What is online learning like at Walden University?

The Student Readiness Orientation is a small example of what online learning is like at Walden University. In your online courses, you access an online classroom, navigate it to access resources, and complete and submit activities online. Many students come to online learning with some preconceived ideas of what it will be like. The Student Readiness Orientation prepares students for navigating and using the online classroom environment and student portal. Since many of our resources are available online, either directly in the classroom or within the student portal, the Orientation familiarizes students with our online learning style. The Orientation allows students to practice submitting work, review where to find key classroom information and informs students of additional software that may be needed for online learning. The Orientation also informs students of common technological troubleshooting tips as well as creating a backup plan.

How do I get a Walden ID Card?

You can print out a copy of your student ID card in your myWalden portal at the following location:
- Log into your myWalden portal.
- Select the Welcome Center tab.
- Choose the Get Prepared tab.
- Select the link for by #7 for Print your Student ID.

How do I contact the support services of Walden University?

You can contact many of the departments of Walden University by calling 1-800-WaldenU. This number is also posted on the Support tab of the myWalden portal. The departments available by phone include: Financial Aid, Billing, Bursar, Disability Services, Course Materials, Technology Support, Veteran's Benefits, Library, Residencies, Writing Center, Career Services, Academic Advising, and Enrollment.

How can I obtain a copy of my transcripts?

You can access your unofficial transcripts or request Official transcripts on the Student Services tab of the myWalden portal. Locate the Student Records section on the left side of the page, and select the View Unofficial Transcript or Official Transcript Request link accordingly.

Official Transcripts are $10 per transcript and expedited shipping can be added for an additional $30. Processing time for Official Transcripts is 5-7 business days; expedited shipping does not decrease processing time.
Am I required to use my Walden e-mail account?

Yes, all students are given a Walden e-mail account and are required to use it for all official Walden communication.

How do I access my Walden e-mail account?

Students must access their e-mail account through their myWalden portal. There are multiple ways to reach the Inbox:

1. Students can click on the Go to myWalden E-mail link on the top of the myWalden portal page.
2. Students can click on the Inbox link located in the Message Corner on the Academics page of the myWalden portal.

Note: The first time the e-mail is accessed, the student will be required to accept the terms and conditions of using the e-mail. Also, students must ensure that their pop-up blocker is disabled in order for the e-mail software to work.
How can I determine how much my program will cost?

Tuition information can be found in the Student Handbook by selecting Tuition, Payment Policies, and Financial Aid and then selecting Tuition and Fees.

A variety of factors impact your overall cost, including (but not limited to): the length in time you are in your program, any transfer of credit you are awarded, the possibility of repeating any courses, the fees associated with your specific residencies, and the costs associated with your textbooks or supplies for class, etc.

An estimate of the costs associated with the program for students is located on the Walden website.

What will my Instructors and classmates be like?

In each course, you have an Instructor and classmates.

Your Instructors

Your Instructors are there to support you and to guide you in your learning. They also are responsible for helping to keep you on track during the course and grading your assignments. Each Instructor has a personal expertise and style that he or she brings to the online classroom. As a result, expect your Instructors and their teaching and communication styles to be different from each other’s.

To learn more about what you can expect of your online Instructors, refer to the Guidelines and Policies area of the course navigation menu.

In a series of videos, Walden Faculty Members explain their role and offer tips and advice for interacting and communicating with them during your course. To access these videos, click the play arrow in the bottom left corner of the media player.

Your Classmates

The online classroom is a global community in which people of all different languages, experiences, and backgrounds come together to learn. As a result, your fellow classmates:

- May be taking the course in their second, third, or even fourth language
- May or may not have some prior college experience
- May or may not have taken an online course before
• May or may not have much experience with the technology needed for online learning
• May be in different programs, specializations, or concentrations

Everyone is in the online classroom to learn, and everyone—regardless of background, language, or customs—has something to contribute.

Building Relationships with People

Walden knows that students who develop strong, positive relationships with their classmates and Instructors are the students who succeed at Walden. You can build relationships by doing the following:

• **Making an effort to connect and communicate.** You can do this through e-mails, instant messaging or chat, phone calls, and social networking sites, such as LinkedIn and Walden’s very own eCampus.

• **Communicating in a respectful manner.** You are introduced to online communication’s best practices in your first courses to be applied throughout your time here at Walden.

How will I be graded in the first two courses?

Walden believes students should know up front how they will be graded. As a result, you can find grading criteria in several locations.

• **In the Syllabus.** Each course has a Syllabus, which is a document that contains important course information such as the titles of books you will need to purchase (if applicable) and an Assignment schedule. The Syllabus has a section that explains how the course will be graded. This includes a listing of course assignments and their point value, a total point value for the course, and the way that total point value or percentage becomes a letter grade. The Syllabus is located in the same place in each course: in the Syllabus link in the course navigation menu under Course Home.

• **In the grading rubrics.** Each course has one or more documents explaining how course assignments are evaluated. These are called rubrics or evaluation criteria, and they are explained in more detail in the first courses. Rubrics may appear in more than one location in your courses—in the Course Information link in the course navigation menu under Course Home, in the weekly Learning Resources, or even in the Assignment area. If you do not find the rubrics or evaluation criteria for your course, ask your course Instructor.
• **In the Student Handbook.** Walden’s grading policies are published in the Student Handbook. To access the Student Handbook, go to the Walden Catalog. In the drop-down menu, select the most current Student Handbook. In the side navigation menu for the Handbook, click the link for **Enrollment, Academic Progress, and Grading Policies** and then select **Grading**.

Walden’s standard grading policy will be used in each course. For more information, see the **Grading Policy** and **Course Grading Scales** section in the Walden University Student Handbook. For the specific grading policies and standards of each course, please review the course Syllabus and any course assignment rubrics which may be included in the course materials.

**What are Rubrics?**

Each course has grading rubrics for Discussions and Assignments. Different rubrics may be written for different assignments. Grading rubrics guide the Instructor in evaluating assignments and assigning scores. These rubrics guide you as well by informing you about content and format expectations for each learning activity.

Learn more about rubrics at [http://www.cmu.edu/teaching/designteach/teach/rubrics.html](http://www.cmu.edu/teaching/designteach/teach/rubrics.html)

**What are the course participation requirements?**

Students are required to login to all of their classes on the first day of class, even if you have logged in during the preview period. Once in class, please refer to your class syllabus for class specific requirements. If you have further questions then please contact the instructor for that class.

**When will I gain access to my online courses?**

You are given access to your online courses four days before the class is scheduled to begin. Most courses begin on a Monday; therefore, you are given access to the courses the Thursday before.

**Note:** If you are registered during the course access opening period or after the course start date, your course access will open within **24 hours** after the date you are registered.

**What is a Bursar’s Hold?**

After the start of a term, students who have an unpaid balance may have a hold placed on their records at the sole discretion of Walden. A Bursar’s Hold prevents a student from registering for any future term until the outstanding balance is paid; the hold does
not remove the student from current classes nor does it prevent a student from completing their current class.

If a student with a Bursar Hold has withdrawn from Walden, and then seeks readmission to the university, the hold must be satisfied prior to readmission. Once the outstanding balance is paid, the hold can be removed by contacting the Bursar’s Office.

Methods of payment include all approved payment arrangements, payment plans, guaranteed financial aid, peerTransfer (for international payments), and third-party sponsorship.

For additional information regarding acceptable methods of payment, students can contact the Bursar’s Office directly at 1-800-444-6795 or at bursar@waldenu.edu.

**What if I need to take a temporary break from my program of study?**

Students who wish to take a break from their courses for a short period of time may want to speak with their Academic Advisor regarding a Leave of Absence (LOA). Students can take one LOA ranging from 30-180 days in any 12-month cycle.

**Important Information Regarding an LOA:**

- You can take a maximum of 180 days of LOA within any one 12-month period.
- Students whose LOA begins on or before the last day to withdraw from classes will receive a W grade for all active courses in that term.
- Students whose LOA begins after the withdrawal deadline will receive a grade based on the coursework they have completed up until the time the leave starts.
- Concerns regarding Financial Aid eligibility while on LOA should be directed to the Financial Aid Office.
- Students whose military obligations make it difficult to remain successful in their program will want to contact the Walden VA office regarding a Military Leave of Absence. The Walden VA is available at va@waldenu.edu.

To request an LOA, please fill out the form located in your myWalden portal.

**What are Academic Progress Benchmarks?**

The Minimum Academic Progress Benchmarks can be found in the Student Handbook by selecting the **Enrollment, Academic Progress, and Grading Policies** section of the Student Handbook, selecting **Academic Progress**, and then selecting **Academic Progress Benchmarks (Chart)**.