

The Complete Guide to

Online Student Support Services

*Handy Info & Useful Tidbits
Every Successful SNHU Student
Needs to Know*

snhu.edu



Everything we do is designed to let students focus on the important things: learning, advancing and changing their lives.

— Paul LeBlanc, President, Southern New Hampshire University



When you launch a new life adventure, it helps to have people you can turn to for guidance. People who know the twists and turns ahead and can help you prepare for them. And when that new life adventure is as big and important as going to school online, having those people to turn to can be vital. At Southern New Hampshire University, we've been helping working adults return to school since 1932, and we know the full-time demands life can bring for busy adult learners. That's why we're so committed to supporting you. It's also why we put this guide together. So you can see at a glance who to contact to help you find exactly what you need, whenever you need it. No fumbling around for a number. It's all right here. Whether you need help ordering textbooks. Or resolving a schedule conflict. Or troubleshooting technology issues. (Yes, that includes resetting your password.) Bottom line: We're here for you, with a full-service team laser-focused on your success. So you can focus on what's most important: your education.

ACADEMIC ADVISING Command Central



Let's face it, earning your degree online is no simple undertaking. It takes self-discipline, sacrifice and energy you didn't know you had. Translation: This is no time to give up coffee.

But if there were ever a time to ask for support, this would be it. And Academic Advising is the first place to turn.

How to Find Us

Call **877.591.4723**

Monday – Thursday, 8 am–9 pm EST

Friday, 8 am–4:30 pm EST

Weekends, 9 am–9 pm EST

Think of your Academic Advisor as your central go-to person who can help with anything related to your academics, from textbooks to time management.

Need help accessing your assignments in Blackboard? Ordering textbooks? Formatting your papers?

Want a course recommendation? A quick check on your credit requirements? A new major altogether?

Need someone to cheer you on?

Call your Academic Advisor.



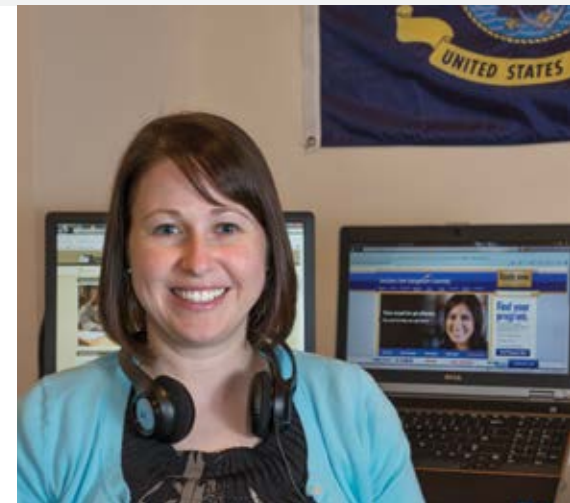
Frontload your workload. I'm active-duty military and a mom of two. My weekends aren't always free of schoolwork, but that's my weekly goal!

– Ebony P., MS Organizational Leadership



Wellness Advising

When life gets in the way of your education, we connect you with the local community resources you need to get back on track. For details, **call 855.414.6142.**



Military Advising

Every member of our military advising team has either served or has a military affiliation. You can turn to us for anything from navigating your program evaluation to assisting with your military benefits. Whether you're an active service member, a veteran or part of a military family, we're here to support your academic career.

KEEP IT HANDY

Note your Academic Advisor's name and contact info, so it's here when you need it.

Name _____

Email _____

Phone _____

OFF-PEAK SUPPORT

Need help on a Saturday or Sunday? Call us. You work nights and weekends. So do we.

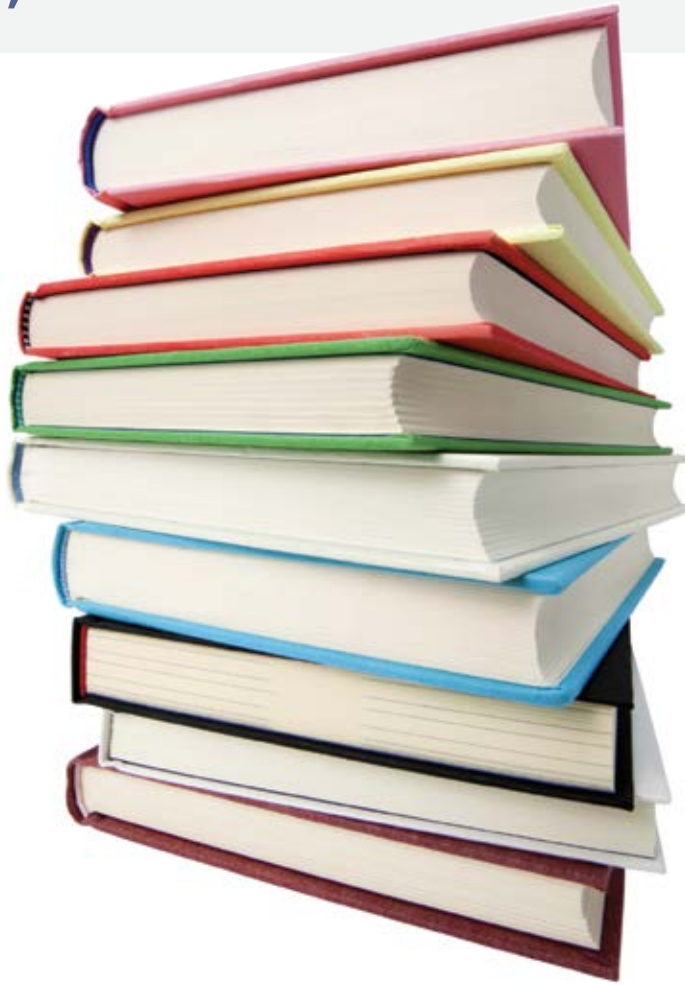
SNHU ONLINE BOOKSTORE

Get more, save more.

Options abound when it comes to shopping for books.

Why should you use the SNHU Online Bookstore? Because we're committed to keeping costs low and providing you with the best customer experience.

We've given back our commission and constantly renegotiate prices with publishers. And when books still cost too much, we find other options that are just as good — or better — at lower prices. We're also using e-books in more courses, and we've added learning resources that help you master complex subjects and be more successful.



How to Contact the Bookstore Directly

Call the Customer Contact Center at **844.602.9860**.

How to Find It

- > Log in to **my.SNHU.edu**
- > Click on the **Campus Store** link in the **Applications** box on the right-hand side of your screen

7 Reasons to Love the SNHU Online Bookstore

1. We take zero commissions from book sales. You profit.
2. Digital content is available for up to 70% of our courses.
3. Digital content costs up to 50% less than print versions.
4. Choose new, used, rental, print or digital – we're all about options.
5. Enjoy free ground shipping on all domestic orders.
6. We buy books back and give you buy-back quotes before you order.
7. Need help? We're here for you 24/7.

Fast FAQs

Course materials are available five weeks prior to term start through the SNHU Online Bookstore.

Ground shipping is free, but it can take 8-10 days, depending on where you live. Order early to ensure your books arrive prior to term start.

Curious about Textbook Buyback?

From the SNHU Online Bookstore homepage, select Sell Your Books and enter your ISBN number to see the buyback amount.

International shipping is available through the online bookstore, depending on the destination. Free shipping applies only to domestic orders.

**OVER
\$2 MILLION**

Amount students have saved at the online bookstore since March 2013

24/7 SUPPORT

We're open round the clock to help ensure you get the course materials you need in time for term start.

SNHU HELP DESK

Always at Your Service



The SNHU Technology Help Desk offers 24-hour tech support, 365 days a year, via phone call, online form or online chat. We can help with any and all technical problems, whether it's software-related, hardware-related or a simple matter of resetting your password (don't laugh, it's our most common request).

We can help you get acclimated to a new learning environment or figure out how to use a learning resource. And when it's an issue outside our control, like a problem with your computer, we'll even help you locate the best resources in your area to assist.

How to Find Us

- > Call **855.877.9919** for Live Phone Support
- > Chat with a Help Desk Member
- > Log in to **my.SNHU.edu** and scroll down to the **Technology** section under the **Self-Service** tab.
- > Click on **Create/View Help Desk Cases** to submit a case



Use the SNHU Help Desk! They help with everything. My computer was running very slowly at one point, and they were able to clean it up for me. A well-running computer is key to success.

— Sierra B., MBA, Marketing



24/7 SUPPORT

From early morning to the late night shift, our tech experts are always here for you.

When to Contact the Help Desk

Password issues. Network issues. Assignment issues. Whatever the reason, don't hesitate to reach out. We're here to help make sure no technology issue, big or small, ever gets in the way of your success as a student.

Get up and running.

Need help logging in? Upgrading Blackboard? Recovering from a system crash? Don't worry. We'll walk you through it.

Learn like a pro.

Ready to master online learning tools like Blackboard, iTunes U and Chalk & Wire? Try one of our step-by-step tutorials.

Pick our brains.

Want to sync your SNHU email with your smartphone? Connect your e-reader to our network? Consult our Knowledge Base.

Save like a student.

Need a new computer? Take advantage of exclusive SNHU student discounts on Dell laptops, Microsoft Office365 and more.



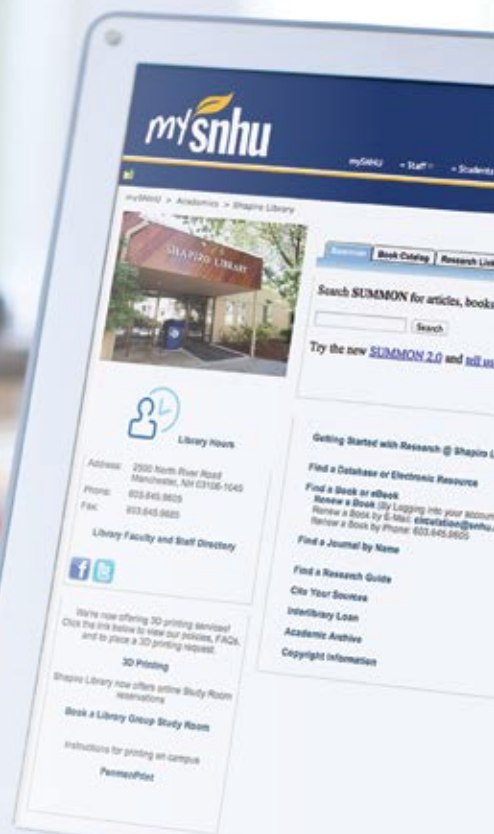
SNHU ONLINE LIBRARY

Bookmark this page.

As you progress through your program, you'll need resources for research projects. The **Shapiro Library** has them and can help you find them, from searchable databases and access to other libraries to tutorials on citing references. Best of all, it's all online.

It's the place to go for credible information from a wide variety of sources on virtually every subject matter. The library lets you tap into full-text magazines, newspapers, white papers and e-books from leading databases.

Need help getting your research done? Consult our **Electronic Resources Librarian**, or one of our **Research Guides**, which we offer for many specific courses. Or use Live Chat, at your service with convenient hours every day.

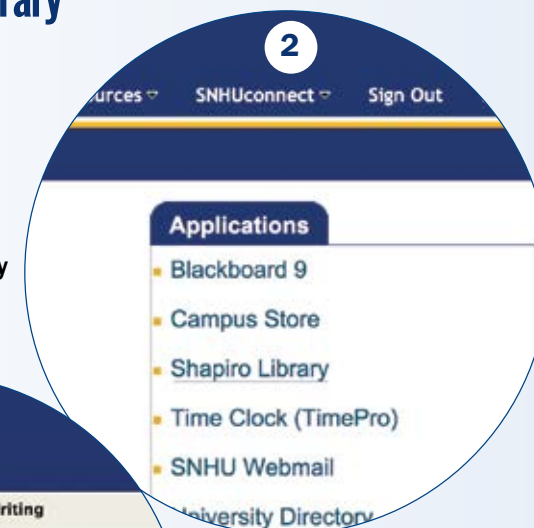


Two Ways to Log in to the Library

> Log in to **my.SNHU.edu**

1) From within a **Blackboard** course, use the **Research/Writing** button on the left side of the screen.

2) From the mySNHU student portal homepage, click on the **Shapiro Library** link in the **Applications** box on the right-hand side of your screen.



Chat with a Reference Librarian about your assignment. If chat is offline, use one of the other options below.

Text us at 603.473.4019.

Email us at ask@snhu.libanswers.com.

Call 603.645.9605 for general library inquiries.

Call 603.626.9100, ext. 2161, for research help.

Live Chat Hours

Mon – Thurs	8:30 am–9 pm
Friday	8:30 am–4:30 pm
Saturday	10 am–6 pm
Sunday	12 pm–8 pm

LEARNING RESOURCES & TUTORING SERVICES

Free. Fast. Efficient.

In the event you ever feel like you need a little extra help to master a particular subject, we're proud to provide it. Ideal for any course that's writing intensive, these services are great go-to's for courses involving math and science, too.

The SNHU Online Writing Center offers a variety of resources to aid in all aspects of the writing process, from simple grammatical questions to more complex writing challenges. For 24/7 live, drop-in tutoring, try **Smarthinking Tutoring Services**. Need to brush up on your statistics skills or review organic chemistry? Smarthinking covers it all, from the basics to the advanced.



I have and will continue to use the writing center resource. I am able to submit my papers and receive feedback typically in 24 hours. This has helped me improve my writing assignments to achieve the highest grade possible.

— Rosemary C., Accounting major



How to Find It

For the SNHU Online Writing Center:

- > Log in to **my.SNHU.edu**
- > Mouse over the **Offices** tab
- > Mouse over the **College of Online and Continuing Education** link
- > Click on the **Writing Center** link

For Smarthinking:

- > Log in to **my.SNHU.edu**
- > Mouse over the **Academics** tab
- > Click on **Tutoring** (Evening and Online)

With more than 2,000 tutors available, Smarthinking can help you develop learning and problem-solving strategies and succeed in your classes. The best part? It's free.



submit your writing

Submit your writing and receive the tutor's comments from your Inbox (usually within 24 hours)
[Tell Me How.](#)

Essay Center - 1 hr review

SMARTHINKING's Online Writing Lab lets you submit one page or over 20 pages, with feedback in as little as an hour.



SNHU Online Writing Center

This online service walks you through the paper writing process, supplying you with paper templates and help with grammar questions.

Smarthinking Tutoring Services

Submit queries or chat with a live tutor about every topic from the use of commas to multivariable calculus.



24/7 LIVE, DROP-IN TUTORING

Paper due this weekend? Get the help you need with Smarthinking's free round-the-clock writing services.

ONE STOP

All things student finance. All in one place.



Chances are, you already know about One Stop. If you applied for financial aid or checked on military benefits or employer tuition reimbursement, you either spoke with someone there or your advisor did. This is our financial aid/billing office all rolled into one. It's the one place to go for questions about your bill, tuition reimbursement, reapplying for financial aid — or any of the financial aspects of returning to school.

The folks at One Stop know how the process works and are here to get things done. So you can get on your way to pursuing your education with as little hassle as possible.

How to Find Us

Phone: 877.455.7648

Fax: 603.645.9667

Email: onestop@snhu.edu

Office Hours

Monday – Thursday: 8 am–6:30 pm

Friday: 8 am–4:30 pm

Phone Hours

Monday – Thursday: 8 am–8:00 pm

Friday: 8 am–4:30 pm



Time-Saving Tip

Whenever you apply for financial aid, you'll want to fill out the U.S. Department of Education's **Free Application for Federal Student Aid (FAFSA)**. Filling out the FAFSA is the easiest way to ensure you don't miss out on a single source of financial aid.

Using the **IRS Data Retrieval Tool** in conjunction with the FAFSA adds another level of efficiency by capturing your tax data simultaneously. Use this handy tool every time you apply — and keep your tax information up to date and accurate.

Using the Tool

- STEP 1**
Click on "**Start a New FAFSA.**"
- STEP 2**
Log in and follow the prompts until you reach the "**Financial Information**" section.
- STEP 3**
Follow the instructions for using the "**Data Retrieval Tool.**"



Did you know?

If you're eligible for employer tuition reimbursement, you may qualify for deferred payment. Ask us about it.

SNHU SOCIAL MEDIA

Join the conversation.

Connect with us on Facebook, Twitter, Instagram, LinkedIn, YouTube, Pinterest, Flickr, Google+ and SNHUconnect for the latest SNHU news and the chance to meet others in the SNHU community. Visit my.snhu.edu and click on the **SNHU Social Media** button to join our social scene.



What's SNHUconnect?

It's our very own social network, just for online students. Designed as a virtual lounge, it's where you can meet up with other students. Share ideas. Get advice. Or even collaborate on homework projects.

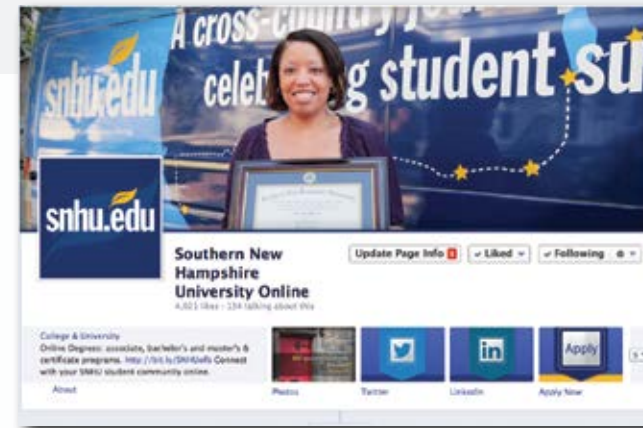
snhuconnect.com/students



Engaging with others in the SNHU community has allowed me to develop relationships with other students, learn about their courses, become a published writer and secure a virtual internship.

– Diane W., English & Creative Writing major

Homework is part of life, and life is better with music. So we polled students on their top tunes to study by and created a playlist. Tune in at bit.ly/SNHUTunes



SNHU on Facebook

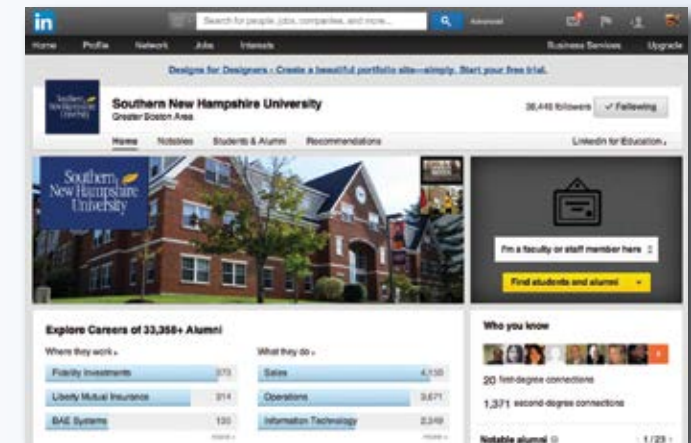
Post comments, pick up study tips, learn about online events — and join our growing fan base.

facebook.com/snhuonline

SNHU on LinkedIn

What's the easiest way to expand your network? Join the 30,000-plus students and alumni who follow us on LinkedIn.

linkedin.com/company/southern-newhamphshire-university



SNHU on Pinterest

Infographics. Inspiration. Interviews. Discover all sorts of pinteresting things — and add your own.

pinterest.com/snhu



SNHU CAREER SERVICES

Do great things.



If you're pursuing your degree to advance your career — or change your career path entirely — you'll want to say hello to **SNHU Career Services**.

The SNHU Career Services team has one objective: to make sure our students go on to do great things. A free full-service resource, SNHU Career Services offers one-on-one counseling from **dedicated career advisors**. We also have advisors who specialize in helping military students transition back into civilian life.

SNHU Career Services puts a number of helpful career tools and resources right at your fingertips. Every Thursday, we offer **virtual webinars** on a wide range of topics. And every other month, we host **Employer Spotlight webinars** where industry experts talk about the best ways to break into new fields and stand out in the job market.

And no matter where you are on your career path, you can always come back to us for advice and guidance.

Career Tools & Resources

Optimal Resume Builder.

Build a better resume and cover letter with this easy-to-use tool.

Interview Stream.

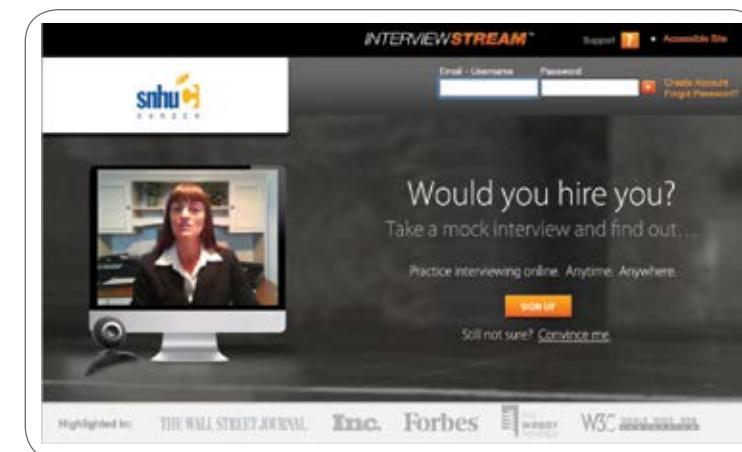
Practice interviewing for a variety of jobs from the comfort of your desktop.

Focus 2.

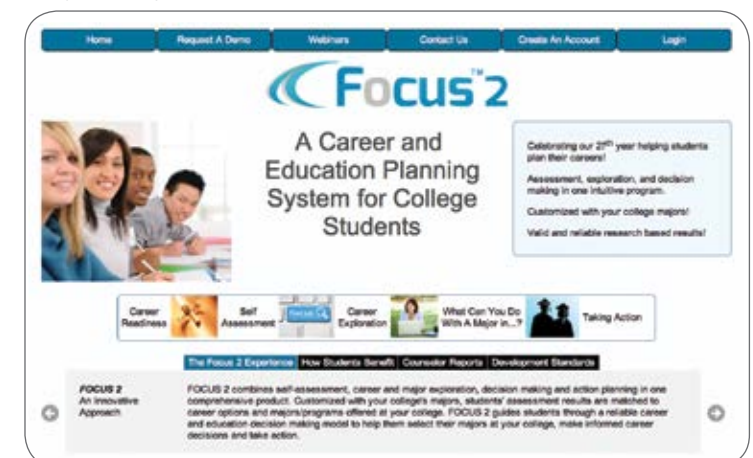
Explore career options that fit your degree and interests.

SNHU Recruit.

Explore this free database, refreshed weekly with job and internship opportunities in a variety of fields.



<https://snhu.interviewstream.com/default.aspx>



<https://www.focuscareer2.com/portal/login.cfm?SID=1068>

LIFETIME CAREER SUPPORT

That's our promise to you. That's why we say we're here for you, from day one to graduation and beyond.

SNHU STUDENTS SHARE THEIR Secrets of Success



"Mainly, I made sure to do every assignment with the rubric next to me so I knew what points I needed to hit."

– Cassandra C., English Language & Lit. major

"Organize a routine and stick with it. Life happens, and it is so easy to get distracted from work that needs to get done. With a routine, I've found it is easier to manage all assignments throughout each week."

– James K., Business Administration major

"The key for me was to have a strict study schedule and different study/work environments outside of my home. I felt more like a student studying at the neighborhood coffee house or the library. No chance of being distracted by my children or pets."

– LaDenna E., Psychology major

"Be patient with yourself. Especially if you've been out of school awhile like me, it takes a little bit to get back in the swing of things!"

– Kelly R., Psychology major

What were their challenges? How did they do it? What strategies and techniques did they use in their coursework?

Here, a few words of wisdom from those who've been in your shoes – and succeeded in reaching their academic goals.

"Try to get ahead on classwork each week. Starting off strong gives you more flexibility. My goal is to have the majority of my work done each week by Friday, then I can start looking it over or doing the next week's work over the weekend."

– Vanessa E., Creative Writing & English major

"Break up the work throughout the week. There were a couple of weeks where I procrastinated and didn't do the majority of my homework until the weekend, and it really affected the quality of my work and my ability to absorb information. It's a pretty basic tip, but I think it can't be stressed enough."

– Andrew H., Communications major

"Buy a calendar and put it somewhere you will see every day. At the start of a semester, write down all the due dates of your assignments so there will be no surprises."

– Lindsey B., Sociology major

"Communicate with your professors so that you are crystal clear in terms of the expectations and guidelines for assignments. Don't be afraid to email questions to your professors, no matter how minuscule you think the question might be."

– Anonymous



Need help?
We're always
here for you.

CALL
EMAIL
TEXT
VISIT
TODAY

snhu.edu

See Yourself Succeed

800.668.1249

www.snhu.edu

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2500 North River Road
Manchester, NH 03106