



ARTS & SCIENCES QUICK REFERENCE

You are not alone while you are at Kaplan University!
There is always someone who is able to assist and support
you during your educational experience.

Classroom Questions

Your **Instructor** is your first point of contact for course matters. Please contact Instructors with any general questions with your courses including: questions about the grading rubrics or class policies, when you will be absent from class, and questions about course content. Please see **Instructor Information** in each class for each instructor's email address, AIM Screen Name, office hours and general contact information. Keep the communication open between you and your instructors.

Personal & Scheduling Questions

Your **Academic Advisor** is available to help answer questions about the program and any academic concerns you may have. For instance: registering for classes, dropping a class, program or course requirements, academic and professional goals, to request tutoring or other special services, information on prior learning assessment, concerns with time management, stress management, or study skills and questions regarding University policies and procedures. The main toll-free number to reach Academic Advising is: **866-522-7747**. You will also have your advisors email address.

Technical Issues

Technical Support is available to help you access your seminar and message boards as well as help address basic technical support questions. You can reach technical support through the main number: **866-522-7747**.

Financial Aid

The Financial Aid Office is available to answer questions about loans, renewing financial aid, missing documents, questions on Living Expenses, changing your credit load, monies owed before or after graduation or re-entry, and also in cases when withdrawal from school is necessary. The numbers to reach FA are: **866-458-2008** or **866-522-7747**

Student Accounts

The Student Accounts Office is available to answer questions about your tuition bill or any other payments. They can also assist with paying a registration fee for Challenge Exams or Experiential Learning Portfolios, and also in cases when withdrawal from school is necessary. The number to reach Student Accounts is: **800-817-8272**

Study Tips & Tools

Your **KU Campus Homepage** is packed with study tips and advice for all students. It may have been a while since you last had to write an essay or take an exam. Use the sites included on the page to get writing tips or brush up on test-taking and time management skills. You will also find links to online dictionaries and academic search engines that will save you time when doing research.

Good luck to you, and have a GREAT first term experience!