UNIVERSITY SERVICES - ONLINE

Academic Advising
Each student has access to professional Academic Advisors who will assist the student with choosing and scheduling courses. Academic Advisors are available to answer questions the student may have or to assist with resolving unexpected problems. In addition, every course is managed by a faculty member who is available to answer course-related and academic questions.

New students will need to contact a New Enrollment Specialist, who will guide them in course selection for the first semester and assist in all other preparations until the first day of class. On the first day of the first sub-term in which students are enrolled, all questions concerning academic issues should be directed to Academic Advising. Students are encouraged to contact Academic Advising for help with any school-related problems they may encounter during the academic year.

Online services include email and ASIST (Automated Student Information Services Tool), all of which can be accessed through the student’s myLU portal. Students are each assigned a personal email account, which they are advised to check on a daily basis. The student’s Liberty email address will serve as the primary means of communication between the University and the student.

Using myLU, students may register and drop courses, access and update their personal information, view their account balances, make online payments, view individual test and final course grades, email professors, view and calculate the GPA, and view financial aid awards.

Career Center
The Career Center strives to assist students in realizing their God-given potential through developing career and education decisions that are rooted in their faith and values. They provide services and resources to help students utilize their academic training in preparation for their professional development. Through the Career Center, residential and online students, as well as alumni, have access to career services without closing hours.

Career Services
Website: http://www.liberty.edu/career
- Employer Services
- Resume and Portfolios
- Job Search and Research
- Graduate School Preparation
- Internships and Externships
- The Washington Fellowship
- The New York City Fellowship

Several programs are available to assist students in determining career goals and implementing appropriate educational plans. Through the Career Center, online job listings, career counseling, and a computerized career assessment, students are encouraged to explore various occupational fields, develop job-hunting skills, and research graduate education programs. Students are also encouraged to participate in externships and internships, which provide practical work experience and complement their formal education.

For more information on any of the stated topics, please visit the Career Center website at http://www.liberty.edu/career.

LUNETWORK - Job Database
Liberty University's exclusive employer relationship database, LUNETWORK, is the on-line database that has thousands of employers looking for Liberty students, recent graduates, and alumni. Employers from all over the country (and world) are purposefully posting positions looking for Liberty talent. Postings include internships and full-time positions for both new graduates and seasoned professionals. Students and alumni can post their resume and search the database for positions all over the world. Residential and online students and alumni are eligible to utilize LUNETWORK for life.

Internship Program
All students are encouraged to complete an internship to assist with career planning and gain practical experience within their chosen field of study. Internships are available in major cities all across the country, including Washington DC, New York City, Chicago, Orlando, and many more. Students may earn from one to six (in some cases nine) semester hours of credit. Many majors require at least three credits. All applicants for credit internships, which are listed in the University’s Catalog, are processed through the student’s academic department Faculty Internship Advisor (FIA). Contact your department to identify your FIA.

The Career Center also provides a special internship opportunity through the Washington Fellowship (WF). This program allows students to live and work in Washington D.C. where they are placed in internships relevant to their career or academic interests. Students in the WF earn six credits of internship while taking six online credits. Additional leadership and professional development training are also available to participants.

Information Services
John Gauger
Chief Information Officer
Vice President of Analytics

IT HelpDesk
The IT HelpDesk assists students with a variety of computer problems free of charge by phone, remote assistance, online chat, or walk-in service. HelpDesk hours and other resources such as the Liberty University Knowledge Base (HelpDesk DIY) are published online at www.liberty.edu/helpdesk. The HelpDesk is located at Green Hall Room 1539 and DeMoss Hall 2414. To contact by phone, call (866) 447-2869; To contact by chat, visit www.liberty.edu/hdchat.

Online Learning Platform
Liberty provides students with an online learning platform. The online learning platform serves a variety of purposes, allowing professors to make announcements, post assignments, and interact with students. Students will use online learning platform to submit coursework, complete online tests, and interact with their classmates.

Administrative Software Application
Liberty uses an application called Banner to house all Liberty user account information. Banner is accessible to Liberty staff, faculty, alumni, and students and is used to manage account information such as Financial Aid, Student Accounts, etc. Students access Banner (ASIST)
from the main Liberty website to register for courses, complete financial check-in, view academic records, and update personal information.

Technology Education Center
The Technology Education Center (TEC) provides IT-related certification testing for fields of expertise including Cisco®, Microsoft®, Oracle®, Kryterion and more. For more information on Training or Certification Testing, visit www.liberty.edu/TEC or contact by phone (434) 592-7820.

IT Marketplace
The IT Marketplace, Liberty’s Campus Technology Store, provides students, alumni, faculty, and staff with a variety of hardware and software options at discounted prices. Please check out our campus store location in DeMoss Hall 2414 or online at www.liberty.edu/ITMarketplace.

Mobile Applications
Liberty Today is a free application that keeps users connected to activities occurring online or around campus with modules for Blackboard, Flames Cash, Degree Completion Plan, Campus Maps, lab computer/laundry availability, and more. It also provides access to numerous Liberty focused media releases including Liberty News, Liberty TV Channel, Liberty Journal, Journey FM Radio, and others. It is currently available for Android and Apple devices.

Additional information, including how to download Liberty mobile applications, can be found at http://www.liberty.edu/LibertyToday.

myLU Portal
The myLU portal is a customizable website that allows students to access a wide variety of Liberty information. It features widgets (small software programs) that display a specific piece of information such as Blackboard, Flames Cash, Liberty news, class schedule, Liberty announcements, financial aid information, and more. The portal can be located at http://mylu.liberty.edu.

Network Printing
Multiple network print stations are provided for students at in a variety of locations on campus. A printer account is provided to every student and print costs are charged to their student account. Network printing is available from Liberty University computers as well as student-owned personal computers.

Online Web Presence
Liberty provides an official webpage that can be used to access all Liberty information and major services such as Webmail, Banner (ASIST), Blackboard, Official Announcements, University Calendar, and Financial Aid. Liberty’s official webpage can be viewed at https://www.liberty.edu.

Office 365
Office 365 is a subscription-based version of the Microsoft Office suite as well as a series of productivity applications that are provided to all current student, staff and faculty members. Office 365 is accessible through the web version or can be downloaded on up to five personal devices through www.liberty.edu/office365.

IT Products & Services Hub
The Products and Services hub is a comprehensive online catalogue of the technology products and services that Liberty provides – all in one convenient location. The hub is housed on two webpages, one specifically designed for students, and the other specifically for faculty/staff. The hub can be accessed at www.liberty.edu/producthub.

Intensives
Intensive course schedules, enrollment procedures, tuition and fees, transportation and lodging information are accessible online at www.liberty.edu/intensives.

Jerry Falwell Library
Angela M. Rice, B.A., M.L.S.  
Dean, Jerry Falwell Library

The Jerry Falwell Library services are organized and provided through a highly qualified faculty and staff. A broad range of support is provided to help students and faculty use information resources and technology effectively. These services include online tutorials, topic-specific workshops, personalized research assistance, and software support.

The Jerry Falwell Library provides many services and resources to students in the Liberty University Online programs. Online students can access virtually all electronic database resources through a proxy login system. In addition, online students have direct toll-free telephone, chat, and email support through the library’s Research Support Center, which provides access to research and instruction librarians and staff. The Jerry Falwell Library is committed to being the primary library for Liberty University Online students by offering timely personal contact and document delivery in order to meet their academic needs. This includes the delivery of books and journal articles as well as research and reference services.

Liberty University Online students can contact the library by email: research@liberty.edu, chat: http://www.liberty.edu/library/chat-faq/local phone: (434) 582-2221 and toll-free phone: (800) 424-9595; the ‘Additional Support Office’ option.

Liberty Online Engagement
Liberty University Online Engagement exists to provide comparable resources that are afforded to residential Students of Liberty University from the Office of Spiritual Development to online students. Various online resources are offered including:

• Live and recorded streaming events including Convocation, Campus Community, and special events. Go to facebook.com/LibertyOSD.
• Content from our LU Shepherd and LU Serve offices is available to learn about spiritual growth and ministry opportunities. Go to facebook.com/LibertyOSD.
• Learn about information regarding LU Send Trips at facebook.com/LibertyOSD.
• The ability to submit requests for prayer and to pray for other students’ prayer requests.


Convocation and Campus Community
As a dynamic institution vitally interested in the whole person, Liberty provides for physical, social, intellectual, and spiritual needs of the Liberty community. To meet these needs, Liberty provides opportunities for students to gather and serve as a community through Convocation and Campus Community services. Liberty University Online students are encouraged to attend Campus Community services as well as
Convocation when completing on-campus intensives. All of these services are streamed on Facebook Live at www.facebook.com/LibertyOSD.

**Liberty University Bookstore**
Course materials are not included in the cost of tuition. However, through Liberty University Online bookstore, MBS Direct, you can purchase textbooks and related course materials, track previous orders, sell your old textbooks and much more. It is MBS Direct’s goal to minimize your textbook cost and provide you with the best online shopping experience possible. Purchases may be made online through http://www.mbsdirect.net/liberty or by phone at (800) 325-3252.

It is recommended that you purchase your course materials at least ten days before the start of your course(s) to ensure a timely delivery. When ordering, please verify whether you are enrolled in an 8- or 16-week course format. Liberty does not guarantee that required course materials will be available after the sub-term start date.

Materials for practica and required intensives can be purchased from MBS Direct. Tuition does not cover the cost of course materials.

**Instructional Media**
The Instructional Media coordinators provide webinars and tutorial videos to new and current students in order to help them successfully acclimate to the online learning environment. Webinars are offered via web conferencing, and include topics such as:

- New Student Orientation
- Navigating Blackboard® and IT Resources
- Online Research Basics
- Funding Your Education

Tutorial videos are also available covering a variety of topics including how to register for courses in ASIST, completing Financial Check-in, and how to set up your university email on your smart phone.

For more information about instructional media offerings, or to register for a webinar event, visit http://www.liberty.edu/instructionalmedia.

**Student Advocate Office**
The Liberty University Student Advocate Office works directly with advisors as well as university support offices to help students overcome obstacles on the journey from enrollment through graduation. Online students have a unique email to access these services. The Liberty University Student Advocate team is available via email at luostudentadvocate@liberty.edu or online at: www.liberty.edu/online/student-advocate-office.

**Online Student Life**
**Ted Whitney, B.S.**
*Executive Director of Student Life*

Online Student Life helps online students by engaging with and connecting them to the people, events, and services of the University. Go to www.liberty.edu/OnlineStudentLife for online student counseling resources, community groups, social media pages, and other online services.

To join a group of online students with similar interests, go to www.liberty.edu/yammer.

For helpful videos, go to www.liberty.edu/ocvideos.

Topics include:
- Emotional Wellness
- Physical Wellness
- Spiritual Disciplines
- Evangelism
- And more

For prayer, go to https://www.liberty.edu/prayer-request/.

Download the Weekly Study Planner here.

Follow Online Student Life on Facebook.

**Online Writing Center**

**Shelah Simpson, B.S., M.A.R., M.A., Ph.D.**
*Director, Online Writing Center*
*Associate Professor of English*

The Online Writing Center (OWC) was established as part of Liberty’s efforts to improve student writing and thus offers writing-related services to the University’s online student population including success courses:

- GRST 500 Introduction to Graduate Writing (0 c.h.)
- GRST 501 Graduate Success Strategies (0 c.h.)

OWC tutors are trained Christian graduate students from various Liberty University online degree programs. Through the Online Writing Center web page (http://www.liberty.edu/onlinewritingcenter), online students can submit drafts of upcoming assignments to receive tutor feedback, schedule appointments to speak online with a tutor, use live chat or email to ask quick grammar or citation questions, and offer suggestions for further writing aids the OWC should consider developing. Students may contact the OWC by emailing onlinewriting@liberty.edu but should not submit drafts for review to this email address. All drafts must be submitted using the Request Tutoring links on the web page. The OWC myLU widget helps keep track of all requests and links to all writing aids.

**Student Counseling Services**

**Mike Kunzinger, M.A., M.A., LPC, NCC**
*Executive Director, Student Counseling Services*

Student Counseling Services (SCS) exists to help students manage difficult life experiences and reduce psychological distress. All currently enrolled residential, commuter, and local online students are eligible to receive face-to-face counseling services. For those not in the greater Lynchburg area, we provide assistance to help students locate counseling services in their local areas. Additionally, we offer online resources and self-help guides on our website.

- Online Resources
- Self-help Guides