

Resources and Services

Career Services

Students may access South Edge through Bright Space or the student portal. South Edge is an on line career preparation platform with tools such as a resume builder, interview simulator, ePortfolio and access to professional development training 24 hours/day, 7 days/week.

Students should seek out the assistance of the Director of Career Services or Career Services Advisors during the final year of school. Information is available regarding resume writing and job search strategies and techniques. The Career Services Office provides individualized job search assistance with pursuing full-time employment.

Career workshops as well as theme weeks based on academic majors are held throughout the school year to aid students in their professional development. All programs are open to any student at no additional charge. South University does not guarantee graduate employment or a specific level of compensation following graduation.

Online students may contact Career Services at 855-855-5072 or sucareerreadiness@southuniversity.edu

Graduation/Completion Rates

Information on graduation/completion rates for first-time, full-time students is available through the Admissions Office or on the school's Consumer Information section of their website. These rates are calculated according to guidelines in the "Student-Right-to- Know" Act and available on the [South University website](#).

Computer and Technology Services

South University students have access to Technical Support by calling: **1(866) 848-5515** to receive personalized assistance from a live tech support representative, *Monday through Saturday, from 8am to 10pm ET*.

This support is available for the following:

- *My Campus* Student Portal username or password problems and navigation
- *Digital Bookshelf* and other digital resources setup and navigation (for online courses only)
- Office 365 access
- Online classrooms (Bright Space) or electronic file upload assistance
- Hardware requirements, software requirements, and computer configuration
- Operating system and browser issues

Students experiencing trouble with campus computers, printers, or the wireless network, submit a ticket through the [SUITS \(South University Information Technology Services\) system](#).

Books

Students are responsible for reading the Digital Bookshelf and eBook User's Manual publication which describes the media, access to the materials and your rights and responsibilities related to Digital Bookshelf.

[Computer Labs](#)

South University is proud to offer wireless access on campus along with computer labs that are utilized to teach classes. The computer labs house Windows-compatible multimedia computers with Internet access and printing capability. The library also maintains a computer lab that is available during the hours that the library is open. Priority for computer use goes to academic classes and tutoring first, and then to South University students. See the [Code of Conduct](#) for guidelines on computer use.

[Student Email Communication Policy](#)

South University will provide all applicants and current students a southuniversity.stu.edu email account. This will be considered the student's primary email account while enrolled at South University; however, students may also add a secondary email account to their record. Students will also receive official college communications via web alert and text messaging. Students have the preference of opting out of text communication.

[Student Portal](#)

Students may access the [Student Portal](#). Portal accounts are available for all actively enrolled students, and students may directly access student resources, grades, financial aid information, student accounts, digital bookshelf, on line classroom, messages and alerts, Office 365, and academic information.

Students may log on to the [South University Mobile](#) site from any iOS or Android device to access the student portal, view assignments and grades, participate in discussions, and access key contacts among other features.

For more information on the features and how to navigate the site, [download](#) the Mobile site preview guide.

Counseling Services

Students seek counseling and mental health services for a variety of reasons through their academic journey. *Be Well at South* provides students with access to mental health resources at no additional charge, 24 hours per day/ 7 days per week.

With *Be Well at South*, all students have access to:

- 24/7/365 mental health services line for in-the-moment support from counselors and connections to resources, regardless the time of day or your location. **Call 833-434-1217 to reach the 24/7 support line.**
- **Telehealth** or **in-office face** to face counseling sessions with a local provider. These are available to you regardless of your location and no insurance is necessary.
- **The Wellness Hub**, which includes articles and videos on mental health and wellness topics, including: mental and emotional health, fitness and nutrition, academic performance, stress management, healthy relationships and more. To access the Wellness Hub, go to bewellatsouth.com or download the CampusWell app at campuswell.com/get-the-app

Students in need of support should contact *Be Well at South* at 833-434-1217.

Financial Aid

Financial aid is available to all qualifying students. Assistance may be in the form of federal and state grants, federal loans, and federal work-study. The primary application is the Free Application for Federal Student Aid (FAFSA). The FAFSA must be submitted annually. It may be accessed electronically at www.fafsa.ed.gov.

Please see the [Financial Information](#) section of the [South University Academic Catalog](#) for specific financial aid policies.

For detailed and complete information on all financial aid awards, processes, requirements, and deadlines, please refer to the school's current Financial Aid Guide, the Student Consumer information on the [South University website](#) or contact the Student Financial Services Office directly.

Library Services

Campus-based Library Services

Each South University campus has an on-site library available to the students and the hours will vary based on location. All students also are able to access the South University online library. Students that attend an Off-Campus Instructional Site in Atlanta, High Point, or Orlando are encouraged to use the Online library.

The South University Libraries provide scholarly resources and information services to support the curriculum and programs of the University, foster academic and professional research by the University community, and facilitate critical thinking and life-long learning by students.

South University libraries provide comfortable seating and study space for students, wireless capabilities for laptop network connectivity, and reference and interlibrary loan services. The open-stack book collection provides access to reference and circulating materials, program-specific resources to support class assignments, tutorial aides, and current events and recreational reading.

The combined campus libraries have more than 120,000 print book titles, 7600 AV titles, 150 print journal titles, and 27 newspapers in their collections. Access to additional journals, newspapers, e-books, and other materials is provided through over 100 electronic databases. Research Guides are a content management resource that provide program related content in an easy to use, all in one place format.

New students participate in a library orientation to help familiarize them with the facility's resources and procedures. Please take advantage of this session to update your research skills.

Valid student ID cards are required to check out materials. If a card is lost, the student should report the loss to the bookstore as soon as possible. Most materials may be checked out for a two-week period. Students will be fined for overdue reserves or audiovisuals and charged a replacement fee for all materials that are not returned. Reference materials, pamphlets, vertical files and periodicals are available for use in the library only. All items must be properly checked out at the circulation desk. Failure to comply is an infringement of library policy and the "Code of Conduct." Students will be held responsible for the loss or damage of materials while in their possession and are subject to the library rules and regulations as outlined in the [Library Policy and Procedure Manual](#).

Duplicating services, interlibrary loan and printing services are available in the library, as well as access to the Internet, Microsoft Office Suite, and individual reference services.

To access the Online Library, students can follow the link to the library from their academic class. Alternatively, students can access the Online Library from their Student Portal under “My Academics,” by clicking on “Library Resources.”

Military and Veterans Affairs

Military students are encouraged to ask about academic support, financial aid advising, disability services or career counseling that is made available on campus. Students in on-campus programs should contact the Financial Aid department for financial aid advising, their Academic Advisor for academic support, or the Dean of Student Affairs for disability services and career counseling. Students in online programs should request information from their Academic Counselor, Student Finance Counselor or Assistant Director of Admissions.

Veteran students need to be aware of the following veteran’s administration policies that apply to anyone using veterans’ educational benefits.

- Veterans must consult with the financial aid office prior to changing their program of study.
- The Veterans Administration will not pay for a course that the student withdraws from mitigating circumstances can be proven. Please see a financial aid representative before withdrawing from a class.
- The Veterans Administration will pay for a repeat course only if the student has received a failing grade in said course or if the program requires a higher grade than the one achieved and only if it is required for graduation.

Quick Reference Guide

If you have any questions on the following topics. Please reference the table below to determine where to get an answer.

Topic	Online Students	Campus-based Students
Academic Concerns	Contact your Academic Counselor	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Academic Advising	Academic Counselor contact information is listed on the Campus Common Homepage	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Appeal Procedure	Campus Common on the My Academics Tab review Handbooks and Catalog, or Contact your Academic Counselor	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Attendance/Missing Classes	Policies and Guidelines area of the classroom or Contact your Academic Counselor	Contact your Academic Counselor
Adding a Class	Contact your Academic Counselor	Contact your Academic Counselor
Career Services	Campus Common on the Student Services tab review the Career Resources or Contact your Academic Counselor	Contact your Director of Career Services
Changing Programs	Contact your Academic Counselor	Contact your Academic Counselor
Class Participation/ Online	Policies and Guidelines area of the classroom or Contact your Academic Counselor	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Clubs and Organizations	Campus Common on the Campus Life tab review Get Connected or Contact your Academic Counselor	Contact your Dean of Student Affairs
Computer Support	Campus Common on the Student Services tab review Technical Support	Call 866-848-5515 or log into the ticket system via the student portal or Inside South website
Disability Services	Campus Common on the Student Services tab Review Disability Services or contact Disability Services at _SUODisabilityServices@southuniversity.edu	Contact your Dean of Student Affairs
Dropping a Class	Contact your Academic Counselor	Contact your Academic Counselor and Finance Counselor

Topic	Online Students	Campus-based Students
Emergency Services	Campus Common on the Student Services tab review Counseling Center	Contact your Dean of Student Affairs or Campus Security
Fees and Expenses	Campus Common on the My Finances tab or Contact your Student Finance Counselor	Contact your Finance Counselor or Campus Common on the My Finances tab
Financial Aid	Student Finance Counselor contact information is listed on the Campus Common Homepage	Contact your Finance Counselor or Campus Common on the My Finances tab
Graduation Ceremony	Campus Common on the Campus Life tab review Commencement	Contact your Dean of Student Affairs
Graduation Requirements	Visit the Campus Common or Contact your Academic Counselor	Contact your Academic Counselor or Dean of Academic Affairs and Retention
Grievance Procedure	Visit the Campus Common or Contact your Academic Counselor	Contact your Dean of Student Affairs
Student ID	Visit the Campus Common on the Student Services tab Form Center	Contact your Dean of Student Affairs
Information about Resources and Services	Visit the Campus Common or Contact your Academic Counselor	Contact your Academic Counselor or Dean of Student Affairs
International Student Visa Status	N/A	Contact the school's Designated School Official
Job Search	Visit the Campus Common or Contact your Academic Counselor	Contact your Director of Career Services
Login ID and Password	Visit the Campus Common on the Student Services tab review Technical Support	Call 866-848-5515 or log into the ticket system via the student portal or Inside South website
Payments	Visit the Campus Common on the My Finances tab or Contact your Student Finance Counselor	Contact your Finance Counselor
Personal Concerns	Visit the Campus Common on the Student Services tab review Counseling Center	Contact your Dean of Student Affairs or Reach Counselor at 855-691-4941
Registration	Contact your Academic Counselor	Contact your Academic Counselor
Reporting Issues and Incidents	Visit the Campus Common on the My Academics Tab, review Student Handbooks and Catalog or Contact your Academic Counselor	Contact your Dean of Student Affairs or Campus Security
Schedule Adjustment	Contact your Academic Counselor	Contact your Academic Counselor
Security Concerns	Contact your Academic Counselor	Contact your Dean of Student Affairs or Campus Security
Student Activities	Visit the Campus Common on the Campus Life tab	Contact your Dean of Student Affairs
Textbooks and Supplies	Visit the Campus Common on the My Academics Tab review Digital Bookshelf	Visit the Campus Common on the My Academics Tab review Digital Bookshelf
Transcripts	Visit the Campus Common on the My Academics Tab review My Grades	Visit the Campus Common on the My Academics Tab review My Grades
Trouble with a Class	Contact your Academic Counselor or Instructor	Contact your Academic Counselor or the course Instructor
Tutoring	Visit the Campus Common on the My Academics Tab review Tutoring Center or visit the Tutor tab in the classroom	Contact your Academic Success Center Coordinator
Verification of Enrollment	Visit the Campus Common on the Student Services tab review Form Center	Visit the Campus Common on the Student Services tab review Form Center
Veterans' Affairs	Contact your Academic Counselor	Contact your VA Certifying Officer or Academic Counselor
Withdrawal from the University	Contact your Academic Counselor	Contact your Academic Counselor
Work-Study Program	N/A	Contact your Director of Financial Aid