Support Services for International Student Success

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Overview

• Preparing for your next course
• Your responsibilities as a student
• The role of an academic advisor
• Working with your instructor
• Walden’s grading scale
• Support services available at Walden
• Tips for a successful program
Preparing for your next course

• Registration policies
• Monitoring your Future Courses
• Ordering your books
• Reviewing your student bill
Preparing for your next course - Registration Policies

• Bursar and Contingent Admission Holds will prevent registration until they have been removed.
  – Bursar Holds are due to an outstanding balance.
  – Contingent Admission Holds are due to the need for an official transcript.

• Registration opens two months before a term starts.
  – If your next term starts on June 1, registration will become available around April 1.

• Registration closes on the third day of a term.
  – Requests must be received by this day and there can be no holds on your account preventing registration at that time.
Preparing for your next course - Registration Policies (cont.)

• Self-Registration Programs
  – Students in a self-registration program are responsible for initiating registration for the next quarter themselves. This can mean either self-registering in their portal or e-mailing their academic advisor to request registration.

• Automatic Registration Programs
  – Students in automatic registration programs will be registered for their next set of courses (provided they have no holds) by our Registrations Department. Typically, students are registered for two courses at a time, but you may be able to e-mail your advisor to ask to drop the second course.
Preparing for your next course - Monitoring your Future Courses Area

- If you are in an automatic registration program and you aren’t sure if you have been registered already (or you are a self-register students and you are wondering if your registration attempt was successful) you can review your Academics tab’s Future Courses area to confirm if you are registered for anything next term.
Preparing for your next course - Ordering Your Books

- Books become available about five weeks prior to the start of a course.
Preparing for your next course - Ordering Your Books (cont.)

• If you would like to order your books from another vendor (Amazon, etc.) you may do so.
• If ordering from another vendor, make sure to compare the ISBN to confirm that you are getting the correct edition of the book needed for your course.
• The Walden Library **DOES NOT** have course materials that are for sale in the bookstore. They will have other items you’ll use in your courses, but they do not have the books that students are required to purchase.
Preparing for your next course - Reviewing Your Student Bill

• Your Student Bill is available in your myWalden portal, on the Student Services tab.
Preparing for your next course - Reviewing Your Student Bill (*cont.*)

• Tuition fees are due two weeks before the start of class.
• If you have not paid your balance in full by the end of the second week, you will have a hold placed on your account.
  – **Document Holds** indicate a smaller balance remaining; with a Document Hold you cannot request a copy of your Walden transcript but you can register for future courses.
  – **Bursar Holds** indicate a larger balance remaining; with a Bursar Hold you cannot register for any future course or residency, nor can you order a copy of your transcript.
Preparing for your next course - Reviewing Your Student Bill (cont.)

- Document and Bursar Holds **DO NOT** prevent you from accessing your portal or completing any of the courses you are currently registered for.
  - If you find that you are having issues with accessing your classroom and you have a hold, you are likely experiencing technical issues unrelated to the hold itself.
  - Please contact Student Support for assistance.
Your Responsibilities as a Student

- Using your WaldenU e-mail
- Remembering your student ID
- Scheduling advising appointments
- Paying your student bill
- Reviewing your syllabus
- Attend class regularly
Your Responsibilities as a Student - Your WaldenU E-mail Account

• Students are provided with an @waldenu.edu e-mail account to be used for Walden purposes.
• This is the primary way that the university will contact you regarding your student bill, academic progress, announcements, etc., and it is important that you are reviewing it multiple times throughout the week.
Your Responsibilities as a Student - Student ID

- Whenever you call into Student Support or Academic Advising, please remember to have your Student ID available.
- Your Student ID is posted in the top-center of your portal.
Your Responsibilities as a Student - Scheduling Advising Appointments

• Walden strongly recommends that students contact their academic advisors if they have questions about a policy or procedure. While you can certainly e-mail your questions or call into the office, it is also possible to book an advising appointment.
Your Responsibilities as a Student - Scheduling Advising Appointments (cont.)
Your Responsibilities as a Student - Paying Your Student Bill

• If you have a balance remaining after the second week of a term, you will likely get messages from the Financial Accounts Management (FAM) team.

• You can work with FAM to see if it is possible to set up a payment plan you can follow when clearing your balance.

  – *Note*: Having a payment plan approved will still require that you pay the balance before the end of the term. Any holds will also remain on your account and registration may not be possible until the balance has been cleared.
Your Responsibilities as a Student – Reviewing Your Student Bill

• There are a variety of ways in which students can make payments towards their student bill.
  – Traditional bank/wire transfer
  – FlyWire by peerTransfer
  – Credit or debit card payment
  – Check or Money Order

• Contact bursarsupport@waldenu.edu to learn more about any of these options.
Your Responsibilities as a Student - Reviewing Your Syllabus

- Your classroom opens 4 days before the start of a course for the preview period.
- Advising recommends that students review the syllabus to ensure that they are prepared for that term, and that they understand the grading scale to be used in that course.
- Your syllabus will provide a Course Schedule for you, with information on assignments outlined week-by-week.
Your Responsibilities as a Student - Attend Class Regularly

• Though Walden’s programs are designed to be more flexible in terms of attendance, it is still important that you are logging into your classroom and completing assignments on a regular basis.

• Late work is generally not allowed. If you do not complete an assignment by the date that it is due, you will likely earn a zero for that assignment.

• Students using U.S. Federal Financial Aid programs who do not log into class and participate regularly may have their funds returned to their lender, resulting in a balance owed to the university.
Role of an Academic Advisor

• How to identify your advisor
• How we help students
• When to expect a response
Role of an Academic Advisor – How to Identify Your Advisor

• If you have an advisor assigned, his or her name will be listed in the top-right of your portal.

  – If you are a new student, you may not have an advisor assigned just yet.
  – If your previous advisor recently left Advising, we may be in the process of refilling his or her position.

• If you do not see an advisor’s name in your portal, you can still work with any of the advisors at Walden. Simply e-mail internationaladvising@waldenu.edu with your question and someone will respond shortly.

  – Note: You should not e-mail an advisor at their personal account. If your advisor is out of the office and you’ve e-mailed her personal account, no one else can access that message and you will have a delayed response to your question. Additionally, academic advisor’s e-mail addresses are not in the Walden Directory. If you find someone with your advisor’s name in the Directory and e-mail him or her, you’ve likely not e-mailed your advisor but another student.
Role of an Academic Advisor – How We Help Students

• An academic advisor is here to guide students throughout the duration of their degree on program requirements, university policies, and general best practices for success. Your academic advisor is well-versed in your program requirements and the university policies outlined in the Catalog and Handbook. We can assist you in understanding the many facets of your program, and if we cannot answer your question, we will help connect you with the right resources or departments – or to better understand the information you have gotten from another department.
Role of an Academic Advisor – When to Expect a Response

• An academic advisor will respond to messages within 24 business hours.
  – Note: We do not work over the weekend. Messages received on Friday evening (or anytime on Saturday and Sunday) will likely not be returned until Monday.
Contacting your Instructor

• Your Classroom’s Contact the Instructor Area
• Response Times
• Phone numbers and faculty
• Best practices
Contacting Your Instructor – Your Classroom’s Contact the Instructor Area

• Your instructor should provide his or her e-mail address in the Contact the Instructor area of the classroom.
  – If you have a generic question (“Where is the article for Week 3’s discussion?”) that is something you can post in the classroom.
  – If you have a question related to your own assignment (“What do you recommend I do to improve my APA skills?”) that is something you should e-mail your professor.
Contacting your Instructor – Response Times

• Faculty are expected to respond to course-related e-mails within 48 business hours, excepting holidays and weekends.

• Faculty members are to return graded classroom assignments that are submitted by the due date to students within 10 calendar days of the assignments' due dates for coursework in classrooms.

• Doctoral capstones (dissertations, doctoral studies, etc.) have a 14 calendar review.
Contacting Your Instructor – Phone Numbers and Faculty

• Faculty are not required to provide phone numbers for students to contact them via phone.

• If your faculty member has, please be respectful of time zone differences and try to arrange a time for a call first.
Contacting Your Instructor – Best Practices

• Address your instructor as “Dr.” or “Professor”, unless otherwise directed to in the Contact the Instructor area.

• Do not write your e-mail in ALL CAPS. This indicates shouting or anger in e-mails.

• Only e-mail your instructor from your @waldenu.edu e-mail account.
  – Faculty are not supposed to respond to messages sent from non-Walden accounts.
  – Additionally, our faculty’s SPAM filters are rather sensitive and will frequently block those messages.
Grades at Walden

- Grading Scale
- GPA
- Failing Grades
- W Grades
- Grade of Incomplete
Grades at Walden – Grading Scale

• Walden grades on either an A – F scale or a S/U scale.
  – S = satisfactory; the course was passed
  – U = unsatisfactory; the course was not passed
• Your syllabus will identify what each point or percentage range will equate to each grade. It’s very important that you review this with each course.
Walden requires that students maintain a specific Grade Point Average (GPA).

- Undergraduate students need to maintain a 2.0 GPA (a C average)
- Graduate students need to maintain a 3.0 GPA (a B average)

If you fall below this average, you will be on Academic Warning for Low GPA and your advisor will contact you to discuss what this means for your program.
• Students must earn a passing grade in all required courses. If students earn a non-passing grade (typically either a U or an F grade) in a required course, they will be required to retake the course.

  — *Note*: Some courses require students earn either an A or a B in them to consider them successfully passed, with a C grade considered non-passing.

• Students who retake and pass a course they’ve previously failed will have the original U or F grade on their transcript, but the new grade will be used for calculating their GPA.
Grades at Walden – W Grades

• If you have to withdraw from a course due to a personal emergency or any other reason, please e-mail your Academic Advisor to request a withdrawal as soon as possible.

• A withdrawal results in a W grade being recorded. A W indicates you started a course but withdrew prior to the deadline.

• You will need to retake the course in full at a later date. The W grade will remain on your record, but the grade from the retake of the course will be used when calculating your GPA.
Grades at Walden – Grades of Incomplete

• Incomplete (I) grades are typically assigned only when a student has completed the majority (80%) of a course, including assignments and discussions, but has an event occur which prevents him or her from successfully completing the remainder of the course. In this case, the student must contact his or her instructor to inquire about the possibility of getting an I grade. The request should be submitted prior to the last day of class.

• In the request, students should identify the assignments that remain and the timeline of when the missing assignments will be submitted.

• In general, Walden discourages the practice of I grades. However, there are times where one is warranted.
Support Services Available at Walden

- Academic Residencies and Form I-20s
- Academic Skills Center
- Career Services
- Disability Services
- Military Services
- Walden Library
- Writing Center
- Student Assistance Program
- Student Support Team

- Note: This is not a complete list of all the services available at Walden. Feel free to schedule an appointment with your advisor or to review the Student Handbook for more information about the various support services available.
Support Services Available at Walden - Academic Residencies and Form I-20s

• If you are attending a required academic residency within the United States and you are not a U.S. citizen, Academic Residencies can assist with the application for a Form I-20 and F-1 visa, which will be required for entrance into the country to attend a residency.

• Academic residencies are also a great opportunity to network with colleagues from around the world and make connections that will be beneficial for your success in the program.
Support Services Available at Walden - Academic Skills Center

• The mission of the Academic Skills Center's staff and faculty is to provide Walden students with courses, one-on-one tutoring, tools, and strategies that support their success in developing skills foundational to their coursework.
  – Tutoring services
  – WCSS courses and capstone workshops
  – Skill-builders
  – Software assistance
Support Services Available at Walden - Disability Services

• Disability Services serves students with a wide range of disabilities including physical, sensory, and mobility impairments; but also including learning disabilities, psychiatric disabilities and systemic disabilities that impact stamina (like Cancer and Diabetes). There are many students with disabilities who don’t need these services because they don’t confront any barrier to access. Every person’s case is unique. Please contact Disability Services (disability@waldenu.edu) to discuss any barriers you are experiencing and determine if services are appropriate.
Support Services Available at Walden - Student Assistance Program

• Walden’s Student Assistance Program offers students free and confidential counseling on a variety of personal and professional issues that may be affecting the quality of their learning experience.

• For more information, please review the Student Handbook.
Support Services Available at Walden - Student Support Team (SST)

- Walden’s Student Support Team (SST) is available 24 hours a day, seven days a week by phone, via online chat, or via e-mail to help with basic technical support and administrative questions.
- Technical support includes questions related to the online learning environment as well as navigational and technical issues within the myWalden university portal. The Student Support Team also serves as initial support for the Bursar and Registrar.
Tips for a Successful Program

• Order your books around five (5) weeks before class starts to give them time to arrive.

• Review the feedback your professor provides on your assignments to find out how you can improve your work moving forward.

• Save your work on an additional device like an external hard drive, Google Drive, or a USB key.
Tips for a Successful Program (cont.)

• Do not be afraid to take a Leave of Absence (an official break from courses) if you need one to focus on your family or profession obligations for a while. Many students are afraid to take a Leave, but it can help you refresh and come back to your program more focused.
Tips for a Successful Program (cont.)

• Attend the webinars put on by Career Services, Library, Writing Center, etc. These are great resources and are often provided free-of-charge.

• If you can’t attend the webinar when it’s live, be sure to visit the webinar archives to still benefit from the content available.
• APA is new for *many* students. Because of this, we strive to provide a wide variety of resources to help you develop your APA skills, like:
  – Assignment Templates from the Writing Center
  – Academic Skills Center’s WCSS courses and workshops
  – Webinars, podcasts, blog posts, and many other online APA resources!
• Participate in Our Community (available from the Student Life tab in your portal) to connect with colleagues from your program and around the world!

• Use Quick Answers (also available from the Student Life tab in your portal) to find answers to some of the most common questions students have about policies and support services here at Walden.
More questions? Stay Informed!

Current Walden students, e-mail: ASCtutoring@Waldenu.edu

Subscribe to our Facebook & Twitter channels to keep up-to-date on new information, ask questions and share your knowledge.

Visit our website for tutorials, event schedules, tutoring services, courses and workshops.