Kennesaw State University offers fully online degree programs, certificate programs, hybrid online programs and a large selection of courses in online and mixed-model versions. Designed and taught by KSU faculty, distance learning at KSU offers high quality degree options with distance learning convenience and flexibility. **Online resource links** for all things KSU are available by visiting [http://learnonline.kennesaw.edu/](http://learnonline.kennesaw.edu/).

**Academic Calendars**
The Academic Calendar serves as an information source and planning document for students, faculty, staff and departments. The calendar includes current and upcoming registration dates, class start dates, add/drop deadlines, exam dates and more. **View academic calendars** - [http://registrar.kennesaw.edu/academiccalendar/](http://registrar.kennesaw.edu/academiccalendar/)

**Advising**
For undergraduate students, advising is available through the advising offices in the academic college that programs are housed in. Reference the online list to locate the advising team related to your major or area of interest. Additionally, a full list of advising contacts by major is also available. *Please Note: The Distance Learning Center does not provide advising services for students.* For more information visit [http://learnonline.kennesaw.edu/student-resources/advising.php](http://learnonline.kennesaw.edu/student-resources/advising.php).

**Adult and Commuter Affairs Center**
The Adult and Commuter Affairs Center offers the below academic support initiatives for online students.

- **Online Academic Tutoring Services** – Smarthinking
  - Set up ONLINE access to Smarthinking Tutoring: [Access to Smarthinking Online Tutoring](http://learnonline.kennesaw.edu/student-resources/advising.php).
  - Students: Please allow up to 48 hours for access and for it to appear under General Courses in D2L.

- **KSU Writing Center Satellite Services**
For more information visit [https://acsa.kennesaw.edu/academic-support.php](https://acsa.kennesaw.edu/academic-support.php)

**KSU Bookstore**
The KSU Bookstore is your one-stop shop for all of your textbook and course material needs to include new and used textbooks, textbook rentals on select titles, and digital books (select titles). Online students can visit the campus store or shop online at [bookstore.kennesaw.edu](http://bookstore.kennesaw.edu).

Order online using your course schedule, which guarantees the right book for your course. The Bookstore offers competitive pricing and displays pricing information for other textbook sources as you select your courses. The Bookstore also offers a full line of KSU spirit merchandise. Orders can be shipped or picked up in-store.

For more information, please visit - [bookstore.kennesaw.edu](http://bookstore.kennesaw.edu)

**KSU Code of Conduct**
All students are responsible for knowing the information, policies and procedures outlined in the Kennesaw State University Codes of Conduct. **Review KSU Codes of Conduct** - [http://scai.kennesaw.edu/codes.php](http://scai.kennesaw.edu/codes.php)

**Library**
Our mission is to be involved in teaching, learning, discovery and the Engage KSU program taking place at Kennesaw State University. Essential to achieving this mission, is to be a library that selects, organizes, presents, and preserves resources for the KSU community of faculty, students, and scholars.
Contact the Library:
Live Chat available - http://www.kennesaw.edu/library
Information Desk: 470-578-6202
Reference: 470-578-6325

Netiquette
The term netiquette is commonly used in reference to popular forms of online communication, including email, forums and chat. It is derived from “Network and Etiquette”, and “Internet and Etiquette”. It is the set of social conventions that guides interaction over networks. View the Netiquette Resource Page - http://www.albion.com/netiquette/

Student Disability Services
Kennesaw State University provides program accessibility and reasonable accommodations for persons defined as disabled under Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

Students with disabilities who require accommodations (academic adjustments and/or auxiliary aids or services) please contact:
Office for Student Disability Services (SDS)
➢ Kennesaw Campus, 470-578-2666
➢ Marietta Campus, 678-915-7244

Please do not request accommodations directly from the professor or instructor without a letter of accommodation from the Office for Student Disability Services (SDS). For additional information visit - http://sds.kennesaw.edu/

Student Support Resources
The Kennesaw State University office of Student Development assists specific student populations in their adjustment to and enjoyment of university life through a variety of programs and services.
➢ Adult Learner Programs - Online Community
➢ KSU Student Success Services
➢ KSU Veterans Resource Center
➢ KSU ESL Support (English as a Second language)

General information on a full list of Student Services and Responsibilities can be found in the catalog online. Please visit - http://catalog.kennesaw.edu/ in the Student Services & Activities section

University Information Technology Services
UITS can provide support with campus applications and services such as Owl Express, KSU WiFi, and Desire2Learn (D2L). If your computer is running slowly or experiencing pop-ups, they can also offer advice on malware removal and ensuring your PC has the most current updates from Apple or Microsoft. Students can receive support in the following areas: KSU ID, NetID, e-mail account, Owl Express, WiFi connection, D2L Brightspace, and UITS workshops. For more information visit - http://uits.kennesaw.edu/

KSU Service Desk
For phone/email support assistance, contact 470-578-3555 or studenthelpdesk@kennesaw.edu

Writing Center
The Online KSU Writing Center provides one-on-one, process-focused writing instruction in two formats: synchronous and asynchronous writing sessions.
"Live Feedback" is a synchronous (real-time) tutoring option with an audio and visual feed, a live chat box, and a white board that students and their writing assistants can use to interact in real time.
The asynchronous tutoring option, called "Written Feedback" allows students to upload assignment guidelines and drafts to receive written feedback from a writing assistant within 24 hours of their scheduled appointment.

For more information visit - [http://writingcenter.kennesaw.edu/](http://writingcenter.kennesaw.edu/) and [http://writingcenter.kennesaw.edu/how_we_help_writers/online.php](http://writingcenter.kennesaw.edu/how_we_help_writers/online.php)

**eCore**
KSU offers traditional online courses as well as another option of online courses called "eCore". eCore, the University System of Georgia's online general education "core" curriculum, was established as part of the Complete College Georgia initiative which focuses on making college more accessible and affordable.

- eCore offers courses in General Education Areas A-E
- Open Educational Resources (OER) are digital textbooks available inside eCore courses at no cost to the student.
- Courses are taught by instructors from SACSCOC accredited USG institutions.
- Course credits earned through eCore are transferable within the USG and to most other colleges and universities.
- Before you can register for an eCore course in Owl Express, you must first successfully complete the eCore Orientation.

For more information including tuition and fees, visit [http://ecore.kennesaw.edu/](http://ecore.kennesaw.edu/), email: ecore@kennesaw.edu, or phone: 678.915.4984

**Other Useful Contact Information**

**Bursar's Office**
The Bursar's Office provides the following services for KSU students:
Acceptance of student fee payments, disbursements of financial aid balance of awards, administration of private scholarship funds and funds on deposit accounts, administration of corporate and third party contracts, and collection of Perkins Loans/KSU Emergency Loans
Email: Bursars@kennesaw.edu
Phone: 470-578-6419

**Enrollment Services**
Phone: 770-423-6300
Please use the following options to reach the department you need:
Option 1 - Accounts, Testing, Orientation, Card Services, Housing, Residence Life
Option 2 - Bursar's Office
Option 3 - Financial Aid
Option 3 - Admissions
Option 4 - Registrar

FERPA, as amended, is a federal law that sets forth requirements regarding the privacy of student records. FERPA governs the disclosure of student records maintained by an educational institution as well as access to those records.

FERPA applies to all students who attend post-secondary institutions. Students enrolled in any courses offered by KSU, at any location or through any method of delivery (i.e., campus/on-site, hybrid, partially online and fully online) are covered by FERPA. KSU considers an admitted student to be in attendance upon
enrollment/registration for classes. Institutions that receive funds administered by the Federal Office of Education are bound by FERPA requirements, and failure to comply may result in the loss of federal funding.


Student Consent to Disclosure to Parent, Legal Guardian or Third Party:
http://financialaid.kennesaw.edu/forms/information_release.pdf

Office of the Registrar
Registrar office hours are Monday through Friday, 8am until 5pm. Walk-in assistance is available during office hours.
Web: http://registrar.kennesaw.edu/
Email: Registrar@kennesaw.edu
Phone: 770-423-6300, Option 4

Office of Student Financial Aid
Counselors are available at the front desk each day, Monday through Friday, 8am until 5pm. Walk-in assistance is available during office hours.
Web: http://financialaid.kennesaw.edu/
Email: FinAid@kennesaw.edu
Phone: 470-578-6074
Find Your Financial Aid Counselor: http://financialaid.kennesaw.edu/contact-counselor.php

Scheduling an Advising Appointment for Online Learners with CHSS
College of Humanities and Social Sciences only
➢ Schedule appointment in EAB - Campus Advising by clicking "schedule appointment" at CHSS website: http://uac.hss.kennesaw.edu/
➢ Write in the notes section: "Need virtual advising - Web Learner"
➢ Call 470-578-7728, 5 minutes before your appointment begins. You will be given a URL to access a virtual advising chat room - must have access to computer with web cam and audio.
➢ If you do not have access to the above items, you will be given a number to call into the room instead. The appointment will function like a regular phone appointment.
Web: http://chss.kennesaw.edu/uac/
Phone: 470-578-7728