



SU & HHS FAQs

Associate of Applied Science of Business Management in Healthcare Support Systems (AAS-BMHSS)

Program Information

1. How long is the program?
 - a. The AAS BM HSS program is 15 months long or 10 Terms.
2. How long is each term?
 - a. Each term will run for 6 weeks.
3. How many classes do I take in a single term?
 - a. You will be scheduled for a minimum of 2 classes per term.
4. Are all classes provided online?
 - a. Every class is provided in an online format.
5. Where can I access the program catalog (course list)?
 - a. Pending TWC approval
6. Where can I access the program's competency list?
 - a. You can access the program's competency list by reaching out to your admissions representative.
7. What happens if I fail a class?
 - a. At the end of the term, when final grades have been submitted, a student will be prompted with an acknowledgement form when they log into SU Learning if they have failed a class. On this form, the student will either need to acknowledge/accept their final grade or dispute the grade if they believe their grade was calculated in error. The dispute will be sent to the instructor and administration for review.
 - b. If a student fails a class, the student will be required to repeat the course when the exact course becomes **available at the student's expense (non-scholarship price)**. The student may contact the Financial Aid and/or Accounting department to discuss repayment options, if this should occur.

Schedules

1. Where can I find my current schedule?
 - a. You can find your current class schedule by logging into SU Learning and selecting “My Schedule” found on the top heading of the SU Learning home page.
2. When will my new schedule for next term be released?
 - a. Schedules for the upcoming term will be available by the 5th week of the current term. This is typically 1-2 weeks prior to the start of a term.
3. Where can I see my new schedule for the upcoming term?
 - a. You can find your class schedule for the upcoming term by logging into SU Learning and selecting “My Schedule” found on the top heading of the SU Learning home page.
4. Who will be my instructor?
 - a. You can view who your instructors are by logging into SU Learning and selecting “My Schedule” found on the top heading of the SU Learning home page. Instructor names will be listed under the respective course.
5. When does the next term start?
 - a. The term start and end dates can be found on the SU Learning home page and by clicking on the “Term “Calendar” link in the SU Learning Resources block.
6. Are there any breaks during the year?
 - a. Academic breaks can be found on the SU Learning home page and by clicking on the “Term “Calendar” link in the SU Learning Resources block.

Course Information

1. How do I access my courses?
 - a. By logging in to SU Learning at: <https://sulearning.southwestuniversity.edu/index2.php>
Your classes will be located on the left hand of the screen. Choose the class that you’d like to review. Watch the video linked below for further instructions on accessing your courses after logging in to SU Learning:
[Access Your Courses on SU Learning](#)
2. What is SU Learning?
 - a. SU Learning is Southwest University’s exclusive Learning Management System (LMS). It is the tool used for instructors and students to manage and access their courses.
3. What is my SU Learning User Id?
 - a. Your user id is the first letter of your first name + full last name + last four digits of your student id + @southwestuniversity.edu
4. What is my SU Learning password?

- a. Your SU Learning/email user id and password are sent to you to your personal email during your enrollment.
5. How do I reset my SU Learning password?
 - a. Your SU Learning password can be reset by changing your SU email password.
 - i. Please watch video with instructions by clicking the link below:
[Reset SU Learning Password](#)
6. What is the general course format?
 - a. Each course is broken up into 6 weeks. Each week consists of synchronous activities, assignments, and quiz/exam to re-enforce competencies covered. (list of competencies per course can be found on the respective course's homepage.)
7. How do I access my live virtual lectures?
 - a. Live lectures are hosted through Microsoft Teams. Any scheduled meeting through Microsoft Teams will either be sent to you via a calendar invitation or through a direct meeting link found within each course module. Dates and times for live lectures will be announced on the weekly announcements of the course. The following link can be used to download the Microsoft Teams App:

<https://www.microsoft.com/en-us/microsoft-teams/download-app>
8. What is Microsoft Teams?
 - a. Microsoft Teams is a proprietary business communication platform developed by Microsoft, as part of the Microsoft 365 family of products. All students have access to this software which allows them to communicate with each other and their instructor.
9. How can I access my eBooks?
 - a. Each class has an eBook that will be found on the course of interest through SU Learning.
Books will be provided by either VitalSource or Cengage
10. How do I submit / upload assignments?
 - a. To submit/upload an assignment you need to create a file (PDF, Word, Excel etc.) and submit it directly to the specified assignment.
 - i. Please watch video with instructions by clicking the link below:
[Submit an assignment on SU Learning](#)
11. Who can help check my work before submission?
 - a. To request tutoring you can directly ask your instructor for help, or contact your program director (Laura Lazarin - llazarin@southwestuniversity.edu, or/and Jose Nakid jnakid@southwestuniversity.edu) for more tutoring options
12. Where can I find the assignment deadline?

- a. Each assignment's deadline is specified in the weekly announcements.
- b. Most assignment deadlines will be also available in the course calendar
- c. If you still can't find the assignment deadline, communicate directly with your instructor.

13. How do I view my current grades?

- a. Your current grades can be viewed by logging into the SU Learning's homepage and clicking on the "Live Grades" link located under the SU Learning Resources block.
- b. To get more detail on each of the grades earned, log in to each class' grades.
- c. Watch the video linked below for steps on viewing your grades:

[Access Your Grades on SU Learning](#)

14. How is my grade calculated?

- a. Grades are calculated as follows:

Learning Activities	40% of total grade
Assignments	30% of total grade
Exams	30% of total grade

15. How is my attendance recorded?

Attendance will be taken based on student active participation and engagement with the class activities presented in SU Learning including assignments, discussion boards, research papers, quizzes, video conferences, journal, virtual lab, surveys, exams, etc.

Students will be marked present for the entire week if they have shown participation (completing assigned activity) in any of the class activities including assignments, discussion boards, research papers, quizzes, video conferences, journal, virtual lab, surveys, exams, etc. for that particular week.

Students will be marked absent for the course in a particular week if they have not participated in any of the class activities administered for that week alone. Students will be allowed to continue in the following week if they begin to engage in the course.

16. How do I request virtual tutoring for my courses?

- a. Reach out to your instructor to request tutoring via Teams or Zoom. If the instructor is unable to meet with you at the desired time, you may contact your program directors to provide you with an instructor that can.

17. How can I get in contact with my instructor?

- a. Every class at the top right corner has your instructor's contact information and their communication preference. To find an instructor or student email you may also type their full name in Outlook Microsoft 365

18. How can I get in contact with other classmates?

- a. Each class has at the left hand side the list of participants of each class that includes each of the students' email.
19. Can I withdraw from a class?
- a. Yes, you can. You have up to 10 business days from the first day of the start of term. You can do so by contacting your director or the advising department directly.

University Support

1. How do I contact the IT department?
 - a. You can contact the IT department by calling the university's direct line at 915-778-4001 or email them directly to itdepartment@southwestuniversity.edu

2. How do I contact my program's directors?
 - a. Your program directors are Laura Lazarin and Jose Nakid.
You can reach them by calling the university's direct line at 915-778-4001 or email them to: llazarin@southwestuniversity.edu and jnakid@southwestuniversity.edu respectively.

3. Where can I access the student handbook?
 - a. Our student handbook is accessed through the Southwest University website
 - i. Visit <https://southwestuniversity.edu/>
 - [About Us](#)
 - [Download a Copy of Our Student Handbook](#)

4. What academic tools are available to me?
 - a. All students are provided with Microsoft 365 as part of their tuition, which includes Microsoft Word, Teams, Excel, PowerPoint, Outlook, and OneDrive amongst others.
 - b. Each class will include eBooks.
 - c. All students have access to the university's EBSCO account
 - d. All students are provided with a personal university's email.
 - e. SU Learning tutorials are available on our [SU Learning Support YouTube Page](#)

5. What is EBSCO?
 - a. EBSCO is a virtual library that provides full-text databases, a large collection of eBooks, and an array of historical digital archives, journals and magazines..

6. How do I access the virtual library (EBSCO)?
 - a. To access the SU Ebscohost Site click on the following link:
<https://search.ebscohost.com/>
 - Enter user id and password:
User ID: southwestuniversity
Password: #su2020
 - Select the desired database
 - Type the desired book, or topic in search box

7. What is Microsoft 365?
 - a. Microsoft 365 is a line of subscription service offered by Microsoft which adds to and includes the Microsoft Office product line. Which includes Microsoft Word, Teams, Excel, PowerPoint, Outlook, and OneDrive amongst others.
8. How do I log in to Microsoft Office 365?
 - a. You can log in to Microsoft 365 by logging in to <https://www.office.com> and using your SU Learning/Email user and password
9. How do I access my student email?
 - a. Your SU Learning/email user id and password are sent to you to your personal email on your enrollment period.
10. How do I reset my student email password?
 - a. Your SU Learning password can be reset by changing your SU email password.
 - i. Please watch video with instructions by clicking the link below:
[Reset SU Learning Password](#)
11. How can I contact Cengage Technical Support?
 - a. You can contact Cengage by calling them directly to (800) 354-9706
12. How can I contact McGraw-Hill Technical Support?
 - a. You can contact McGraw Hill by calling them directly to (800) 331-5094

Student Enrollment / Account Information

1. Where can I view my completed courses (unofficial transcripts)?
 - a. A history of the courses you have taken and the grades you received for those courses can be viewed by logging into SU Learning and selecting “Unofficial Transcript” found on the top heading of the SU Learning home page. Unofficial transcripts are free and are issued for use by the student only.
2. How do I request my Southwest University official transcripts?
 - a. Official transcripts are a complete representation of the student’s academic record that includes the college seal and signature of the registrar.
 - b. These transcripts can be requested through the Southwest University website
 - i. Visit www.southwestuniversity.edu
 - Admissions
 - Student Services
 - Transcripts Request
 - Complete all required fields → Submit
3. How do I request an enrollment verification letter?

Student requesting:

→ Log into SU Learning

→ Select the link titled [Verification of Enrollment Letter Request](#)

→ Complete all required fields → Submit

(Turnaround time = 48-72 hours)

Third party requesting:

→ Email request to everification@southwestuniversity.edu

→ Attach a completed and signed “Student Release of Information Consent”

→ Attach the verification form that needs to be completed.

4. How can I request time off (leave of absence)?
 - a. To request a leave of absence you need to contact the Registrar’s Department director Ms. Valerie Crusoe by calling the university’s direct line at 915-778-4001 and provide pertaining documentation to vcrusoe@southwestuniversity.edu
5. Who do I contact regarding my Financial Aid?
 - a. To contact a Financial Aid representative you can contact the university’s direct line at 915-778-4001 and ask to be transferred to the Financial Aid department.
6. If a student does not qualify for the full PELL grant, when is their first payment due?
 - a. To get any personal payment information you can contact the university’s direct line at 915-778-4001 and ask to be transferred to the Accounting Department.