We've got answers for each and every single one of them.

In this document, you'll find that we've expertly collected answers and in-depth explanations for some of our most frequently asked questions. Whether you want to solve a technical mishap ("I can't access Moodle?!") or what to address a more pressing issue ("How can I apply for financial aid?"), don't worry. Whatever your situation is, we've got your back through this handy guide.

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ADMISSIONS

1. How do I apply for a scholarship?

If you're a prospective student, once you complete the interview process and the enrollment agreement, you'll have to complete the appropriate scholarship form in order to apply for the scholarship. Then, your application will be reviewed. This requires 3 signatures from department heads to be approved. Once the scholarship is approved, an award letter will be issued to you directly for the exact amount of the institutional grant.

2. Is there a policy to retain the scholarship?

The scholarship has specific requirements to be eligible and you'll have to comply with them in order to retain it during the completion of your program. The scholarship is distributed throughout the duration of your academic program, per semester. Also, always remember that there are different requirements for the graduate and undergraduate scholarships. Make sure you double-check what they are!

INTERNATIONAL DEPARTMENT

MORE QUESTIONS

1. Do I qualify for an online program in AU?

2. When can I take vacations? For how long?

3. How do I take a Leave of Absence (LOA) during the program?

4. How do I apply for my OPT?

5. Can I travel outside the USA without a school permit?

6. Do I need the school permit to travel within USA territory?

MORE ANSWERS

First things first, let's start off with the good news. All applicants may apply for the program of their choice! But here's the fine print: International students are required to attend on campus. If the class is available, an F-1 student may take a class online per academic period, but that varies depending on the program.

Want to take some time off? We totally get it. After all, everyone deserves a break every once in a while. Luckily for you, we have options. AU policy states that a student must request vacation time in advance through the registrar. If you want to qualify for vacations, your academic and administrative standards must be in good standing prior to approval. And as with everything else, vacations are granted depending on your specific program.

Life happens. If you find yourself in need of a LOA, here's how it works. Our AU policy grants a LOA for serious health issues that require long medical treatment, family emergencies, or military requirements. All that we ask from you is that you provide us with proper documentation that supports that the request is legitimate and valid. All students must maintain administrative standards in good standing prior to approval. If approved, you could be granted up to 180 days of time off, based on necessity and SEVIS regulations.

If you're an international student, you can apply for OPT 90 days prior to program completion or graduation of your program. You're required to complete the AU Application form with authorized signatures by each department. This includes the registrar, your academic advisor, the financial department, and DSO). Guidelines outlined by USCIS must be followed. If you've still got doubts and want more detailed instructions, feel free to consult the school PDSO or DSO.

All F-1 students must consult with the DSO office before travelling outside the US. Better safe than sorry, right?

Don't worry about it. If you're only on break or taking a holiday, a travel permit in the U.S. isn't required.

MORE QUESTIONS

MORE ANSWERS

7. Does AU have an attendance policy for international students?

You'll find all the attendance policy info in the AU handbook. International students are required to attend school on campus every single day of the schedule. That's because failure to do so could possibly affect your F1 Visa status... And we (obviously) want to avoid that, right?

8. Can I find housing services available in AU?

The short answer: Yes! The long answer: The Atlantis University Sponsored Housing program is offered for international students. The housing accommodations are shared with other AU students. For more details, contact the International Department.

9. Can I include other relatives on my F-1 visa?

Sure! International students at AU may include their immediate family: this means spouse and/or children. That being said, you'll be asked to present a bank statement that proves you have sufficient funds to support all your family members while attending school.

10. What's the policy for transferring out to another school?

Want to change things up? Don't worry, we won't hold it against you. Students under "Currently Attending" status must notify the registrar and financial department of their request to transfer. An Early Withdrawal form and the payment of a transfer-out fee are required. Once the form and fees are processed, students must notify the PDSO or DSO with an Acceptance Letter and a SEVIS Transfer request from their school of choice.

11. Do I have health insurance choices available?

Yes. In fact, we have an entire section of our website dedicated to this information. You can visit AtlantisUniversity.edu, scroll down to the bottom of the home page, and click on the button that says INSURANCE. You can also visit InsuranceForStudents.com to review more choices and rates. Or if you're still thinking things over, give the International Department a call and they'll lend you a hand.

REGISTRATION

1. How do I confirm my registration in a new course?

The Registrar's Office will address details of the registration via email once you've been officially registered. Don't worry, we'll make sure that this information will be available for all students before classes start.

2. How do I get a transcript of my course credits?

Head on over to the Registrar's Office. This is the only authorized channel to request all types of transcripts.

3. Do I get my diploma immediately upon completion of the program?

Just like credit transcripts, diplomas are requested and processed through the Registrar's Office. Look no further: all the timeframe, fees, and delivery details of the diploma should be addressed directly through this department.

4. How do I address course grades that haven't been posted yet?

Can't wait to check out your grades? Remember to be patient! The Registrar's Office is in charge of collecting and recording all final grades once you complete your courses. All claims of grades that haven't been posted should be clarified directly with the Registrar. Contact this department (or give it a visit) and someone there will help you out.

5. How do I get a graduation clearance letter?

That one's easy. Your graduation clearance letter can be granted through the Registrar's Office.

6. Where do I clarify conflicts with a course registration?

The answer to this question is right there in the sentence! The Registrar's Office is the one required to manage all concerns regarding the student registration to a course.

7. How can I get a recommendation letter for internship or other purposes?

Internships and other career opportunities are always exciting! You can request AU official letters of recommendation (as well as other documents, such as proof of your student status) through the Registrar's Office.

8. How do I transfer course credits?

If you need a hand transferring valid credits, the Registrar's Office will be your best friend. This department addresses (and officializes) all formal requests of credit transfer from other institutions or previous courses that you've taken.

REGISTRATION

9. What is Satisfactory Academic Progress (SAP)?

- SAP is a way of tracking and measuring your achievement as a student. This standard ensures that a student is successfully completing coursework and can continue to receive financial aid. All students receiving financial aid are required to meet SAP standards.
- By now, you probably have a follow-up question. How exactly is it calculated? It's calculated every semester, taking into account the number of classes that you are taking and the courses that are accumulating for your GPA.
- But there's more! It's important to point out that the SAP is measured both qualitatively and quantitatively. The qualitative metric requires maintaining a satisfactory grade point average (GPA). The quantitative metric, on the other hand, requires successfully completing a specific ratio of attempted credits and graduating in a timely manner.
- So, in summary, what does all of this even mean?! Well, your progress as a student will be measured by your cumulative GPA and the credits you've earned (in relation to your attempts) and finally, the length of the academic program that you chose.

10. How does Atlantis University calculate GPA?

We calculate your GPA by adding all your grades points and then dividing that total by the number of classes you've taken.

11. What is the minimum GPA to avoid Academic Probation?

Academic Probation is every student's biggest fear. We don't blame you for feeling worried! AU has two different requirements for Academic Probation, which varies depending on what kind of student you are (undergraduate or graduate). Here are the minimums for each case:

- GPA lower than 2.0 for undergraduates.
- GPA lower than 3.0 for graduates.

If you feel like all your questions have already been answered, that's great! You're good to go. But if you're still feeling hesitant and have more inquiries, we've got the perfect solution for you. Here we've prepared an additional table with even more of our FAQ's.

Consider this a bonus "lighting round". You'll be able to easily find the most common questions we receive and who you should contact in order to receive a response ASAP:

MORE QUESTIONS

MORE ANSWERS

12. What's my GPA?

Contact Registrar's Office or Academic Adviser.

13. How can I get a LOA (Leave of Absence)?

Contact Registrar's Office for the process.

14. How can I get my Unofficial Transcripts?

Contact Registrar's Office for the process.

15. How many classes do I have left?

Contact Registrar's Office or Academic Adviser.

16. When is my graduation?

Contact Registrar's Office.

17. How can I get a studies verification letter?

Contact Registrar's Office.

18. What's my next class?

First, you should verify ALL of your emails (AU and personal; inbox as well as spam). If still don't find your schedule, contact the Registrar's Office.

19. My email address isn't working. What can I do?

Send the ticket to IT – Technical Support (the contact is José Cardozo).

20. I cannot access to my book. What can I do?

Contact your professor or Library (the contact is Aylin Valdivia).

21. I need copy of my I-20. What can I do?

Send the ticket to the International Department (the contact is Rebecca Raessler).

22. How can I apply for my OPT?

Send the ticket to the International Department (the contact is Rebecca Raessler).

23. I have a disagreement regarding my final grade(s).

This particular issue is time-sensitive! Students must contact their respective professors immediately. To process a Grade Appeal, you only have 5 days after receiving final grade. Make sure that you talk to your professors ASAP.

24. I don't want to take the assigned class/ I want to change my class. What can I do?

Contact Registrar's Office.

25. I don't wish to continue at Atlantis University. What can I do?

We feel so sad to see you go! Please contact the Registrar or your Academic Adviser as soon as you possibly can.

MORE QUESTIONS

MORE ANSWERS

26. I cannot access to the online campus.
What can I do?

Check out the sections that start on page 27 and page 31 for more detailed explanations on how to access our different online platforms. If you've already looked over that information and still have doubts, feel free to use our ticket system. That way, you'll receive individualized help from our online support team.

27. How many credits do I have transferred?

Contact Registrar's Office.

28. I want to switch programs. What can I do?

Send ticket and notify the admission representative.

29. How do I confirm my registration in a new course?

The Registrar's Office will address details of the registration via email once the student has been officially registered. This information must be available for all students prior to the start date.

30. How do I clarify a course registration?

The Registrar's Office is required to manage all concerns regarding the student registration to a course.

31. How do I transfer course credits?

The Registrar's Office is entitled to address all formal requests of credit transfer from other institutions/courses.

32. How do I address previous grades that haven't been posted?

The Registrar office is entitled to collect and record all final grades upon completion of the courses. All claims of grades not posted should be clarified with the registrar.

33. How do I get a transcript of my course credits?

The Registrar's Office is the only authorized channel to request and get all types of course credits transcripts.

34. How can I get a recommendation letter for internship purposes?

Students may request an official letter of recommendation to the Registrar's Office.

35. How do I get a graduation clearance letter?

The graduation clearance letter is granted through the Registrar's Office.

36. When is my diploma available for me to pick up?

Diplomas, upon completion of the program, must be requested and processed through the Registrar's Office.

MORE QUESTIONS

MORE ANSWERS

37. Do I qualify for a scholarship in AU?

It all depends! Scholarships are available for particular groups of students based on economic needs and circumstances. Generally, scholarships apply only for the graduate degree programs. But don't be discouraged. We also have a scholarship for current Miami-Dade County Public HS Students and 2019 grads for our Bachelor's Degrees.

38. How do I apply for a scholarship?

Once a prospective student completes the interview process and the enrollment agreement, eligible applicants will complete the appropriate scholarship form to apply for the scholarship. The application is reviewed and requires 3 signatures from department heads to be approved. Once the scholarship is approved, an award Letter will be issued to the student for the exact amount of the institutional grant.

39. Is there a policy to retain the scholarship?

The scholarship has specific requirements to be eligible and must comply with other requirements to retain it during the completion of the program. The scholarship is distributed throughout the academic program per semester. I've included details separately for you to review, there are different requirements for the graduate and undergraduate scholarships.

40. Do I qualify for an online program in AU?

AU is all about flexibility. Any student that qualifies for an academic program at AU can choose the delivery method based on their preference. The online programs have the same requirements as the offline ones. However, candidates that are interested in online classes must take an orientation and an online evaluation. This is to verify and guarantee their ability to take classes online. It's a mandatory requirement for candidates to prove that they own a working computer and have access to the internet during their entire academic program.

41. Do I have an orientation session?

New online students typically receive group and individual orientations, which enrich their competence and guarantees that they'll successfully complete their classes. If necessary, a student can request assistance in this regard at any time during the start of the program.

FINANCIAL AID

1. How can we know if a student qualifies for financial aid?

That isn't determined by AU, or any other university. It's always handled by the Department of Education when the student completes the FAFSA form.

2. What is the scope of Financial Aid?

Financial Aid is available for all of those who qualify (see the "Financial Aid Process" document for details). There are two types of financial aid. One kind is completely free (this includes scholarships and grants), while the other kind is aid that the student must eventually pay back (such as public or private loans).

3. What are the Pell Grant benefits?

The Pell Grant is only for first-time undergraduate students who haven't completed a Bachelor's degree yet. This aid doesn't have to be paid back. To check if you're eligible, make sure to submit your FAFSA application based on your family's income during the last 2 last years.

4. Should I consider student loans?

If you're doing the math and still feel like you're coming up short when it comes to affording your education, you might be considering taking out a private loan. AU, as an institution, doesn't offer private loans. In the case of our international students, they might have to take out a personal loan. This can come with a few complications, since most students do not have a US social security number and they usually don't have a credit history.

In the case of international students, financing can only be sustained by the university. Most students will pay for the full semester in advance.

MORE QUESTIONS

MORE ANSWERS

5. How can I confirm my financial status?

The quickest way to check your financial status is by contacting the AU Financial Aid officer in person.

6. Can I get tuition payment plans?

As with the previous question, the best way to discuss payment plans for tuition is to meet directly with the Financial Aid officer.

7. Can I make online payments?

Yes! Every student can make online payments. Just visit the following site:
<https://new.atlantisuniversity.edu/online-payment>

8. Do I qualify for Federal Financial Aid?

This is a tricky question. If you want to be 100% sure if you're eligible for aid, you should contact the Financial Aid officer as soon as you possibly can.

9. How is a scholarship applied to my tuition?

It's simple: scholarships are applied per semester. If you want to check the status of your scholarship, you can confirm with the Financial Aid officer.

10. What is a Tuition Hold status?

A Tuition Hold Status basically means that there's been an administrative issue affecting your payments. If you're placed on Tuition Hold Status, then something is conflicting with your enrollment agreement.

11. How do I prevent a Tuition Hold status?

Easy... Just make sure that you're always up to date with your tuition payments. Always keep track of payment due dates! These are important and you should always adhere to them.

ACADEMICS

1. It is necessary for me to be connected at the same time as the video conferences with the professor?

No, students that are fully online and students who meet “face to face” have different attendance criteria. If this situation happens in any class, please:

- Review in advantage of your student status.
- Talk directly to your professor and kindly explain the situation.
- Finally, we recommend you talk to the School Chair if you require any immediate clarification.

2. What do I do if I find conflicting information between the course content on the syllabus and the online platform?

Potential conflicts between the syllabus content and the platform content must first be addressed with the course’s professor. If further support is needed, the student may address a ticket to auonline@atlantisuniversity.edu

3. When should I have the syllabus for my new course?

This will be available at the Online Campus upon registration to the course.

4. I need my professor's feedback. How do I ask for it?

Faculty are required to provide with constructive feedback upon submission of the student’s activity, as it corresponds. If this does not occur, students may request immediate attention to the professor, or address to the Academics Director, if needed. Remember, all students are expected to handle these matters using proper language!

5. I submitted my work, but it isn’t graded yet. What should I do?

Online assignments must be graded on a weekly basis. Students should be able to see the individual grades within the running week. If this doesn’t happen, students may request immediate action to the professor, or address to the Academics Director, if needed. Remember, all students are expected to handle these matters using proper language!

6. Should I expect timely responses from my professor when working online?

Faculty are all expected to provide with timely individual responses to all students concerns on a weekly basis. If this does not occur, students may request immediate attention to the professor, or address to the Academics Director, if needed. Remember, all students are expected to handle these matters using proper language!

7. Is the university accredited?

Yes! We're proud to say that we are accredited by a multitude of prestigious institutions... Check them out on this list:

- Institutionally accredited by ACCSC – Accrediting Commission of Career Schools & Colleges
- US Department of Education to offer Federal Student Aid for those who qualify
- Florida Department of Labor and Employment Security Division of Vocational Rehabilitation
- State Approving Agency (SAA) – Approved for Veterans Training.
- U.S. Department of Homeland Security: Approved for Attendance by Nonimmigrant
- Students through the Student and Exchange Visitor Information System (SEVIS)
- Florida Association of Postsecondary Schools and Colleges
- South Florida Workforce Investment Board (SFWIB)
- U.S. Department of Defense as an authorized CLEP and DAN TES Testing Center
- PROMETRIC Testing Center
- CLEP and DAN TES Testing Center
- Pearson Vue Testing Center
- ESL Program Accredited by CEA – The Commission on English Language Accreditation

MORE QUESTIONS

MORE ANSWERS

8. When should I have the syllabus of my new course?

The course syllabus should be available at the Online Campus one week prior to the start, the least. The student may be able to access the syllabus upon registration to the course.

9. I submitted my work, but it is not graded, what should I do?

Online assignments must be graded on a weekly basis. Students should be able to see the individual grades within the running week. If this does not occur, students may request immediate action to the professor, or address to the School Chair of the respective program, as needed. Remember, all students are expected to handle these matters using proper language!

10. Can I expect timely responses from my professor when working online?

Faculty are all expected to provide timely individual responses to all students' concerns on a weekly basis. If this does not occur, students may request immediate attention to the professor, or address to the School Chair of the respective program. Students may also approach the Academic Adviser and the Student Support team. Remember, all students are expected to handle these matters using proper language!

11. How do I claim my professor's online feedback?

Likewise, faculty are required to provide constructive feedback upon submission of the activity, as it corresponds. If this doesn't happen, students can immediately request attention from the professor, or address the School Chair of the respective program, as needed. Remember, all students are expected to handle these matters using proper language!

12. What do I do if I find conflicts of content between syllabus and platform?

First things first: Potential conflicts between the syllabus content and the content on the platform must be addressed to the professor of the course. If further support is needed, the student should address the concern to auonline@atlantisuniversity.edu

ADVISING AND TUTORING

MORE QUESTIONS

1. How do I request academic tutoring?

2. How do I request a grade appeal?

3. How do I know about my GPA?

4. Is there an attendance policy that I should observe?

5. What implications may my violation of Academic Integrity have for me?

MORE ANSWERS

Need some extra help and guidance for your classes? Every Atlantean has access to tutoring services on any of the subjects grouped on the program curriculum. Each student can request academic help based on previous experiences with the subject (or based on ongoing relation to a particular subject). Tutoring, if needed, should be requested to the Academic Adviser.

AU has a Grade Appeal policy for all students. This information is available as needed through the Academic Advising Department. Students should adhere to the school grade appeal policy which clearly states the process for appealing a final grade. The official request of an appeal should be addressed to the Academic Adviser.

The Academic Adviser will consistently emphasize the essence and importance of the Grade Point Average (GPA) throughout the entire program. Students may catch up with their academic progress by contacting the Adviser at any time.

Whether you are an F-1 or a FA student, an attendance policy must be observed in all cases. This policy is available in catalog, AU website, and student handbook. You may request a copy of the policy to the Academic Adviser office, as needed.

AU states a policy for Academic Integrity. This policy defines Academic Integrity according to AU standards, its potential ways of violations on students' end, and consequences.

PROFESSORS AT AU

1. What are the requirements for professors at Atlantis University?

Our AU professors are professionals of the highest academic level and have proven expertise. This, in turn is great for all our students, because it guarantees that our Atlanteans will achieve all of their personal and professional skills.

2. But wait... Who exactly are our professors, then?

Professors with academic qualifications and proven professional expertise. Supported in the collaborative efforts of academic experts in various areas of knowledge.

3. Do the professors have a high-quality professional background?

Of course. AU professors are professionals who not only have in-depth knowledge of their fields, but also have extensive pedagogical training. In addition to this, their own personal values also positively affect the quality of their teaching work.

4. What role does a professor have as the principal tutor for each student?

The AU professors work as permanent mediators and tutors for their students, accompanying and guiding their academic progress in groups and one-to-one, according to their learning needs and characteristics.

5. What kind of pedagogical training do professors have?

All AU professors are required to have both professional skills as well as pedagogical expertise in order to educate. We want our Atlanteans to be able “to learn to how learn” in dynamic environments, each one adapted to the particular characteristics of the program in which they are immersed.

6. How do professors encourage skill development?

AU professors guarantee the personal and professional training of their students by responding to the competences of each individual program. By utilizing specific teaching and learning methods, they stimulate permanent innovation within their students.

7. How does teacher supervision work?

Every professor at AU is exposed to academic evaluations. These supervise the quality of his/her specific work with relevant capacity as a way to measure pedagogical aspects in their administration of teaching.

LIBRARY

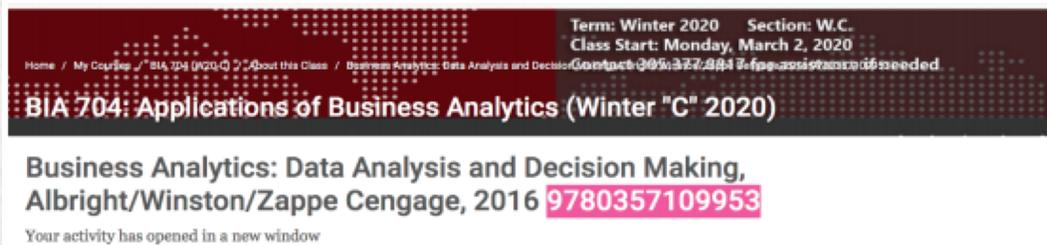
1. How can I connect my class textbook to my Cengage Account?

Here's how to do that, in just a few easy steps.

1. Look for Cengage Section inside your classroom.



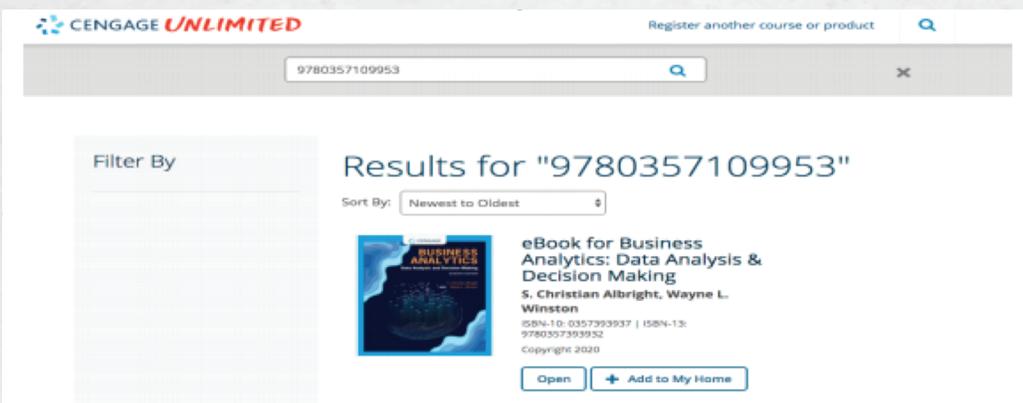
2. Copy the ISBN (last number at the end) and click on the link. A new tab will be open in your browser, connecting you to the Cengage platform.



3. Paste the ISBN into the search box.



4. When the textbook appears as a search result, click on Add to My Home.



MORE QUESTIONS

MORE ANSWERS

1. How do I access my text in Cengage?

To access Cengage Learning for the first time, the student must always access through the online class. The Cengage icon is located in the "About the course" section. Through it, the student will be directed to the Cengage portal to create an access account using the Atlantis University email. Once created, Cengage can be accessed from the virtual classroom and the student will be able to access the course book assigned. (See above)

2. Can I access textbooks and materials in Spanish?

Texts and materials in Spanish are available. The student must create an account using the Atlantis University account (email). Access to this Cengage account will be available for the following classes throughout your student life in AU.

3. Can I translate my texts when needed?

Cengage offers translation of all texts to multiple languages. The student will find this option on the question mark placed on the top right corner of the book. To do this, the student must use the Google search engine, and also have the desired language downloaded/installed as an option on the computer.

4. How do I use APA format in my writing work?

APA is a writing style for scientific or academic papers. The student may find a Guide usually located next to the Syllabus, or may also access: <https://apastyle.apa.org/style-grammar-guidelines/paper-format>

The student may also request assistance with this topic to our librarian: auonline@atlantisuniversity.edu

IT OR TECHNICAL SUPPORT

1. How can I print a document in Campus?

Students may access printers while working in any of AU facilities. However, this access must only be done through the school devices. IT representatives will assist the student with inconveniences and set up, as needed.

2. Can I receive IT assistance while using my own laptop in class?

Yes. Students are allowed to use their own devices for classes and our AU IT representatives will gladly offer support regarding access to the website and Online Campus, if needed.

3. How can I add a filter to incoming email?

- Feel free to visit this page for more information: <https://support.google.com/mail/answer/6579?hl=en>
- TFor the Spanish version, please use the following link: <https://support.google.com/mail/answer/6579?hl=es>

4. Can I reset my login password?

AU students and staff can always reset their passwords either by their own, or with the help of any IT representative if extra assistance is needed.

5. How do I recover my AU login password?

To recover your AU/Online login password, request help through a ticket in the following link: <https://support.atlantisuniversity.edu>. These requests are sorted depending on their priority.

6. How can I get access to AU Wi-Fi?

Wi-Fi is available at both campuses. To get the password, ask any AU representative that you find nearby.

MORE QUESTIONS

MORE ANSWERS

7. How can I get access to AU Wi-Fi?

Wi-Fi is available at both campuses. To get the password, ask any AU representative around you.

8. Can I have IT assistance using my own laptop in class?

Students are allowed to use their own devices for classes. AU IT representatives will offer support regarding access to the website and Online Campus, as needed.

9. Can I reset my log in password?

AU students and staff can always reset their passwords either by their own, or with the help of any IT representative if required.

10. How do I recover my log in password?

To recover your log in password, submit your request to auonline@atlantisuniveristy.edu

11. Can I print a document in Campus?

Students may Access printers while working in any of AU facilities. However, this access must be done only through the school devices.

MOODLE PLATFORM

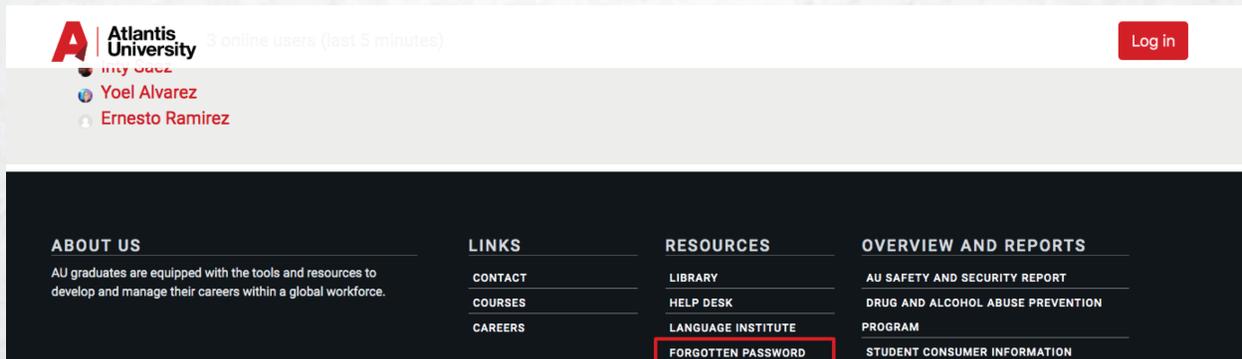
1. Problems with the platform when logging in through a cellphone or other mobile device:

- A. Do not use Google Chrome as a browser.
- B. It is recommended to use Safari for iOS and the app “Blackboard” for Android (when accessing into the campus from an Internet browser and not from Moodle app).

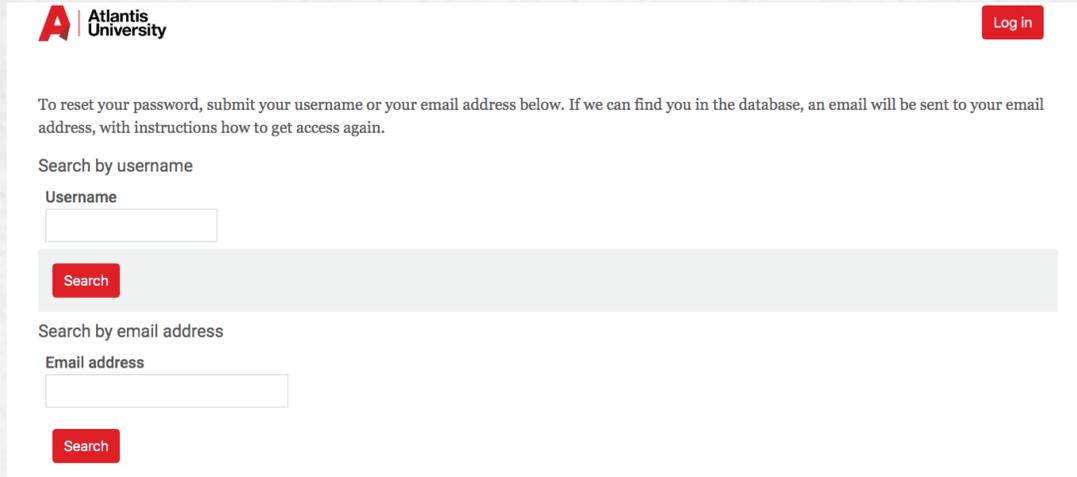
2. I forgot my AU Online Campus user information. What should I do?

Yes. Students are allowed to use their own devices for classes and our AU IT representatives will gladly offer support regarding access to the website and Online Campus, if needed.

- Option 1: Request a password reset by yourself. The Online Campus provides you with the resources you need to manage your own account. If you forgot your password, you can use the “Forgotten Password” option available at Online Campus footer:



The red box indicates “forgotten password” option. After clicking on the link, the platform will ask you for your user information:



The screenshot shows the Atlantis University password reset interface. At the top left is the Atlantis University logo, and at the top right is a red 'Log In' button. Below the logo, a message states: 'To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.' There are two search options: 'Search by username' with a 'Username' label and an input field, and 'Search by email address' with an 'Email address' label and an input field. Each input field is followed by a red 'Search' button.

You should choose the second option and enter you AU email address. If the information is correct, click “search” button, and you will receive an email with instructions about how to reset your password.

- Option 2: Contact us directly (AU Online Support):
Notify the Online Support Team (auonline@atlantisuniversity.edu) of this situation and we will help you as soon as possible.

3. Should I consider the requisites to start working online assignments on every course?

During Week One, every student will be required to accept few policies digitally (e.g. attendance, academic integrity, conduct, etc.). The acknowledgement of these policies will show up at the very beginning of Week One. Make sure you read them all the way through and accept them; otherwise, the system will block your access to work any assignment.

4. Can I catch up with a discussion after its forum is closed?

Participation in forums, like all activities, closes after the due date that has been indicated by the professor. To participate, the student must submit a formal request to his/her professor, asking for an extension. Extensions are granted at faculty's discretion.

5. I'm a new student. Do I have an initial induction prior to working on the online portal?

Every new student, online and on-campus, must attend and complete an induction training before starting his/her first class. This training will prepare the new student in the management of the platform and required tools of mandatory use through the course (e.g. APA format). This training will be held live and announced in advanced. If by any extenuating reason the student cannot attend the live session, the new student is responsible for its compliance.

6. I'm a new student. When do I have my Online Portal log in credentials ready?

Your username and password should be given to you seven business days before the start date.

7. Why is my new class not showing up on my virtual classroom?

If your class is not showing up on the platform, you should call the school registrar and double check your registration.

8. Can I work the Online Portal from my phone?

Yes! All students can visualize the course information through their cellphones. However, students will not be able to work on their assignments by phone.

MORE QUESTIONS

MORE ANSWERS

9. Can I work the Online Portal from my phone?

Students can visualize information of the course through their cellphones. However, students will not be able to work their assignments by the phone.

10. I'm a new student. When do I have my Online Portal log in credentials ready?

Your username and password should be given to you seven business days before the start date.

11. I'm a new student. Do I have initial induction prior to working on the online portal?

Every new student, online and on-campus, must attend and complete an induction training before starting first class. This training will prepare the new student in the management of the platform and required tools of mandatory use through the course (e.g., APA format). This training will be held live and announced in advanced. If by any extenuating reason the student cannot attend the live session, the new student is responsible for its compliance.

12. Should I consider requisites to start working online assignments on every course?

On Week one, every student will be required to accept few policies digitally (e.g., attendance, Academic integrity, conduct, etc.). The acknowledgement of these policies will show up at the very beginning of week one. Make sure you read and accept them, otherwise, the system will block your access to work any assignment.

13. Why is my new class not showing up on my virtual classroom?

If your class is not showing up on the platform, you should call the school registrar and double check your registration. If you are already registered, you should address for help to: auonline@atlantisuniveristy.edu

14. Can I watch a videoconference again if needed?

Video conferences usually are recorded and available for students to watch at their pace through the week. Students may always confirm with the professor.

15. Can I catch up with a discussion after the Forum is closed?

Participation in forums, like all activities, close after the due date indicated by the professor. To participate, the student must submit a formal request to the Profesor asking for an extension. Extensions are granted at faculty's discretion.

COLLABORATE PLATFORM

1. How to access and use video conference system online?

See the attached "Manual Blackboard"

2. If I start recording the session and then I leave it, does the session continue being recorded?

Yes! It continues recording until the session is finished.

3. What can I do when I'm able to listen to the chat, but not the voices from my professor or classmates?

Students can use the tool "Settings - Audio and Video - Use phone for audio". This option will provide the student with a phone number and a special code. This will allow them to listen to the session from their cellphones, while watching it from the computer.

4. Can I watch a video conference more than one if I need to?

Video conferences are usually recorded and available for students to watch (and rewatch) at their own pace throughout the week. However, make sure that you still confirm these details directly with your professor, just in case.

AU'S TOOLS, RESOURCES, AND EQUIPMENT

1. What is the proper process when an IT student requires a laptop to follow his/her class online, and lives away from college?

The first option should always be for the student to attend college and use the equipment. If this is not possible, the case should be referred to the IT department to consider the option of lending a computer from the university.

2. Does AU offer a free Microsoft Office Account?

- A. Through their Atlantis University G-mail account, the student can access Google Docs, Sheets, and Slides, which work online and are compatible with Word, Excel, and Power Point respectively.
- B. Microsoft 365 also offers free student permissions at some eligible institutions, but this is not through the university directly. You can find the starting point to start here:
www.microsoft.com/en-us/education/products/office?ms.officeurl=getoffice365?ms.officeurl=getoffice365

3. How can I access LinkedIn Learning and until when do I have access?

The student can access it directly with his/her email from Atlantis, and he/she has access until graduation.
<https://www.linkedin.com/learning/>

PLACEMENT OPPORTUNITIES

1. Is there a Career Adviser available on Campus?

AU offers updated advising through skilled Career Services advisers.

2. How and where can I get information regarding any opportunities on the job market?

We love to watch our Atlanteans succeed in their careers! That why our Career Advisers are here to provide you with all the information you could ever need regarding the job market and its latest trends.

3. Can I receive an orientation on how to become successful in the job market?

The AU Career Services team also alerts students whenever job fairs are happening and their potential participation. This team will encourage and promote the student networking within professional groups before graduation.

For more information contact us: alex.lima@atlantisuniversity.edu and ldalmis.munoz@atlantisuniversity.edu

4. Can I get help with building up an effective resumé?

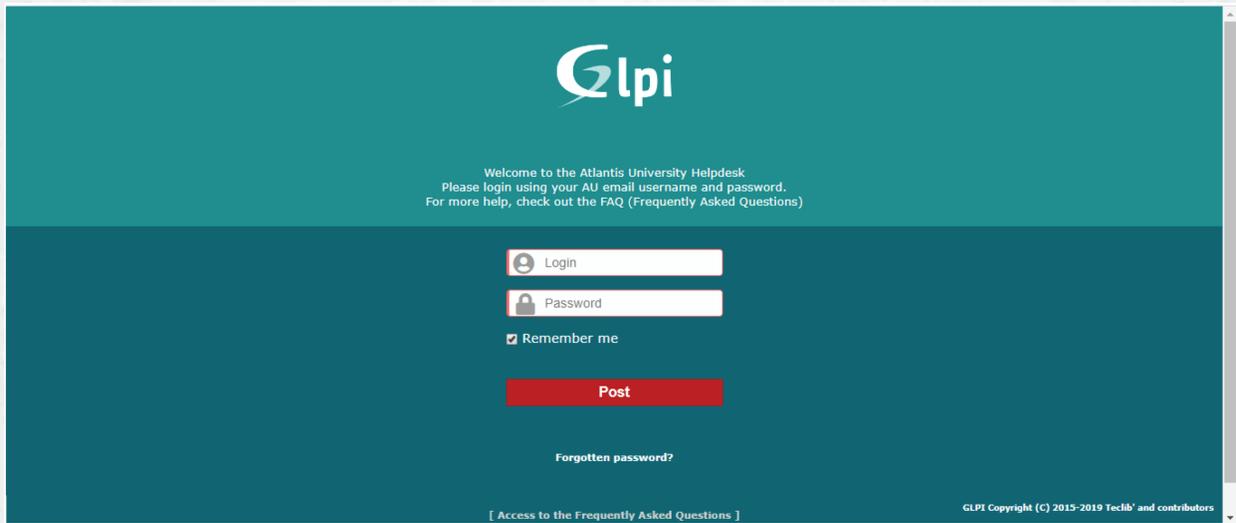
Our Career Services advisers will provide all graduating students with updated workshops on creating effective resúmes that are adapted to suit their specific needs in any fields and companies.

5. Does AU support in any way my placement within the USA market?

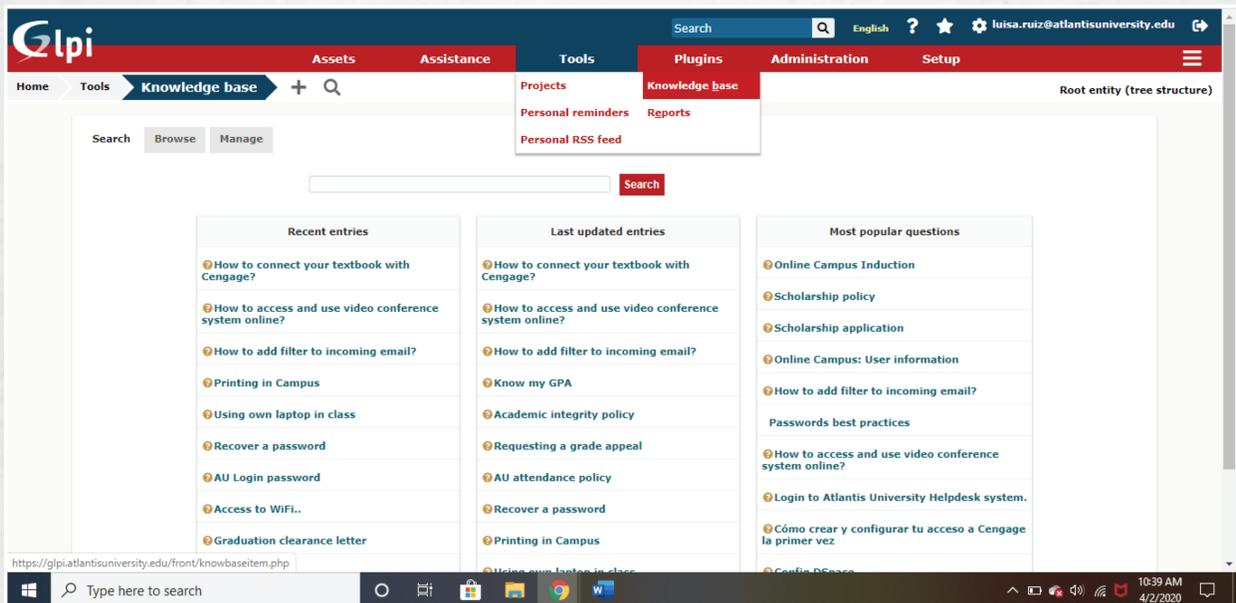
Unfortunately, we can never 100% guarantee an employment to our graduates. But don't stress out too much! At AU, will still guide and train our students to successfully break into the job market.

TICKET SYSTEM FOR QUESTIONS AND ANSWERS

1. Go to the Ticket System:
2. Login with username and password (Same for AU Accounts).



3. Go to the Ticket System, click In Tools, click In Knowledge Base:



4. You will find many questions and their answers:

Recent entries	Last updated entries	Most popular questions
How to connect your textbook with Cengage?	How to connect your textbook with Cengage?	Online Campus Induction
How to access and use video conference system online?	How to access and use video conference system online?	Scholarship policy
How to add filter to incoming email?	How to add filter to incoming email?	Scholarship application
Printing in Campus	Know my GPA	Online Campus: User information
Using own laptop in class	Academic integrity policy	How to add filter to incoming email?
Recover a password	Requesting a grade appeal	Passwords best practices
AU Login password	AU attendance policy	How to access and use video conference system online?
Access to WiFi..	Recover a password	Login to Atlantis University Helpdesk system.
Graduation clearance letter	Printing in Campus	Cómo crear y configurar tu acceso a Cengage la primer vez
Job market	Using own laptop in class	Config DSpace

5. Look at the different categories, in order to find other questions and answers:

Search
Browse
Manage

- Root category (5)
 - Academic Advising
 - Academics (5)
 - Admissions (5)
 - Apache
 - Best Practices (1)
 - Browser features (1)
 - Career Services
 - Cengage (2)
 - Curriculum Planning (2)
 - DSpace (2)
 - Events (2)
 - Finances
 - International Division
 - Library (4)
 - Linux server management (2)
 - Online Campus (1)
 - Online support (7)
 - Placement (5)
 - Registrar Office (8)
 - Rocket.Chat (1)
 - Tech Support (2)

Display (number of items)
15
Current page in landscape PDF
From 1 to 5 of 5

Subject	Category	Associated elements
<p>Conflict with course content</p> <p>What do I do if I find conflicts of course content on syllabus and platform? Potential conflicts between the content of the syllabus and content on the platform must be addressed to the professor of the course, first. If further support is needed, the student may address a ticket to auonline@atlantisuniversity.edu</p>	Academics	
<p>Course syllabus</p> <p>When should I have the syllabus of my new course? The course syllabus will be available at the Online Campus upon registration to the course.</p>	Academics	
<p>I need my professor's feedback</p> <p>How do I claim my professor's online feedback? Faculty are required to provide with constructive feedback upon submission of the activity, as it corresponds. If this does not occur, students may request immediate attention to the professor, or address to the Academics Director, if needed. Students are expected to handle proper language.</p>	Academics	
<p>My work is not graded</p> <p>Submitted my work, but it is not graded, what should I do? Online assignments must be graded on a weekly basis. Students should be able to see the individual grades within the running week. If this does not occur, students may request immediate action to the professor, or address to the Academics Director, if needed. Students are expected to handle proper language</p>	Academics	
<p>Timely response from my professor</p> <p>Should I expect timely responses from my professor when working online? Faculty are all expected to provide with timely individual responses to all students concerns on a weekly basis. If this does not occur, students may request immediate attention to the professor, or address to the Academics Director, if needed. Students are expected to handle proper language</p>	Academics	

Display (number of items)
15
Current page in landscape PDF
From 1 to 5 of 5

6. Answers are very detailed, with steps, instructions and some have screenshots to be more specific:

The screenshot shows a knowledge base article with the following structure:

- Knowledge base** sidebar with options: Targets (1), Edit, Associated elements, Documents, Translations, Historical (14), Revisions (4), Comments, and All.
- Subject:** Cómo crear y configurar tu acceso a Cengage la primer vez
- Content:** Por favor, siga los pasos a continuación.
- Paso 1. Acceda al Campus Online:** Includes a screenshot of the Atlantis University website with a red arrow pointing to the 'Acceso al Campus Online' link in the top navigation menu.
- Paso 2. Iniciar sesión en el Online Campus:** Includes a partial screenshot of a login form.

For more information contact us: help@atlantisuniversity.edu



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