

### Your Support Team

Contact your instructor when:

- You have questions or need clarification regarding your assignments.
- You have questions regarding your grades or plagiarism.
- You would like to verify the policy for submitting assignments after the assigned due date.

Contact your Student Advisor when:

- You have questions regarding your schedule or your degree progress.
- You have questions regarding your academic status.
- You would like to make any changes to your course schedule.
- You would like to make any changes to your current major, minor, or specialization.
- You have questions regarding your financial account and payment options.
- You have questions regarding your financial documents, balance, stipends, or ledger card.
- There is currently a financial hold on your account.

### Frequently Asked Questions

1. How long does it take for my final course grade to post?

- Your final course grade will be posted one week after your course ends. If it has been longer than one week and your grade is still not posted, please contact your Student Advisor.

2. What is considered a passing grade for my courses?

- Most undergraduate courses must be successfully completed with a 60% or higher. However, courses classified as General Education Competencies must be passed with a 70% or higher. For a list of these courses, please refer to your Degree Progress Report in your Student Portal under the “My Degree” tab.
- For graduate level courses, all courses must be successfully completed with a 70% or higher.

3. What happens if I miss a week of attendance?

- Attendance is defined as participating in an academic activity within the online classroom, which includes: posting in a graded discussion forum, submitting a written assignment, and submitting a quiz or exam.
- If you are enrolled in the introductory courses of EXP 105 and PSY 202, you are required to attend at least once in any seven consecutive day period for the duration of the course, and cannot miss one week of attendance. If you fail to meet attendance for any week of the introductory courses, you will be administratively dropped from the course and will need to retake it.
- For all other classes, you must log in to your course at least once in any 14 consecutive day period. If you miss one week, you will be sent an absence warning notification. If you miss two weeks, you will automatically be dropped from the course.

4. Where can I find important documents (e.g. Area of Study Declaration and Enrollment Verification Request forms)?

- All important documents can be found in your Student Portal under the “My Forms” tab. Most of these documents will be located under Registrar’s Office Forms.

5. How do I update my contact information?

- You can update your home address, email address, and phone numbers in your Student Portal under the “Account Info” tab.

## 6. How is my GPA calculated?

- Your grade point average is calculated by taking the average of the point values assigned to each letter grade you earn. For undergraduate programs, the point values are as follows:

A = 4.0 (93-100%) C = 2.0 (73-76%)  
A- = 3.7 (90-92%) C- = 1.7 (70-72%)  
B+ = 3.3 (87-89%) D+ = 1.3 (67-69%)  
B = 3.0 (83-86%) D = 1.0 (63-66%)  
B- = 2.7(80-82%) D- = 0.7 (60-62%)  
C+ = 2.3 (77-79%) F = 0 (0-59%)

- For graduate level programs, only the grades of A, B, C, and F will be given. The point values are as follows:

A= 4.0 (90-100%)  
B= 3.0 (80-89%)  
C= 2.0 (70-79%)  
F= 0 (0-69%)

## 7. How do I access my course guides and book information?

- You can access this information in your Student Portal under the “Learning Resources” tab. Here you will find a link to the Student Course Guides. Course materials and textbook information are located here as well.

## 8. How can I get additional help with my coursework and papers?

- Your instructor should be your primary point of contact regarding your assignments. If you need additional help, you can visit our Ashford Writing Center in your Student Portal under the “Learning Resources” tab.

## Helpful Links and Resources

- Bookstore: <http://ashford.edu/student/bookstore.php>
- Graduation Information: <http://www.ashford.edu/student/graduation/>
- Transcripts: [http://ashford.edu/transcript\\_request](http://ashford.edu/transcript_request)
- Constellation: <https://content.ashford.edu/Support>

## Send a Fax

If you have something to fax to us but don't have a fax machine, many vendors have faxing services. Check out this list of businesses that typically offer faxing services on site. Please visit each business's website to find a location nearest you.

- FedEx Office: [www.fedex.com](http://www.fedex.com)
- Postal Annex: [www.postalannex.com](http://www.postalannex.com)

In addition, there are many internet websites that offer e-faxing, including:

- [www.faxzero.com](http://www.faxzero.com)
- [www.efax.com](http://www.efax.com)
- [www.myfax.com](http://www.myfax.com)

Please note that Ashford University is not affiliated with these sites, and they are offered as suggestions only.

## *University Catalog*

Additional information regarding Ashford University policies can be found by visiting our Academic Catalog at: <http://ashford.edu/catalog/>. Important topics covered in the Catalog include, but are not limited to:

- Satisfactory Academic Progress (SAP)
- Dean's List
- Honor Societies

*For any additional questions or concerns, please contact us directly at 866.974.5700*