



# UNDERGRADUATE AND GRADUATE STUDENT ORIENTATION 2020-2021

## Welcome!

This orientation is the next step on your journey toward graduation. It will take approximately 15-20 minutes to review the information. Please save this page to your internet favorites so that you may refer back to it for quick answers. Brenau is committed to meeting the needs of our students, and this orientation will help you learn about the support services available at Brenau University.

This orientation supplements other publications such as the **University Catalog, Student Handbook, and Schedule of Courses**. Students should carefully read all publications printed and posted on the Brenau website ([www.brenau.edu](http://www.brenau.edu)) and Intranet ([intranet.brenau.edu](http://intranet.brenau.edu)) and understand their responsibilities concerning institutional policies and procedures. While every effort is made to provide accurate and current information, Brenau reserves the right to change, without notice, information contained in this orientation.

***NOTE: You are required to check and use your secure Brenau TigerMail account.  
Any official information from the university is sent to that account. Please check it!***

Each section below provides an overview of important information and links to support services Brenau provides for nonresidential students.

## General Information

Brenau University offers daytime, evening, and online course options at five locations. The university tailors the mode of delivery to the needs of the student who is seeking a degree but finds daytime classes inconvenient or incompatible with career and family responsibilities. Evening classes are scheduled in four-hour blocks one night per week. Weekend classes provide courses on alternate weekends for the length of the semester. Some courses are offered each week for the entire semester. Online sessions meet in the virtual classroom via a web portal (Canvas) with no on-campus attendance requirement. Each format involves interaction, study, close working relationships with instructors and fellow students, and maximum opportunities for self-directed learning.

## Organization and Structure

The Office of the Provost is responsible for the administrative operations of the Adult Programs and Support Services and the academic operations of the Undergraduate and Graduate Programs. Deans and department chairs are responsible for their respective faculty and academic programs. All of our locations receive operational oversight by a local campus director and a lead faculty member.

<b>Dr. Jim Eck</b>	Provost and Vice President for Academic Affairs	<a href="mailto:jeck@brenau.edu">jeck@brenau.edu</a>
<b>Emily Zank</b>	Associate VP for Academic Affairs — Gainesville Campus	<a href="mailto:ezank@brenau.edu">ezank@brenau.edu</a>
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<b>Alecia Webb</b>	Director — Jacksonville Campus	<a href="mailto:awebb@brenau.edu">awebb@brenau.edu</a>

## Statement of Student Responsibility

Admission to and attendance at Brenau University is a privilege. The university expects students to conduct themselves **with dignity, courtesy, responsibility, integrity, and due respect for the rights of others**. Professional behavior toward administrators, staff, faculty, campus service providers, and other students is expected **at all times**. Students may be involuntarily withdrawn for failure to comply with institutional policies, requirements, and standards of conduct.

All colleges and universities establish certain requirements that must be met before a degree is granted. These regulations concern such things as curricula and courses, majors and minors, required institutional testing, and residency requirements. Advisors, faculty, and deans assist students in meeting these requirements; however, **students are responsible for fulfilling them**. If not all requirements have been satisfied at the end of their course of study, degrees are withheld until the student satisfies all requirements. It is the student's responsibility to be familiar with the program requirements and to complete them for graduation.



## Grievance Policy

Students are held responsible for being acquainted with regulations and procedures as stated in the university catalog on the [Office of the Registrar webpage](#) and in other official publications of Brenau. It is important that students read these publications, such as the [student handbook](#), and remain informed throughout their academic careers.

To remain in good standing, students are required to meet their financial obligations as specified in the university Catalog. Failure to do so will result in the withholding of grades and/or transcripts until bills are paid in full. Students whose accounts are not current will not be allowed to register for courses until accounts are paid in full.

Students are encouraged to resolve problems through the University Chain of Command. However, should that fail, a grievance process is in place. The grievance procedures of Brenau University are designed to provide effective means for resolving legitimate issues that are subject to the grievance process. Brenau University affords **two grievance procedures**, depending on the nature of the grievance. The **Formal Grievance procedure is for non-academic concerns**, and the **Academic Grievance procedure is for concerns related to classroom issues other than grade appeals**. (Grade appeals are not covered by this procedure). Students dissatisfied with their grades must follow the procedures outlined [here in the Student Catalog](#).

## Communication via email

Students are issued a Brenau email address that ends in [@tiger.brenau.edu](mailto:@tiger.brenau.edu). **This is the official means of communication with your professors and the university. Please check it daily.** Login instructions to your Brenau accounts are available for your CampusWeb, Canvas, and email accounts at [my.brenau.edu](http://my.brenau.edu) or more specifically [through our Help Desk site](#). Your user name and first-time user instructions were sent via email to your personal email address. Please notify the Brenau Help Desk at 770-538-4774 or if you have not received these instructions.

## Attendance Policy

Start dates for all classes are listed on the Registrar's web site under [Calendars and Schedules](#).

Students are expected to attend all on-ground class meetings, particularly the first class meeting. If a student must miss class due to a serious emergency, the student should notify the professor as soon as possible. Students will be responsible for the work missed due to absence from any class period or any portion thereof.



Grades will be affected by any absences or tardiness, at the discretion of the professor.

Online classes do not take place at a particular time; the times are flexible, dictated only by the individual schedule of each student. Online students should be "present" in order to keep up with assignments and participate fully in class discussions. Consult your syllabus for the specific attendance policy of your instructor.

Learning is achieved through individual inquiry, collaborative process (student-to-student and student-to-faculty) and personal synthesis of ideas into meaningful inference. Outcomes are determined by qualitative analysis of student input, traditional and non-traditional subjective and objective testing models, and group and/or individual projects and/or case studies.

## Minimum Requirements for Student Technology

Link for recommended personal computing technology requirements for students to consider when purchasing a computer for use at Brenau University: <http://archive.brenau.edu/requirement>.

## Online Classes

Students registered for online classes who do not attend are NOT automatically dropped. If you register for an online class and do not intend to participate, **you are responsible for dropping the class yourself**. Not dropping the class could result in failing grades on your transcript or unmet financial obligations to the university. Drop forms are located on the [Office of the Registrar's web page](#). Please be sure that you have access to a computer, not just a smartphone or e-reader, as many functions you will be required to complete may not work on these devices.

All Brenau University online courses are located in the **Canvas** course management system, where you can also find the online [student orientation site](#). Canvas is accessible through [my.brenau.edu](http://my.brenau.edu). Your class sites will appear in Canvas on the day class is scheduled to begin.

## Brenau Support Services and Campus Links

Brenau has a 24/7 live help desk for technical issues. Always call the help desk at 770-538-4774 to report any issues so that technical issues can be documented. You can also submit a help desk support ticket by emailing the Help Desk email address: [helpdesk@brenau.edu](mailto:helpdesk@brenau.edu).

By visiting the [Brenau Intranet](#) you gain access to these important campus links:

<b>My.brenau.edu</b>	Login site for most online systems - this is where you login to CampusWEB email, and Canvas
<b>Accounting Office</b>	Tuition payments, loan checks, third party billing
<b>LiveText</b>	Create e-portfolios and share them with professors, classmates, and employers
<b>E2Campus</b>	Emergency alert system to your phone (home, work, cell you choose) and email
<b>Support</b>	<a href="#">Instructions</a> to log in to your Brenau accounts and assistance with Canvas
<b>Library/LibGuides</b>	Access to Brenau's Online Library for full-text articles and help with all your research needs: <a href="#">Library website</a> , <a href="#">research guides</a> Have a question for a librarian? <a href="#">Ask a Librarian</a>
<b>Student Services</b>	Access to the student handbook, student retention, housing, military and veteran services
<b>Writing Center</b>	A peer tutoring service for writing
<b>Learning Center</b>	Professional tutoring (in person or via Zoom web meeting) for all students (priority scheduling for students with documented disabilities and international/ESL students), disability services, test proctoring for students with disability accommodations, <b>CLEP/DSST/FLATS</b> testing center for all students
<b>B&amp;N Campus Bookstore</b>	The Brenau University Bookstore where you can buy, rent, or sell back textbooks
<b>Financial Aid</b>	Assistance with applying for federal, state, institutional, or private sources of financial aid to defray costs
<b>Registrar</b>	Registration, transcripts, catalog, program plans, forms, remove holds on your registration, graduation clearance



## Financial Aid

Brenau University provides a comprehensive financial aid program to assist students in funding their educational costs. Undergraduate students may apply for federal and state grants, as well as federal student loans.

Graduate students may apply for federal student loans. The following are the typical steps a Brenau student must follow in order to take advantage of available financial aid programs:



- Complete all Brenau University **admissions requirements** for your desired program of study. In order to avoid processing delays, you should work on completing your admissions file at the same time you begin the financial aid application process.
- Complete the [Free Application for Federal Student Aid \(FAFSA\)](#). Electronic filing of the FAFSA requires that each student filer obtain a Federal Student Aid ID (FSA ID) in order to electronically sign the application. For students who are required to file the FAFSA with parent information included, one parent must also have his or her own FSA ID. FSA ID's can be obtained at [www.fsaaid.ed.gov](http://www.fsaaid.ed.gov). The FSA ID also allows a student to access his/her FAFSA at any time to make corrections or select additional schools to receive the results. The FAFSA serves as the preferred application for both federal and state financial aid programs. All students are encouraged to file a FAFSA annually.
- If you do not wish to apply for federal student aid programs or to complete a FAFSA, and you are a Georgia resident pursuing an associate's or bachelor's degree, you must apply for state aid programs such as the HOPE Scholarship and the Georgia Tuition Equalization Grant online at <https://gafutures.org>. You must sign in if you already have an account on this site (formerly gacollege411.org); if you don't have an account, you'll need to create one. Even if you know you do not qualify for the HOPE Scholarship because of the GPA requirements of the program, you may qualify for the Tuition Equalization Grant as a full-time undergraduate student.

For additional financial aid information, please visit our web pages at [brenau.edu/admissions/financialaid](http://brenau.edu/admissions/financialaid). You may also email us at [financialaid@brenau.edu](mailto:financialaid@brenau.edu) or call 770-534-6152 and select from the menu of options. We will make every effort to respond to your inquiry within 24 hours.

## Military and Veteran Students

**Veterans and dependents of veterans utilizing VA Education Benefits** should follow these steps:

- First, apply for your benefits [online](#)
- Next, **complete a Request to Receive VA Benefits at Brenau form** found on the Brenau Financial Aid page on our Website
- If you received a Certificate of Eligibility from the VA, please submit that document with your Request to Receive VA Benefits at Brenau.

**You must also provide a military status affidavit available [online](#)**

**Student who are Active Army, or Air Force Service Members, and Spouses utilizing MyCAA** should contact Portia Clark at [pclark2@brenau.edu](mailto:pclark2@brenau.edu) to be included in the Military Student information network.

### **Air Force and MyCAA students (AI Portal users)**

- Register using Brenau's CampusWEB
- Send an electronic version of your Air Force or MyCAA approval form to [pclark2@brenau.edu](mailto:pclark2@brenau.edu)
- Register for your classes (both sessions if allowed) in the AI/MyCAA portal.
- Allow at least 30 days for funds to transfer and be credited to your tuition account.

## Army, National Guard, and Army Reservists (GoArmyEd users)

- Indicate you want Brenau University as your home school in the GoArmyEd system
- Send an email to [pclark2@brenau.edu](mailto:pclark2@brenau.edu) notifying her that you will be submitting TA
- **NOTE: You must be accepted as a Brenau student through our admissions department before you can proceed**
- Register using Brenau's CampusWEB
- Request TA through your education officer
- Forward the TA approval forms to [pclark2@brenau.edu](mailto:pclark2@brenau.edu)
- Your TA funds will transfer in 30 days AFTER our quarterly window for invoicing

## Active Navy, Coast Guard, and Marines

- Student submits Navy, Coast Guard and Marine Tuition Assistance (TA) authorization for the semester session (A or B) to [wawf@brenau.edu](mailto:wawf@brenau.edu) or [pclark2@brenau.edu](mailto:pclark2@brenau.edu) for processing.
- TA requests are **submitted to after the drop/add period**.
- Requests for TA are submitted by Brenau University through the Wide-Area Workflow (WAWF) system via the internet.
- The session is validated by the WAWF coordinator, and an email to verify is sent to [wawf@brenau.edu](mailto:wawf@brenau.edu).
- A check is sent to the Brenau. Accounting Office from NETPDC for the total amount validated. Questions should be directed to [pclark2@brenau.edu](mailto:pclark2@brenau.edu) or at 770-538-4759.

**Conditionally enrolled** students do not qualify for military third party billing status until enrollment is official. Please notify your contact at the university of your Conditional Enrollment status.

Please **keep all copies of DOD TA approval forms** and send copies to the appropriate contact listed above. **Please allow 60-90 days after notification to see the transferred funds applied** to your Brenau tuition account. Brenau will credit back late fees on the tuition amount once the funds transfer. Fees and books are the responsibility of each student; late fees and consequences of nonpayment of fees are the responsibility of the student. Check your bill carefully and often to be sure all credits are applied, **and that you have paid any tuition TA does not cover or fees**. Portia Clark, Student Accounts Manager, is available to answer billing questions at [pclark2@brenau.edu](mailto:pclark2@brenau.edu) 770-538-4759.

## Deployment

If you are unable to attend your course online or on campus **due to a deployment** or other military duties please send a copy of your orders (before if possible) to [rshort@brenau.edu](mailto:rshort@brenau.edu) so that you can be withdrawn from your course with no financial or academic penalty. You will be allowed to register for the course again at the next available date.

Rosanne Short, Director of Military and Veteran Services, is available to answer any questions or assist you with TA, and general VA questions to [rshort@brenau.edu](mailto:rshort@brenau.edu) or 770-531-3135.

## Brenau Military and Veteran Student Contacts

### Quick Reference List

<b>Deployment Notice</b>	Student sends notice to Military & Veteran Services, Advisors, Instructors, Registrar, Financial Aid and Campus Directors	Rosanne Short, Director of Military & Veteran Services 770-531-3135 <a href="mailto:rshort@brenau.edu">rshort@brenau.edu</a> <b>And your instructors</b>
<b>Program Plans &amp; Transfer Credit Evaluations</b>	Military Credit Evaluations	Redenna Poole, Admissions 770-534-6267 <a href="mailto:rpole@brenau.edu">rpole@brenau.edu</a>
	SOC Program Plans	Liz Force, Registrar's Office 770-534-6115 <a href="mailto:lforce@brenau.edu">lforce@brenau.edu</a>

<b>Student Accounts &amp; Tuition</b>	Billing Questions & Confirmation of Military rate	Portia Clark, Billing 770-538-4759 <a href="mailto:pclark2@brenau.edu">pclark2@brenau.edu</a> Rosanne Short 770-531-3135 <a href="mailto:rshort@brenau.edu">rshort@brenau.edu</a>
	To set up Military discount: Student or Regional Campus sends Military Status Affidavit to Registrar	Registrar's Office 770-534-6203
	Tuition Assistance (TA) Invoicing	All Active Duty and MYCAA (Spouses) Portia Clark, Billing 770-538-4759 <a href="mailto:pclark2@brenau.edu">pclark2@brenau.edu</a>
	Enrollment Certifications for all VA education benefit programs, including Post-9/11 GI Bill	VA Website Robin Aiken, Financial Aid 770-718-5306 <a href="mailto:raiken@brenau.edu">raiken@brenau.edu</a>
<b>Student Services</b>	Access to the student handbook, student retention, housing, military and veteran services	Career Services 770-718-5305 Counseling Center 770-297-5959 Learning Center 770-534-6133 Math SPA 770-538-4786 Writing Center 770-538-4795

## Notice of Non-discriminatory Policy

Brenau University is an Equal Opportunity University open to any qualified individual without regard to race, religion, sex, age, color, national or ethnic origin, or disability. Pursuant to all applicable federal anti-discrimination laws and regulations, Brenau University does not discriminate against any of the protected categories of individuals in the administration of its policies, programs, or activities. This non-discriminatory policy includes admission policies, scholarship and loan programs, employment practices, and athletics and other school-administered programs.

## Disabilities Services

**Students with disabilities** should send documentation to: Brenau University Learning Center, 500 Washington Street SE, Gainesville, Georgia 30501. After reviewing the documents, the director will email the student a letter stating appropriate accommodations, if warranted. Students may communicate with the director if needed by dialing 770-534-6134 or through email at [jloggins@brenau.edu](mailto:jloggins@brenau.edu). The student should provide his/her academic advisor, each professor, and fieldwork coordinator with a copy of the letter of accommodations via email or privately in person during office hours. Learning Center staff, Lisa Christopher and Professor Jennifer Wilson Loggins, M.S. LPC, can provide support and advocacy for students regarding accommodations. [Academic coaching](#) is also available.

## CLEP Testing

CLEP testing is available at Brenau University through the Learning Center. Questions regarding CLEP testing should be directed to the CLEP Coordinator at the Learning Center at 770-534-6133 or [lchristopher@brenau.edu](mailto:lchristopher@brenau.edu). Questions regarding the appropriateness of a CLEP exam to fulfill your academic requirements should be discussed with your academic advisor.

**DSST FLAT exams** are also available. The Foreign Language Achievement Test (FLAT) exam will exempt a student from a foreign language if they pass the test. No credit hours are given, just an exemption from having to take a foreign language. Contact the Learning Center at 770-534-6133 or [lchristopher@brenau.edu](mailto:lchristopher@brenau.edu).

## Counseling

Brenau University encourages students to seek assistance for matters pertaining to their psychological well-being when necessary. Counseling services provided under the supervision of licensed counselors can be beneficial for students coping with the pressures and responsibilities associated with college.

The office of the University Counselor, Gay Baldwin LPC CPCS, is located at 205 Boulevard on the Gainesville Campus. The University Counselor is happy to meet with any currently enrolled Brenau student during regular business hours in person or by phone. **Appointments are strongly recommended.**

- Brenau offers free counseling to Brenau students on a limited basis (usually no more than 3 visits per semester) who are experiencing problems that interfere with their lives, studies, or relationships. The University Counselor screens students to determine whether the students are in need of specialized mental health treatment and makes appropriate referrals for such treatment. The Counselor's supervisors may be informed when referrals have been made without disclosing the substance of the conversations with the student, unless the student is at risk of harming herself or others, under which circumstances additional information will be required.
- Students at regional campuses, for whom travel to the Gainesville Campus during regular office hours is not an option, are encouraged to seek counseling services through the following resources:
  - a. If you have insurance: Call your insurance company and ask about your "behavioral health coverage" to verify your benefits. If you have coverage, ask for a list of "behavioral health providers" in your area.
  - b. If you do not have insurance or you have Medicaid or Medicare and live in Georgia: Call the Georgia Crisis and Access Line at 800.715.4225 to locate the nearest counseling center in your area. The Access Line professionals can connect you with services for addiction and mental health treatment along with child and adolescent services. You will have access to counselors and psychiatrists who can prescribe medications if needed. You may also call this 24/7 number if you are experiencing a crisis and need to talk with someone immediately.
  - c. Norcross or Gainesville BCCPS Clinic (Brenau Center for Counseling and Psychological Services) provides low-cost counseling to students, their family members, and the community. Anyone interested in counseling services can contact the clinic at 770-297-5959 (Gainesville) or 470-228-8942 (North Atlanta). After providing some basic information at the initial phone call, your assigned counselor will call to set up an appointment. Sessions are typically scheduled for 50 minutes, once a week. You can reschedule or cancel appointments with 24 hour notice. Cost: Brenau students – \$5 for first intake appointment; \$5 each session, Faculty & alumni – \$25 for first intake appointment; \$15 each session  
Community members – \$25 for first intake appointment; \$20 each session  
Psychological assessments are offered on a sliding fee scale. Call to inquire.
  - d. Self-Directed Search: To locate a counselor or psychologist in the United States use the "Find a Counselor" option from the [American Counseling Association](#)
  - e. Or the "Find a Psychologist" option from the [American Psychological Association](#)

## Health Services

The Health Services clinic is staffed by a Board-Certified Family Nurse Practitioner. Referral to a physician is available on a case-by-case basis.

- The Health Services Clinic is located at 205 Boulevard in Gainesville.
- The Health Services staff is happy to see any currently enrolled Brenau student at the clinic during regular office hours, free of charge. Services include evaluation of various viral illnesses, prescription of birth control pills to students under the age of 21 (referrals for over 21), suturing and stapling of wounds, first aid, evaluation and treatment of sexually transmitted diseases, testing of flu, strep, mono, UTI, pregnancy, administration of TB screening, and flu vaccine, per availability.
- The clinic sponsors several events throughout the year as part of the Wellness Program, including free AIDS testing, speakers for Domestic Violence, Rape Response, and Breast Cancer Awareness.

## The Writing Center

The Brenau University Writing Center, a peer tutoring service, offers individualized writing conferences and group workshops for students. The Writing Center supports the university's goal to foster intellectual and professional accomplishment as it helps students communicate articulately in writing or speech. To schedule an appointment for the traditional Writing Center on the Gainesville campus call 770-538- 4795 or book a session online by clicking on "Writing Center" at [brenau.mywconline.com](http://brenau.mywconline.com)

If you are unable to get to Gainesville for an in-person session, you can use the Online Writing Center by



submitting your assignment to the Center link as well. Online feedback is provided in Microsoft Word format using "Track Changes," and you will receive your revisions in 1-3 days.

Schedule an appointment for the traditional Writing Center on the Gainesville campus by calling 770-538-4795 or clicking on "Writing Center" at [intranet.brenau.edu/writing-center/submit-paper-online/](https://intranet.brenau.edu/writing-center/submit-paper-online/).

## The Graduate Writing Services

Brenau's Graduate Writing Services offers students the assistance they need to write effective scholarly papers at a graduate level. Services offered include editing theses and dissertations. The GWS consultant can provide assistance with formatting for APA or MLA papers, supply writing instruction for graduate students with limited experience in scholarly writing and assist writers for whom English is a second language. This service is fee-based and provides a different level of support than the free Online Writing Center. Students may send their written work or any questions to the Director of the Writing Center, and then they are matched with a consultant. All inquiries can be submitted to [writingcenter@brenau.edu](mailto:writingcenter@brenau.edu). Consultation and editing may be purchased with Graduate Writing Credits acquired through the Brenau Accounting Office.



## The Math SPA

The SPA (Student Place for Achievement) is the university's tutoring center for math and science. Located at 611 Spring Street (behind the Learning Center) on the Gainesville campus. Services include tutoring for all math classes, help with writing scientific papers, and tutoring in chemistry, biology, and physics. The schedule is located at [here!](#) Assistance is also available online. Send questions or requests for email assistance to [dedge@brenau.edu](mailto:dedge@brenau.edu).

## Career Services

Career Services is committed to serving Brenau's entire student population throughout and after your education here at the university. Assistance is available in determining a major or if you are looking for an internship, a part-time position, or finding that full-time opportunity upon graduation. Services are available by telephone, email, web portal and in person. Workshops and other programs as well as job fairs, are offered to help you achieve your career goals by contacting Dr. Crystal Toombs at [ctoombs@brenau.edu](mailto:ctoombs@brenau.edu) or 770-718-5305.

## Library Resources

The Trustee Library offers on-ground and online research resources to help you do the best research possible for your papers and assignments.

Looking for a place to meet with your study group, or work alone and uninterrupted? Visit the Library on the Gainesville Historic Campus. Find our hours [here](#).

**Ask A Librarian:** Can't find the articles you need? Don't know how to format that citation? Ask any question about research and have it answered by a professional librarian! Go ahead. [Ask us!](#)

**LibGuides:** [LibGuides](#) are curated collections of sources you can rely on for academic research, created by your librarians and professors. Each guide is customized for a particular field (like Education, Interior Design, or OT), a

current issue (such as Sustainability), or a helpful subject (like writing for an A). LibGuides bring together sources to find accurate and authoritative articles, books, and web sites; they are a great place to start your research!

**Information Delivery:** Students living outside of Hall County can have books sent directly to their regional campus or home. The Trustee Library also collaborates with other libraries to allow students to borrow books and articles that are not available in full text at Brenau. Learn more or request an item [here](#).

**My Librarian Research Consultation:** One-on-one research [appointments](#) with a librarian are available via phone, email, or in-person to help you with your research projects.

**Information Literacy Courses:** The Trustee Library offers elective courses that teach students how to apply effective research and critical thinking skills that will guide them throughout their careers at Brenau and beyond.

**Library Research:** LB101 (for undergraduates), and LB501 (for graduate students), as well as Skills in Information Literacy LB201 are facilitated by our professional librarians; these courses combine lecture, in-class discussion, hands-on activities, oral presentations, and written assignments to emphasize students' active roles as participants and innovators in the expanding digital environment. Check the [class schedule](#) for this course listing.

Everything you want to know about the library can be found [here](#).

## Retention and Student Success

The Director for Student Success Initiatives is responsible for student retention, is an advocate for the students, and is a liaison between faculty and students. She works with students on a daily basis helping them adjust to college life and intervening when students find themselves struggling academically. She works closely with the University Counselor, Financial Aid, and the Accounting Office to troubleshoot on behalf of the students. Should you need assistance, please contact Crystal Toombs [ctoombs@brenau.edu](mailto:ctoombs@brenau.edu), or Tami English [tenglish@brenau.edu](mailto:tenglish@brenau.edu).



## In the Event of Inclement Weather

The university has an **emergency notification system** and a phone service activated during questionable weather. It is highly recommended that you subscribe to the [e2Campus notification service](#).



## Parking Permits/Stickers

Each vehicle is required to have a current Brenau parking sticker. Parking stickers are mailed to the student's home address. If you did not receive a parking sticker, please contact your campus director.

## Campus Maps

Maps each of Brenau's campuses can be found online at [maps.brenau.edu](http://maps.brenau.edu).

## Notification of Issues

Brenau's Director of Security's main concern is your safety. Please notify security of any court order (restraining or temporary restraining order) that exists or other issues that could result in danger to you or fellow students. Prevention is our best resource. Please notify the security office at [security@brenau.edu](mailto:security@brenau.edu) of situations in which they should be aware to assist in effectively creating and maintaining a safe campus.

## Telephone Numbers

To reach any department on the Gainesville campus, please refer to the directory below. Nonresidential students at locations outside the **770-404-678** calling areas may use the toll-free number **1-800-252-5119**. To reach the desired party, request the appropriate extension (*last four digits of the listed phone number*).

### Brenau Frequently Used Telephone Numbers and contacts

Academic Affairs	770-534-6119
Accounting Office	770-534-6150
<a href="#">Barnes &amp; Noble (Bookstore)</a>	770-534-6208
<a href="#">Computer Help Desk</a>	770-538-4774
Gainesville Campus	770-531-3135
Jacksonville, FL Campus	904-900-7969
North Atlanta Campus (Norcross)	770-446-2900
South Atlanta Campus (Fairburn)	678-827-7300
Career Services	770-718-5305 ctoombs@brenau.edu
Financial Aid	770-534-6152 financialaid@brenau.edu
General Information	770-534-6299
<a href="#">Library Services</a>	770-534-6113
Military Tuition Assistance	770-538-4759 pclark2@brenau.edu
Military and Veteran Services	770-531-3135 rshort@brenau.edu
Registrar's Office	770-534-6740 registrar@brenau.edu
College of Business & Communication	770-538-4700
College of Education	770-534-6220
College of Fine Arts & Humanities	770-538-4764
College of Health	770-718-5304
Security Office - Gainesville	770-534-6202 security@brenau.edu
Student Services	770-538-6127
Veterans Benefits	770-718-5306 raiken@brenau.edu
Title IX issues VP for Student Services	770-534-6108

## Frequently Used Computer Addresses

<b>Brenau Website</b>	<a href="http://www.brenau.edu/">http://www.brenau.edu/</a>
<b>CampusWEB, Email, Canvas</b>	<a href="https://my.brenau.edu/">https://my.brenau.edu/</a>
<b>Canvas Student Support</b>	<a href="mailto:helpdesk@brenau.edu">helpdesk@brenau.edu</a>
<b>Forms (Drop/Add, Change of Major)</b>	<a href="https://www.brenau.edu/academics/registrar/regforms/">https://www.brenau.edu/academics/registrar/regforms/</a>
<b>Helpdesk for (IT Support)</b>	<a href="https://intranet.brenau.edu">https://intranet.brenau.edu</a>
<b>Email Address Format for Students</b>	<a href="mailto:@tiger.brenau.edu">@tiger.brenau.edu</a>
<b>Email Address Format for Faculty and Staff</b>	<a href="mailto:@brenau.edu">@brenau.edu</a>

## Whom Do I Ask About:

<b>Absence from Class</b>	Your Instructor
<b>Academic Advising</b>	Your Advisor or Academic Department
<b>Account/Payment/Bills</b>	Accounting Office
<b>Books/Supplies</b>	Brenau Bookstore
<b>Canvas Class Management System</b>	Help Desk – available 24/7
<b>Change of Address</b>	Office of the Registrar
<b>Computer Problem: CampusWEB or Email</b>	Computer Help Desk
<b>Course Schedules</b>	Registrar's Office
<b>Disability Services</b>	Learning Center
<b>Drop/Add Schedule Changes</b>	Advisor then Registrar
<b>Fees/Tuition/Payment agreements</b>	Accounting Office
<b>Financial Aid and VA Benefits</b>	Financial Aid
<b>Library Needs</b>	Brenau Trustee Library
<b>Military Tuition Assistance (Active Military)</b>	Portia Clark, Billing 770-538-4759 <a href="mailto:pclark2@brenau.edu">pclark2@brenau.edu</a>
<b>Military Tuition Assistance (VA, GI Bill, Yellow Ribbon, Post 911, etc.)</b>	Robin Aiken, Financial Aid 770-718-5306 <a href="mailto:raiken@brenau.edu">raiken@brenau.edu</a>
<b>Proof of Attendance (for insurance, loans, etc.)</b>	Registrar's Office <a href="mailto:registrar@brenau.edu">registrar@brenau.edu</a>
<b>Refunds</b>	Accounting Office
<b>Transcripts</b>	Registrar's Office
<b>Withdrawal from College</b>	Registrar's Office/ Student Services Sue Johnston at the Brenau Switchboard 770-534-6299 <a href="mailto:sjohnston@brenau.edu">sjohnston@brenau.edu</a>
<b>Not sure who to call?</b>	Brenau Switchboard 770-534-6299 <a href="mailto:sjohnston@brenau.edu">sjohnston@brenau.edu</a>



# FREQUENTLY ASKED QUESTIONS

## REGISTRATION PROCEDURES

### How can I register online?

Online registration can be found [here](#).

### How many hours do I need to take to receive financial aid?

Most financial aid programs are available for students enrolled at least half time, but some programs may require full-time enrollment.

- Full-time status for undergraduate students is 12 hours or more
- Half-time students must enroll in at least 6 hours.
- For graduate students, 6 hours is considered full-time and 3 is considered half time
- Note that many of Brenau's graduate programs require more than 6 hours per semester as a condition of that particular program.
- Your financial aid award notification will indicate the number of hours per semester on which your costs and aid are based. Adjustments may be required if you do not intend to enroll at the level specified. Please notify the Office of Financial Aid if your enrollment intentions do not agree with our projections

### What is a program plan?

**Before students register for classes for the first time, they must meet with their Advisor to develop a program plan of study. This plan includes the general education requirements, degree requirements, general electives, and major classes needed to graduate.**

Your current program plan (with all courses completed) is available in CampusWeb/Degree Plan. Blank program plans are available online at [the Registrar's Office](#)

### How do I know which courses from other schools transfer to Brenau?

After a student is accepted to Brenau, a credit evaluation is completed for each official transcript. Courses from regionally accredited colleges and universities may transfer. Technical school associate's level credit may also transfer. Each course must be comparable to a course at Brenau and the grade must be a "C" or above for undergraduates and "B" or above for graduate students.

Undergraduate transfer credit must be degree-level and completed at a regionally accredited Institution. Program specific coursework not completed within the last fifteen years will need to be approved by the department chair to be included in a student's program of study. Courses with technical content taken over five years prior to admission may not be eligible for transfer. There is a limit of how many hours you may transfer from another college. Please see the Brenau Catalog for more information:

Graduate transfer credit from an accredited institution will be honored for a period of seven years from the date of the course completion but limited to a maximum of six credit hours. Departments will review these courses individually.

### How do I get my textbooks?

[The Brenau Bookstore](#) (see the guide at the end of this document) is your source for all academic textbooks.

*Note: your textbooks are NOT available at your local B&N retail outlet*

There is a link in CampusWEB under My Schedule that will allow you to add books to your B&N cart automatically.

Students may select NEW or USED books, as they prefer. However, the price quoted with USED books in the cart may not be the final total, as the bookstore will fulfill your order with NEW if the USED are no longer available. Students are NOT charged on a credit or debit card until the bookstore physically fills and processes the order. You may choose to have your order shipped to you or pick it up in store at the Brenau Bookstore on the Gainesville, GA campus.

### Book Vouchers

If the total of your scholarships, grants, and student loans exceed your tuition and fees, you may be eligible for a

book voucher. Please contact the Accounting Office at 770-534-6150 to see if you qualify.

### How do I get a copy of my Brenau transcript or verification of enrollment?

Transcripts and verification of enrollment may be obtained from the Office of the Registrar upon submission of a written request to [brenau.edu/academics/registrar/transcriptreq/](https://brenau.edu/academics/registrar/transcriptreq/).

### How do I know if I qualify for experiential credit and what do I need to do to receive it?

Experiential credit is academic credit awarded for relevant experience or knowledge obtained through some means other than college course work. Students will be considered for experiential credit only after they have been officially accepted to the university and issued a program plan. Students can then schedule a preliminary conference with the chair of the department in which they are seeking credit. Experiential credit is not awarded for most graduate level degrees. The form is available at here [brenau.edu/academics/registrar/regforms/](https://brenau.edu/academics/registrar/regforms/)

### How do I apply for graduation?

Graduation packets are sent to potential graduates in September of each academic year through Brenau email. Please review [deadlines](#). In addition, applications for graduation are available on the website. There is a late fee of \$75.00 on any application received after this date.

**Absolutely no graduation applications are accepted after Jan. 1.**

### When I complete my Undergraduate degree or Certification Program, can I go straight into a graduate program?

Not automatically. Each program is different and has different admissions criteria. An application for graduate admission must be completed along with all necessary supporting documentation required by the program. Contact the [Graduate Admissions office](#) to determine the necessary steps to complete an application.



## TUITION AND FEES

### Payment Options

Tuition is due and payable by the first day of each semester during the academic year. Tuition balances may be paid using check, money order, or credit cards. Payment can be made in person or over the phone to the Accounting Office (770-534-6150) with Visa, MasterCard, American Express, and Discover or at the campus where you attend or by e-payments available through <https://campus.brenau.edu/>. When you click the link titled "My Billing" in Campus Web, you will see a **PAY NOW** button. Simply click the button and fill in the online form with your name, address, and credit card information. Upon successful payment, your student account will reflect the payment in real time.

Students may also enter into either of two payment options to defer part of the tuition payment to later dates in the session the student begins courses in any semester.

- Payment contracts must be signed within the first week of the session the student begins courses in any semester. A deferred payment fee is assessed for the contract. A fee is imposed on each delinquent payment received. The terms of the payment options are listed in the [Catalog](#).

Students may also choose one of the following options to cover tuition costs (these may be used in conjunction with another option):

- Third party billing – your employer pays prior to the receipt of grades. The university invoices your employer on your behalf.
- Tuition Reimbursement – Your employer pays more than 50% of your tuition costs. Students must submit their company's reimbursement policy to qualify. Tuition payment related to reimbursement is deferred until 30 days after the term. Any amount not covered by tuition reimbursement is due in

accordance with the above policy.

## Tuition Rates

Tuition rates are published annually in the [Brenau University Catalog](#). Students should contact the Financial Services Office with any questions concerning specific rates and fees.

## Refunds

**In the event a student must withdraw for medical or other verified reasons, two types of tuition adjustments may be made: a credit to the student's account for the current or next semester and/or a refund of that credit balance. If a course is cancelled, students receive a 100% refund.**

Students who wish to drop courses or withdraw must complete a drop form that is available at each site or on the registrar's website at [brenau.edu/academics/registrar/](http://brenau.edu/academics/registrar/). If they desire a refund of any credit balance that might result from dropping or withdrawing, students must request in writing a refund of any credit balance from the controller or student accounts manager of the university. No institutional officer other than the controller or student accounts manager may authorize refunds of tuition. Advisors/coordinators/directors have no authority to make commitments concerning or to grant refunds. Refunds will generally be processed within 30 days after all necessary documentation (drop/add, written request for refund) is submitted. This refund policy also applies to weekend courses.

If the total of your of your financial aid awards exceed your tuition and fees, you may be eligible for a book voucher. Please contact the accounting office at 770-534-6150 if you may qualify.

## Return of Title IV Funds

Students who receive federal Title IV assistance and completely withdraw from a semester will be subject to the return of Title IV funds policy mandated by the U.S. Department of Education. Federal Title IV assistance includes Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (SEOG), Federal Work-Study, and Federal Perkins Loan, TEACH Grant, Federal Direct Loan, Parent PLUS Loan, and Graduate PLUS Loan. This policy assumes that a student earns his or her aid based on the period of time he or she remains enrolled. During the first 60% of the semester, a student earns Title IV funds in direct proportion to the length of time he or she remains enrolled. A student who remains enrolled beyond the 60% point earns all aid for the semester. The percentage of the semester that the student remained enrolled, and for which aid was earned, is derived by dividing the number of days the student attended by the number of calendar days in the semester, excluding breaks of at least 5 calendar days.

***Any unearned Title IV funds, with the exception of Federal Work-Study earnings, must be returned to the U.S. Department of Education.***

In calculating which types of funds are to be returned, loans are always returned before grants, thereby reducing the withdrawn student's outstanding debt as much as possible.

The detailed rules for the calculation of the return of Title IV funds are available on request from the Office of Financial Aid or the Accounting Office.

## Delinquent Accounts

Students whose accounts are delinquent forfeit their right to attend classes, take final examinations, or otherwise participate in the academic program until satisfactory arrangements have been made with the Financial Services Office to meet financial obligations. Diplomas, certificates, and transcripts are issued only when the students' accounts have been paid in full.

**Students whose accounts are delinquent as of the payment due dates for each semester will not be permitted to register for the following semester, nor will they receive final grades for the semester in which they are currently enrolled. Accounts may be turned over to a collection agency if adequate arrangements are not made. This may affect your credit rating.**

All financial records must be cleared and paid in compliance with institutional procedures in order for the student to be identified as "in good standing". In addition, no recommendations, degrees, transcripts of credit, diplomas, or other correspondence will be issued on behalf of the student until all financial obligations are satisfied.

## How To Order Textbooks

Textbooks are available through the **Barnes&Noble Campus Bookstore**. *The Library does not purchase or lend textbooks. Please note that only the Brenau Bookstore guarantees you a return if your professor changes the book.* See the Brenau Bookstore for details.

You may be able to use financial aid to cover the cost of your textbooks. If you have excess financial aid after tuition and fees have been paid, you may be eligible for a voucher. ***Book vouchers can be issued up to the day your financial aid is posted to your account. At that time, your account is on hold for refund processing.***

### Access the Brenau Barnes & Noble website

(Best viewed with Google Chrome on a PC or Mac, not a mobile device):

You can gain access to the bookstore two different ways.

- Go to <https://intranet.brenau.edu/> and click on the Barnes & Noble (B&N) Bookstore tab, k “**Log in / Sign up**” located at the top of the page.
- Once you have created an account, go back to the home page. You are now ready to create your virtual shopping cart!  
OR
- Log in to CampusWEB and click Buy My Books. This will automatically link you to the B&N site and pre-fill your shopping cart with the books you need. BE SURE to de-select any items you do not want.

### Step One:

- Click **Textbooks** at the top of the screen
- **Select your term**
- You must know the **Department, Course Number, and Section of your class prior to ordering.** For example, if you are registered for BA 306 at the Fairburn campus, the department is BA, the course number is **306** and the section is **F1**
- If you are registered for an online class, your section number will be D1, D2, or DE. Refer to the “**My Schedule option**” in CampusWeb if you do not remember the classes in which you are registered.
- Continue adding classes as needed. Close out any unused drop-down menus by clicking the red “X” to the right of the section code. Additional drop-down menus will appear if all three are in use.
- Click **Find Materials for X Classes (where X is the number of classes).**
- **Select Your Format: You Have Options!**

### Purchase Options

- Textbooks can be purchased in new or used condition. If used textbooks are not available, your order is filled with new textbooks. You will have the option during checkout to select “Order NEW books instead, and I will pay the difference. ***Selecting the latter will cause your order to be cancelled if USED books are not available.***

### Textbooks Rental Option

- Many textbooks can be rented from the bookstore. Renting your textbooks USED can be significantly less expensive than purchasing NEW books. You can utilize financial aid to pay for textbook rentals. However, you will still need to keep a
- Valid credit card on file in order to rent textbooks. (Note: It is okay to highlight and write in your rental titles, as long as they are returned in good condition.)

### eTextbook Option

- An eTextbook is a digital, downloadable version of a physical textbook. It has the same functionality as a paper textbook. You can highlight, annotate, and take notes directly in your e- Textbook.

### Step Two: Check-Out

- Once you have selected your format, click “Add items to the shopping cart” at the top of the screen.
- Preview the order to verify you have selected the correct items. **Remove any unwanted items from your cart.**
- Select **checkout** to complete your order
- If you are renting textbooks, you will need to create an account or sign in to an existing one. Please note this is a separate website from Brenau, and your Brenau sign-ons/credentials do not work on this site.



- Select your preferred shipping method. Books can be shipped to your home or work address. ***You are only able to pick up your items from Brenau Barnes & Noble Bookstore located in Gainesville, Georgia.***
- Standard shipping for books is \$7.50 flat rate and does not charge extra for additional book. Textbooks are shipped UPS Ground.
- Select your payment method. Enter your 6-digit Student ID number in the space provided. If you are renting your textbooks, you will need to have a valid credit card on file at this time, even if you plan to pay with Financial Aid.
- Submit and verify your order, method of payment, and shipping address.
- Write down the total amount of your order, **including shipping and tax**
- Email this amount (including shipping and tax, if applicable) to [bookstore@brenau.edu](mailto:bookstore@brenau.edu). Be sure to send the financial aid request from your Brenau TigerMail account. Textbooks are shipped within 2 business days if your items are in stock. Usually, back orders are filled in less than 5 business days.
- Please check your email to confirm you received an order confirmation from the bookstore, containing your order number. You will need to reference this in any communication with the Bookstore.
- We recommend that you check with Brenau’s Bookstore for a possible price match with Amazon or B&N.com. ***Please note that only the Brenau Bookstore guarantees you a return if your professor changes the book.*** See the Brenau Bookstore for details.

## HOW TO ORDER YOUR BRENAU STUDENT ID CARD

Brenau University students, faculty, and staff now have the ability to [request an identification card](#) at any time and from any location in the world using a web site. The purpose of the Brenau University ID card is to allow for convenient use of campus resources, Brenau dining facilities, and even student discounts from local vendors that might provide them.

## REGIONAL CAMPUS INFORMATION

<b>Dr. Jim Eck</b>	Provost and Vice President for Academic Affairs	<a href="mailto:jeck@brenau.edu">jeck@brenau.edu</a> 770-534-6199
<b>Emily Zank</b>	Associate VP for Academic Affairs — Gainesville Campus	<a href="mailto:ezank@brenau.edu">ezank@brenau.edu</a> 770-534-6191
<b>Scott Redmon</b>	Director — North Atlanta Campus/Norcross	<a href="mailto:sredmon@brenau.edu">sredmon@brenau.edu</a> 770-466-2900 770-263-8810 - Fax
<b>Russell Willis</b>	Director — South Atlanta Campus/Fairburn	<a href="mailto:rwillis1@brenau.edu">rwillis1@brenau.edu</a> 678-827-7300 678-827-7301 - Fax
<b>Alecia Webb</b>	Director — Jacksonville Campus	<a href="mailto:awebb@brenau.edu">awebb@brenau.edu</a> 904-900-7969 904-900-7982 - Fax