Congratulations on your acceptance to Brenau University. Brenau is committed to meeting the needs of our students, and this orientation will help you learn about the support services available to all Brenau University students.

This orientation is the next step on your journey toward graduation. It will take approximately 15-20 minutes to review the information. Please save this page to your internet favorites so you may refer back to it for quick answers in the future.

This orientation supplements other publications such as the Catalog, Student Handbook and Schedule of Courses. Students should carefully read all publications printed and posted on the Brenau Web Site www.brenau.edu and Intranet https://intranet.brenau.edu and understand their responsibilities concerning institutional policies and procedures. While every effort is made to provide accurate and current information, Brenau reserves the right to change, without notice, information contained in this orientation.

(Please note that the links in this PDF document are not live, cut and paste them into your browser).

Each section below provides an overview of important information and links to support services Brenau provides for nonresidential term students.

Brenau University Nonresidential Information and Policies

**General Information**
Brenau University offers Evening, Weekend and Online course options at five locations. The university tailors the mode of delivery to the needs of the student who is seeking a degree but finds daytime classes inconvenient or incompatible with career and family responsibilities. Evening classes are scheduled in four-hour blocks one night per week. Weekend classes provide courses on alternate weekends the length of the semester. Online sessions meet in the virtual classroom via a web portal with no on campus attendance required. Each format involves intensive study, close working relationships with instructors and fellow students, and maximum opportunities for self-directed learning. Students may choose classes in any combination of these formats to suit their particular schedule.

**Organization and Structure**
The Office of the Provost is responsible for the administrative operations of the Adult Programs and Support and the academic operations of the Nonresidential Program. The deans and department chairs are
responsible for their respective faculty and academic programs. All of our locations receive operational oversight by a local Campus Director and a lead faculty member.

Dr. Nancy Krippel  
Provost and Vice President for Academic Affairs  
rkrippel@brenau.edu

Donny Moore  
Director - Augusta Campus  
dmoore@brenau.edu

Rosanne Short  
Director - Gainesville/East Campus  
short@brenau.edu

Dr. Robert North  
Director - Kings Bay Campus  
morth@brenau.edu

Yarden Hixson  
Director – North Atlanta Campus  
yhixson@brenau.edu

Russell Willis  
Director – South Atlanta Campus  
rwillis1@brenau.edu

Melissa Holman Drury  
Student Coordinator for Online Studies  
mholman1@brenau.edu

Statement of Student Responsibility  
Admission to and attendance at Brenau University is a privilege. The University expects students to conduct themselves with dignity, courtesy, responsibility and integrity, and with due respect for the rights of others. Professional behavior toward administrators, staff, faculty, campus service providers, and other students is expected at all times. Students may be involuntarily withdrawn for failure to comply with institutional policies, requirements, and standards of conduct.

All colleges and universities establish certain requirements that must be met before a degree is granted. These regulations concern such things as curricula and courses, majors and minors, required institutional testing and residency requirements. Advisors, faculty, and deans assist students in meeting these requirements; however, **students are responsible for fulfilling them**. If these responsibilities have not been satisfied at the end of their course of study, degrees are withheld until the student satisfies all requirements. It is the student’s responsibility to be familiar with the program requirements and to complete them for graduation.

Grievance Policy  
The grievance procedures of Brenau University are designed to provide effective means for resolving legitimate issues that are subject to the grievance process. Brenau University affords **two grievance procedures**, depending on the nature of the grievance. The **Formal Grievance procedure** is for non-academic concerns, and the **Academic Grievance procedure** is for concerns related to classroom issues other than grade appeals. (Grade appeals are not covered by this procedure). Students dissatisfied with their grades must follow the procedures outlined in the Student Catalog
http://catalog.brenau.edu/content.php?catoid=6&navoid=314&print#grievance
The grievance procedure can be found at  
http://intranet.brenau.edu/handbook/handbook_11.pdf

Communication via e-mail  
Nonresidential students are given a Brenau email address that ends in @tiger.brenau.edu. This is the official means of communication with your professors and the university. Please check it daily. Login instructions to your Brenau accounts are available for your CampusWeb, Blackboard, and Email accounts on the Brenau Intranet  
https://intranet.brenau.edu/dnn/. Your user name and password were sent via regular postal service to your home address. Please notify the Brenau Help Desk at 770-538-4774 or helpdesk@brenau.edu immediately if you have not received these instructions.
Evening or weekend classes missed due to an institutional decision (e.g. snow) must be made up as follows:

- Friday, Saturday, Sunday classes – at the regular class time on the next free weekend.
- Monday – Thursday classes – at 9 a.m. on the next free Saturday.

Online classes do not take place at a particular time; the times are flexible, dictated only by the individual schedule of each student. Online students should be “present” in order to keep up with assignments and participate fully in class discussions. Consult individual syllabi for the specific attendance policy of your instructor.

Learning is achieved through individual inquiry, collaborative process (student to student and student to faculty) and personal synthesis of ideas into meaningful inference. Outcomes are determined by qualitative analysis of student input, traditional and non-traditional subjective and objective testing models and group and/or individual projects and/or case studies.

**Online Classes**

Students registered for online classes who do not attend are **NOT automatically dropped**. If you register for an online class and do not intend to participate, you are responsible for dropping the class yourself. Not dropping the class could result in failing grades on your transcript or unmet financial obligations to the university. Drop forms are located on the Office of the Registrar’s web page at [http://www.brenau.edu/?page_id=2806](http://www.brenau.edu/?page_id=2806).

All Brenau University online and hybrid courses are located on the **Canvas** Course Management System. If you would like to view the student orientation site in Canvas you can do so at [https://brenau.instructure.com/courses/359030](https://brenau.instructure.com/courses/359030). Your username in Canvas is your Brenau email and your password is your default password.

**Brenau Support Services and Campus Links**

Brenau has a 24/7 live help desk for technical issues. Always call the help desk to report any issues so that technical issues are documented.

By visiting the Brenau Intranet [https://intranet.brenau.edu/dnn/](https://intranet.brenau.edu/dnn/) you gain access to these important campus links:

- **CampusWEB**: access to personal account information, schedules, grades, and financial aid.
- **Canvas**: [https://brenau.instructure.com/courses/359030](https://brenau.instructure.com/courses/359030)
- **Email**: access to student email accounts
- **LiveText**: create e-portfolios and share them with professors, classmates, and employers
- **E2Campus**: emergency alert system to your phone and email
- **Support**: instructions to log in to your Brenau accounts and assistance with Canvas.
- **GALILEO/LibGuides**: access to Georgia's Virtual Library for many full-text articles and abstracts
- **Student Services**: access to the student handbook
- **Writing Center**: a peer tutoring service for writing or speech
- **B&N Campus**: the Brenau University Bookstore where you can buy or sell textbooks

**Attendance Policy**

Start dates for all classes are listed on the Registrar’s web site under calendars and Schedules at [http://www.brenau.edu/?page_id=2868](http://www.brenau.edu/?page_id=2868). Students are expected to attend all on ground class meetings; particularly the first class meeting. If a student must miss class due to a serious emergency, the student should notify the professor as soon as possible. Students will be responsible for the work missed due to absence from any class period or any portion thereof. Grades will be affected by any absences or tardiness, at the discretion of the professor.
Financial aid

Brenau University provides a comprehensive financial aid program to assist students in funding their educational costs. Undergraduate students may apply for federal and state grants, as well as federal student loans. Graduate students may apply for federal student loans. Following are the typical steps a Brenau student must follow in order to take advantage of available financial aid programs:

1. Complete all Brenau University admissions requirements for your desired program of study. In order to avoid processing delays, you should work on completing your admissions file at the same time you begin the financial aid application process.

2. Complete the Free Application for Federal Student Aid (FAFSA) on the Web at www.fafsa.edu.gov. Electronic filing of the FAFSA requires that each student filer obtain a personal identification number (PIN) in order to electronically sign the application. For students who are required to file the FAFSA with parent information included, one parent must also have his or her own PIN. PIN's can be obtained at www.pin.ed.gov. The PIN also allows students to access his/her FAFSA at any time to make corrections or select additional schools to receive the results.

3. If you are an undergraduate Georgia resident, apply for the Georgia Tuition Equalization Grant and the HOPE Scholarship online at https://secure.gacollege411.org/. Just click on Georgia Scholarship/Grant Application (GSFAPPS) in the SHORTCUTS box. Even if you know you do not have a cumulative GPA of 3.0 or higher, or that you do not meet other specific requirements of the HOPE Scholarship, please complete the application so that you can take advantage of the Tuition Equalization Grant in any semester in which you enroll in 12 or more hours.

- For additional financial aid information, please visit our Web pages at http://www.brenau.edu/admissions/pay-for-school/. You may also email us at financialaid@brenau.edu or call 770-534-6152 and select from the menu of options. We will make every effort to respond to your inquiry within 24 hours.

Veterans and dependents of veterans utilizing VA or GI bill services should contact the Financial Aid Office. Robin Aiken counseling students with last names that begin with A-K, she can be reached at raiken@brenau.edu or 770-718-5306. Shelley Mock Randolph counseling students with last names beginning with L-Z, she can be reached at smock@brenau.edu or 770-538-4645. Any student requesting the Post-9/11 GI Bill or any other type of VA education benefit, must complete a Request to Receive VA Benefits form. It can be found on the Brenau Financial Aid Forms page on our Web site at http://www.brenau.edu/admissions/pay-for-school/va-educational-benefits-2/.

Active Army and Air Force Service Members and Spouses utilizing MyCAA students should contact Melissa Holman Drury, the Online Student Coordinator, at mholman1@brenau.edu or 770-718-5327 to be included in the Military Student information network.

Air Force and MyCAA students (AI Portal users) Register using Brenau's CampusWEB
Send an electronic version of your Air Force or MyCAA approval form to mholman1@brenau.edu
Register for your classes (both sessions if allowed) in the AI/MyCAA portal
Allow at least 60 days for funds to transfer.

**Army, National Guard, and Army Reservists** (GoArmyEd users)

1) indicate you want Brenau University as your home school in the GoArmyEd system
2) send an e-mail to mholman1@brenau.edu (NOTE: you must be accepted as a Brenau student through our admissions department before you can proceed)
3) register using Brenau’s CampusWEB then request an invoice from mholman1@brenau.edu
4) request TA through your Education officer, forward the TA approval forms to mholman1@brenau.edu
5) your TA funds will transfer in 60 - 90 days.

**Active Navy, Coast Guard and Marines.**

Student submits Navy Tuition Assistance (TA) authorization for the semester session (A or B) to wawf@brenau.edu for processing

After the drop add period requests for TA are submitted by Brenau University through the Wide-Area Workflow (WAWF) system via the internet

The session is validated by the WAWF coordinator and an email to verify is sent to wawf@brenau.edu. A check is sent to the Brenau Accounting Office from NETPDC for the total amount validated. Questions should be directed to rshort@brenau.edu or at 770-531-3135.

**Conditionally enrolled** students do not qualify for military third party billing status until enrollment is official. Please notify your contact at the University of your Conditional Enrollment status.

Please keep all copies of DOD TA approval forms and send copies to the appropriate contact listed above. **Please allow 60-90 days after notification to see the transferred funds applied** to your Brenau tuition account. Brenau will credit back late fees on the tuition amount once the funds transfer. Fees and books are the responsibility of each student, late fees and consequences of nonpayment of fees are the responsibility of the student. Tuition electronic funds transfer. Check your billing carefully and often to be sure all credits are applied and that you have paid any tuition TA does not cover or fees. DeAna Peek, Student Accounts Manager, is available to answer billing questions at dgibson3@brenau.edu or 770-538-4759.

**Notice of Nondiscriminatory Policy**

Brenau University is an Equal Opportunity University open to any qualified individual without regard to race, religion, sex, age, color, national or ethnic origin, or disability. Pursuant to all applicable federal anti-discrimination laws and regulations, Brenau University does not discriminate against any of the protected categories of individuals in the administration of its policies, programs, or activities. This non-discriminatory policy includes admission policies, scholarship and loan programs, employment practices, and athletics and other school-administered programs.

**Disabilities Services**

Students with disabilities should send documentation to Dr. Vince Yamilkoski, at the Learning Center, Brenau University, 500 Washington Street SE, Gainesville, Georgia, 30501 BEFORE beginning classes or requesting accommodations. After reviewing the documents, the student will be sent a letter stating appropriate accommodations if warranted. Students may communicate directly to Dr. Vince Yamilkoski at 770-534-6134 or through E-mail at vyamilkoski@brenau.edu. The Learning Center staff will communicate with campus coordinators and professors concerning the implementation of your accommodations. Please see the Brenau Catalog for further information. [http://catalog.brenau.edu/](http://catalog.brenau.edu/)

**CLEP Testing**
CLEP testing is available at Brenau University through the Learning Center. Questions regarding CLEP testing should be directed to Diana Mulkey, the CLEP Coordinator at the Learning Center, at dmulkey1@brenau.edu or 770-534-6133. Questions regarding the appropriateness of a CLEP exam to fulfill your academic requirements should be discussed with your academic advisor.

DSST exams and FLAT exams are also available. The Foreign Language Achievement Test (FLAT) exam will exempt a student from a foreign language if they pass the test, no credit hours are given, just an exemption from having to take a foreign language. Contact Diana Mulkey at the Learning Center dmulkey1@brenau.edu.

Counseling:
Brenau University encourages students to seek assistance for matters pertaining to their psychological well-being when necessary. Counseling services provided under the supervision of licensed counselors can be beneficial for students coping with the pressures and responsibilities associated with college.

The office of the University Counselor is located at 205 Boulevard on the Gainesville Campus. The University Counselor is a happy to meet with any currently enrolled Brenau student during regular business hours. Appointments are strongly recommended.

1. Brenau offers free counseling to Brenau students on a limited basis (usually no more than 3 visits per semester) who are experiencing problems that interfere with their lives, studies or relationships. The University Counselor screens students to determine whether the students are in need of specialized mental health treatment and makes appropriate referrals for such treatment. The Counselor’s supervisors may be informed when referrals have been made without disclosing the substance of the conversations with the student, unless the student is at risk to harming herself or others under which circumstances additional information will be required.

2. Students at regional campuses, for whom travel to the Gainesville Campus during regular office hours is not an option, are encouraged to seek counseling services through the following resources:

   a. If you have insurance: Call your insurance company and ask about your “behavioral health coverage” to verify your benefits. If you have coverage, ask for a list of “behavioral health providers” in your area.

   b. If you do not have insurance or you have Medicaid or Medicare and live in Georgia: Call the Georgia Crisis and Access Line at 800.715.4225 to locate the nearest counseling center in your area. The Access Line professionals can connect you with services for addiction and mental health treatment along with child and adolescent services. You will have access to counselors and psychiatrists who can prescribe medications if needed. You may also call this 24/7 number if you are experiencing a crisis and need to talk with someone immediately.

   c. Self Directed Search: To locate a counselor or psychologist in the United States use the “Find a Counselor” option from the American Counseling Association at www.counseling.org/Resources/CounselorDirectory/TP/Home/CT2.aspx or the “Find a Psychologist” option from the American Psychological Association go to http://locator.apa.org/.

Health Services
1. The Health Services Clinic is located at 205 Boulevard on the Gainesville Campus. The Health Services staff is happy to see any currently enrolled Brenau student at the clinic during regular office hours. Services include: examinations and treatment of illnesses and women’s wellness exams. The staff of Health Services will provide information and referral assistance to other medical personnel and services in the area when necessary. Several wellness programs are offered throughout the year.

2. All residential students who have been accepted and have submitted a deposit will receive a tuberculosis form and an immunization form that must be completed and returned to the Center for Health and Well-being prior to enrollment. A residential student cannot register for classes until this form is received. A registration hold will be placed on the students account if the health form and immunization form are not received.

3. All commuter students who have been accepted and wish to take advantage of the services offered through the Center for Health and Well-being must submit a health form before receiving services.

The University Writing Center, a peer tutoring service, offers individualized writing conferences and group workshops for students across disciplines and, through the Online Writing Center, across campuses. The Writing Center supports the university’s goal to foster intellectual and professional accomplishment as it helps students develop their ability to communicate articulately in writing or speech. To schedule an appointment, submit a paper for feedback, or access writing resources, visit the Writing Center on the Brenau intranet page. Email the center at writingcenter@brenau.edu or call 770-538-4795. Services are also available online.

The Math SPA
The SPA (Student Place for Achievement) is the University’s tutoring center for math and science. It is located at 611 Spring Street behind the Learning Center on the Gainesville campus. Services include tutoring for all math classes, help with writing scientific papers, and tutoring in chemistry, biology, and physics. It is open Monday through Thursday from 8:00 am until 5:00 p.m. and on Friday from 8:00 a.m. until 2:00 p.m. Assistance is also available online. Send questions or requests for email assistance to dedge@brenau.edu.

Career Services
Career Services is committed to serving Brenau’s entire student population throughout and after your education here at the university. Assistance is available in determining a major or if you are looking for an internship, a part-time position, or finding that full-time opportunity upon graduation. Services are available by telephone, e-mail, web portal and in person. Workshops and other programs as well as job fairs are offered to help you achieve your career goals. You can drop in to the Career Services office located at the first floor of the Owens Student Center, or by contacting George Bagel, Director of Career Services, at gbagel@brenau.edu or 770-534-6265. https://intranet.brenau.edu/dnn/StudentServices/CareerServices/tabid/65/Default.aspx

Retention and Student Success
The Dean of Retention and Student Success is responsible for student retention; is an advocate for the students; and is a liaison between faculty and students. She works with students on a daily basis helping them adjust to
college life and intervening when students find themselves struggling academically. She works closely with the University Counselor, Financial Aid and the Business office to troubleshoot on behalf of the students. Should you need assistance, please contact her at 770-531-3110 or vsimmons-walston@brenau.edu.

IN THE EVENT OF INCLEMENT WEATHER

The university has an emergency notification system and a phone service activated during questionable weather. It is highly recommended that you subscribe to the e2Campus notification service at https://www.e2campus.net/my/brenau/https://www.e2campus.net/my/brenau/

Brenau also provides a recorded phone message indicating whether or not classes are in session. The weather line is available 24 hours per day. Students in Atlanta and Gainesville should call 770-534-6771 to determine if classes are canceled on their campus. Local media outlets will be advised of decisions for broadcast on television and radio. Please be aware that Brenau rarely cancels classes.

Students at the Augusta, Kings Bay, North Atlanta and South Atlanta campuses should contact their site director’s office for specific information concerning cancellation announcements at those locations.

SECURITY

Brenau Security wants you to be safe when moving from classrooms to your car with these tips.

- Be aware of blue light phones locations on the Gainesville and East Campuses for emergencies.
- If you are a Gainesville student, program security’s phone number into your cell phone (770-534-6202).
- Augusta, Kings Bay, North Atlanta and South Atlanta students should contact your local Campus Director for specific Security policies for campus.
- If you feel personally threatened, experience or witness an emergency, call 911 using the nearest phone available.
- Please contact your local Campus Director on the next regular business day to report emergency incidences.
- Keep an eye out for anyone who is loitering and report them to Security.
- When approaching your vehicle, check other cars as well as yours to make sure no one is hiding.
- Don’t carry large sums of money. When carrying a purse or wallet, only place a few bills inside. Credit cards, driver’s license, and keys should be carried in a coat pocket or concealed, preferably in an inside zipped pocket.
- Don’t give money to panhandlers on or near campus. Be aware of people who approach asking for directions or the time of day. Keep a polite but safe distance. If possible, travel/walk with another person. This is especially true after dark.
- At night, travel on well lit and well traveled streets. (Avoid unlit or dimly lit streets, never loiter in a deserted area).
- Walk on the side of the street nearest to oncoming traffic. If you are accosted by someone in a car, run in the direction opposite of the way the vehicle is headed.
- Carry a personal alarm that will draw attention in an emergency and hopefully scare off a potential attacker. This can be a whistle or even a car alarm. If you feel like someone is following you, go to the nearest occupied residence or building and ask for assistance.

Student IDs

Each Brenau student is required to have a student ID with them while on campus*. To obtain a student ID please follow the instructions at the end of this document. The Student ID web site for is http://www.fullidentity.com/BrenauUniversity/EmailVerify.aspx

*Kings Bay students are required to have their Military ID or base visitor ID.

Parking Sticker
Each vehicle is required to have a current Brenau parking sticker*. Parking stickers are mailed to the student's home address. If you did not receive a parking sticker please contact the security office at 770-534-6202. *Kings Bay students are exempt.

**Campus Maps**

Directions to each of the Brenau Campuses can be found on the Brenau Web site under the Campus Locations Link [http://www.brenau.edu/about/campuslocations/](http://www.brenau.edu/about/campuslocations/)

**Gainesville Campus**

Many offices and services have moved this year at the Gainesville Campus. Please follow the link to the Campus Map to located the service that will assist you.

[https://intranet.brenau.edu/dnn/LinkClick.aspx?fileticket=y6cEXpxz7Ow%3d&tabid=53](https://intranet.brenau.edu/dnn/LinkClick.aspx?fileticket=y6cEXpxz7Ow%3d&tabid=53) (note: links are not live in this document, cut and paste them into your browser).

**Notification of Issues**

Brenau’s Director of Security’s main concern is your safety. Please notify security of any court order (restraining or temporary restraining order) that exists or other issues that could result in danger to you or fellow students…prevention is our best resource. Please notify the security office at security@brenau.edu of situations of which they should be aware to assist them in effectively creating and maintaining a safe campus.

**Telephone Numbers**

To reach any department on the Gainesville campus, please refer to the directory below. Nonresidential Student Program students at locations outside the 770/404/678 calling areas may use the toll free number 1-800-252-5119. To reach the desired party, request the appropriate extension (last four digits of the listed phone number).

<table>
<thead>
<tr>
<th>Brenau Frequently Used Telephone Numbers and contacts</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Academic Services</td>
<td>770-534-6119</td>
</tr>
<tr>
<td>Barnes &amp; Noble (Bookstore)</td>
<td><a href="http://brenau.bncollege.com">http://brenau.bncollege.com</a></td>
</tr>
<tr>
<td>Computer Help Desk</td>
<td><a href="mailto:helpdesk@brenau.edu">helpdesk@brenau.edu</a></td>
</tr>
<tr>
<td>Augusta Campus</td>
<td>706-210-2576</td>
</tr>
<tr>
<td>Gainesville Campus</td>
<td>770-531-3135</td>
</tr>
<tr>
<td>Kings Bay Campus</td>
<td>912-882-7125</td>
</tr>
<tr>
<td>North Atlanta Campus (Norcross)</td>
<td>770-446-2800</td>
</tr>
<tr>
<td>South Atlanta Campus (Fairburn)</td>
<td>678-827-7300</td>
</tr>
<tr>
<td>Career Services</td>
<td>770-534-6265</td>
</tr>
<tr>
<td>Financial Aid and Veterans Benefits</td>
<td><a href="mailto:financialed@brenau.edu">financialed@brenau.edu</a></td>
</tr>
<tr>
<td>Financial Services/Accounting Office - Student Accounts</td>
<td>770-534-6150</td>
</tr>
<tr>
<td>General Information</td>
<td>770-534-6299</td>
</tr>
<tr>
<td>Library Services</td>
<td><a href="http://lib.answers.brenau.edu">http://lib.answers.brenau.edu</a></td>
</tr>
<tr>
<td>Military Tuition Assistance (active Air Force, Army, or MyCAA) <a href="mailto:mholman1@brenau.edu">mholman1@brenau.edu</a></td>
<td>770-718-5327</td>
</tr>
<tr>
<td>Military Tuition Assistance (active Navy, Coast Guard or Marines) <a href="mailto:rshort@brenau.edu">rshort@brenau.edu</a></td>
<td>770-531-3135</td>
</tr>
<tr>
<td>Online Student Information <a href="mailto:Online@brenau.edu">Online@brenau.edu</a></td>
<td>770-718-5327</td>
</tr>
<tr>
<td>Registrar's Office</td>
<td><a href="mailto:registrar@brenau.edu">registrar@brenau.edu</a></td>
</tr>
<tr>
<td>College of Business &amp; Mass Communication</td>
<td>770-538-4700</td>
</tr>
<tr>
<td>College of Education</td>
<td>770-534-6220</td>
</tr>
<tr>
<td>College of Fine Arts &amp; Humanities</td>
<td>770-538-4764</td>
</tr>
</tbody>
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REGISTRATION PROCEDURES

How can I register online?
http://www.brenau.edu/
(Please note that the links in this document are not active, please cut and paste them into your browser).

What does conditional enrollment mean?
Conditional enrollment status gives undergraduate students who are applying to Brenau “late in the game” the option of enrolling in classes pending the completion of their application paperwork. Students must complete the application form including the conditional enrollment form and pay the application fee to exercise this option. The conditional enrollment status is granted for one semester only. Undergraduates may take up to twelve credit hours during conditional status. Conditionally enrolled students are not eligible for financial assistance until all admissions requirements are completed. Conditional enrollment is not available for certificate programs or graduate students. Conditionally enrolled students may not qualify for military or other third party billing status until enrollment is official. Please notify your third party contact at the University of your conditional enrollment.

How many hours do I need to take to receive financial aid?
Most financial aid programs are available for students enrolled at least half-time, but some programs may require full-time enrollment. Full-time status for undergraduate students is 12 hours or more; whereas, half-time students must enroll in at least 6 hours. For graduate students, 6 hours is considered full-time and 3 is considered half-time. (Note that many of Brenau’s graduate programs require more than 6 hours per semester as a condition of that particular program.) Your financial aid award notification will indicate the number of hours per semester your costs and aid are based on. Adjustments may be required if you do not intend to enroll at the level specified. Please notify the Office of Financial Aid if your enrollment intentions do not agree with our projections.

What is a program plan?
Before students register for classes for the first time, they must meet with their Advisor to develop a program plan of study. This plan includes the general education requirements, degree requirements, general electives, and major classes needed to graduate. Blank program plans are available online at the Registrar’s Office http://www.brenau.edu/?page_id=1709

How do I know which courses from other schools transfer to Brenau?
After a student is accepted to Brenau, a credit evaluation is completed for each official transcript. Courses from regionally accredited colleges and universities may transfer. Technical school associate’s level credit may also transfer. Each course must be comparable to a course at Brenau and the grade must be a “C” or above for undergraduates and “B” or above for graduate students. Undergraduate transfer credit must be degree-level and completed at a regionally accredited institution. Program specific coursework not completed within the last fifteen years will need to be approved by the department chair to be included in a student’s program of study. Courses with technical content taken over five years prior to admission may not be eligible for transfer. There is a limit of how many hours you may transfer from another college. Please see the Brenau Catalog for more information.
http://catalog.brenau.edu/content.php?catoid=6&navoid=277&print
Graduate transfer credit from an accredited institution will be honored for a period of seven years from the date of the course completion but limited to a maximum of six credit hours. Departments will review these courses individually.

How do I get my textbooks?
The Barnes&Noble Campus Bookstore (see the guide at the end of this document) http://brenau.bncollege.com (note your textbooks are NOT available at your local B&N retail outlet).

Students may select NEW or USED books, as they prefer. However, their total showing on the B&N site will always reflect the cost of all NEW books, in case the bookstore is out of stock of USED copies. Students are NOT charged on a credit or debit card until the bookstore physically fills and processes the order. Therefore, the actual total maybe up to 25% less than the total displayed during the check-out process.

Book Vouchers
If the total of your scholarships, grants and student loans exceed your tuition and fees, you may be eligible for a book voucher. Please contact the Accounting Office at 770-534-6150 to see if you qualify.

How do I get a copy of my Brenau transcript or verification of enrollment?

How do I know if I qualify for experiential credit and what do I need to do to receive it?
Experiential credit is academic credit awarded for relevant experience/knowledge obtained through some means other than college course work. Students will be considered for experiential credit only after they have been officially accepted to the university and issued a program plan. Students can then schedule a preliminary conference with the chair of the department in which they are seeking credit. Experiential credit is not awarded for most graduate level degrees. The form is available at [http://www.brenau.edu/?page_id=2806](http://www.brenau.edu/?page_id=2806)

When I complete my undergraduate degree or certification program, can I go straight into a graduate program?
Not automatically. Each program is different and has different admissions criteria. An application for graduate admission must be completed along with all necessary supporting documentation required by the program. Contact the Graduate Admissions office to determine the necessary steps to complete an application. [http://www.brenau.edu/admissions/](http://www.brenau.edu/admissions/)

TUITION AND FEES

Payment Options
Tuition is due and payable by the first day of each semester during the academic year. Tuition balances may be paid using check, money order, or credit cards. Payment can be made in person or over the phone to the Financial Services Office (770-534-6150) with Visa, MasterCard, American Express, and Discover or at the campus where you attend or by e-payments available through [https://campus.brenau.edu/](https://campus.brenau.edu/) When you click the link titled “My Billing” in Campus Web, you will see a PAY NOW button. Simply click the button and fill in the online form with your name, address, and credit card information. Upon successful payment, your student account will reflect the payment in real time.

Students may also enter into either of two payment options to defer part of the tuition payments to later dates in the term. Payment contracts must be signed within the first week of the semester and an administrative fee is assessed for the contract. Contracts cannot be initiated after the first week of a full semester or at the beginning of the second session. A fee is imposed on each delinquent payment received. The terms of the payment options are listed in the Catalog. [http://catalog.brenau.edu/](http://catalog.brenau.edu/)

Tuition Rates
Tuition rates are published annually in the Brenau University Catalog. Students should contact the Financial Services Office with any questions concerning specific rates and fees. [http://www.brenau.edu/about/offices-and-resources/tuition-fees-and-accounting-office/](http://www.brenau.edu/about/offices-and-resources/tuition-fees-and-accounting-office/)

Refunds
In the event a student must withdraw for medical or other verified reasons, two types of tuition adjustments may be made: a credit to the student’s account for the current or next semester and/or a refund of that credit balance. If a course is cancelled, students receive a 100% refund.
Students who wish to drop courses or withdraw must complete a drop form which is available at each site or on the registrar’s website at http://www.brenau.edu/academics/office-of-the-registrar-2/. If they desire a refund of any credit balance that might result from dropping or withdrawing, students must request in writing a refund of any credit balance from the controller or student accounts manager of the university. No institutional officer other than the controller or student accounts manager may authorize refunds of tuition. Advisors/coordinators/directors have no authority to make commitments concerning or to grant refunds. Refunds will generally be processed within 30 days after all necessary documentation (drop/add, written request for refund) is submitted. This policy also applies to weekend courses.

Return of Title IV Funds
Students who receive federal Title IV assistance and completely withdraw from a semester will be subject to the return of Title IV funds policy mandated by the U.S. Department of Education. Federal Title IV assistance includes Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (SEOG), Federal Work-Study, Federal Perkins Loan, TEACH Grant, Federal Direct Loan, Parent PLUS Loan and Graduate PLUS Loan. This policy assumes that a student earns his or her aid based on the period of time he or she remains enrolled.

During the first 60% of the semester, a student earns Title IV funds in direct proportion to the length of time he or she remains enrolled. A student who remains enrolled beyond the 60% point earns all aid for the semester. The percentage of the semester that the student remained enrolled, and for which aid was earned, is derived by dividing the number of days the student attended by the number of calendar days in the semester, excluding breaks of at least 5 calendar days.

Any unearned Title IV funds, with the exception of Federal Work-Study earnings, must be returned to the U.S. Department of Education. In calculating which types of funds are to be returned, loans are always returned before grants, thereby reducing the withdrawn student’s outstanding debt as much as possible.

The detailed rules for the calculation of the return of Title IV funds are available on request from the Office of Financial Aid or the Financial Services/Accounting Office.

Delinquent Accounts
Students whose accounts are delinquent forfeit their right to attend classes, take final examinations, or otherwise participate in the academic program until satisfactory arrangements have been made with the Financial Services Office to meet financial obligations. Diplomas, certificates, and transcripts are issued only when the students’ accounts have been paid in full. **Students whose accounts are delinquent as of the payment due dates for each semester will not be permitted to register for the following semester, nor will they receive final grades for the semester in which they are currently enrolled.**

All financial records must be cleared and paid in compliance with institutional procedures in order for the student to be identified as “in good standing”. In addition, no recommendations, degrees, transcripts of credit, diplomas, or other correspondence will be issued on behalf of the student until all financial obligations are satisfied.

LIBRARY RESOURCES

The Brenau University Trustee Library offers on-ground and online resources and services for all nonresidential students. [http://library.brenau.edu/](http://library.brenau.edu/)
SOCIAL BRENAU
There are a number of options for Returning Adult Students to get to know people out side of their regular classes. BASA- the Brenau Adult Student Association is a social and support group for returning adults who sponsors family friendly events, and workshops focused on the needs of returning adults . You can find out more at rshort@brenau.edu or on the Returning Adult Student Facebook Page https://www.facebook.com/pages/Returning-Adult-Students-at-Brenau-University/230524177046900?ref=hl#

Brenau Returning Adults has an Adult Student Lounge located on the bottom floor of the Owens Student Center (corner of Prior and Washington Streets, the building with the international flags). Open from 11:00 a.m.-6:00 p.m. Monday – Thursday. You can view our Facebook page filled with up to date information on happenings and items of interest. Check Also check for social media groups in your school (a number have Facebook or Linked in group pages),

HOW TO ORDER TEXTBOOKS
You may be able to use financial aid to cover the cost of your textbooks. If you have aid remaining after tuition and fees have been paid, you may be eligible for a voucher. Book vouchers must be requested from the Business Office no later than the first day of class.

Access the Brenau Barnes & Noble website (Best viewed with Google Chrome on a PC or Mac, not a mobile device):
You can gain access to the bookstore two different ways.

(a) Go to www.intranet.brenau.edu and click on the Barnes & Noble (B&N) Bookstore tab, located on the left
Click “Log in / Sign up” located at the top of the page
Once you have created an account, go back to the home page. You are now ready to create your virtual shopping cart!

(b) Login to CampusWEB
Select “My Schedule,”
Click on “Buy Books” at the top of the page
This will automatically link you to the B&N site and pre-fill your shopping cart with the books you need! This is called speedy check-out.

Be sure to de-select any items you do not need!
*You do not need the 4G Travel Drive and Nook Study

Step One:
1. Click Textbooks at the top of the screen
2. Select your term
3. You must know the Department, Course Number and Section of your class prior to ordering. For example, if you are registered for BA 306 at the Fairburn campus the department is BA, the course number is 306 and the section is F1
   If you are registered for an online class your section number will be D1, D2, or DE. Refer to the My Schedule option in CampusWeb if you do not remember the classes you are registered for
4. Continue adding classes as needed. Close out any unused drop-down menus by clicking the red “X” to the right of the section code. Additional drop-down menus will appear if all three are in use.
5. Click Find Materials for X Classes (where X is the number of classes)

Select Your Format: You’ve Got Options!

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Textbook can be purchased in new or used condition. If used textbooks are not available, your order is filled with new textbooks. You will have the option during checkout to select “Order NEW books instead, and I will pay the difference” or “Remove any unavailable USED books from my order”.

Textbooks Rental Option
Many textbooks can be rented from the bookstore. Renting your textbooks USED can be significantly less expensive than purchasing NEW books. You can utilize financial aid to pay for textbook rentals. However, you will still need to keep a
valid credit card on file in order to rent textbooks. (Note: It is okay to highlight and write in your rental titles, as long as they are returned in good condition.)

E-Textbook Option
An eTextbook is a digital, downloadable version of a physical textbook. It looks and feels identical to an actual textbook and has the same functionality as a paper textbook. You can highlight, annotate, and take notes directly in your e-Textbook.

E-Textbooks are available on one of two platforms: NOOKstudy or MBS Digital Direct. For more information on NOOKstudy, the FREE e-reader program, please visit www.nookstudy.com. NOOKstudy e-textbooks can be downloaded and read on up to two (2) computers - PC or Mac. Instructions for downloading and accessing your e-Textbook will be emailed to you when you purchase your e-Textbooks online at brenau.bncollege.com. NOOKstudy and MBS Digital Direct e-Textbooks are NOT compatible with iPads, Nooks, or other mobile devices at this time. An iPad app is in development.

Step Two: Check-Out
1. Once you have selected your format, click “Add items to the shopping cart” at the top of the screen.
2. Preview the order to verify you have selected the correct items. **Remove any unwanted items from your cart.**
3. Select **checkout** to complete your order.
4. If you are renting textbooks, you will need to create an account or sign in to an existing one. Please note this is a separate website from Brenau, and your Brenau sign-ons do not work on this site.
5. Select your preferred shipping method. Books can be shipped to your home or work address. **You are only able to pick up your items from Brenau Barnes & Noble Bookstore located in Gainesville, GA.**
6. Standard shipping is $6.95 for the first book and $1.95 for each additional book. Textbooks are shipped UPS Ground.
7. Select your payment method. If you plan on using financial aid to pay for textbooks, enter your 6 digit Student ID number in the space provided. **Do not enter your Student ID if you are using another payment method.** If you are renting your textbooks, you will need to have a valid credit card on file at this time, even if you plan to pay with Financial Aid.
8. Submit and verify your order, method of payment, and shipping address.
9. Write down the total amount of your order, **including shipping and tax**
10. E-mail this amount (including shipping and tax, if applicable) to DeAna Peak at dgibson3@brenau.edu Be sure to send the financial aid request from your Brenau TigerMail account! Textbooks are shipped within 2 business days if your items are in stock. Usually, back-orders are filled in less than 5 business days.
11. Please check your email to confirm you received an Order Confirmation from the Bookstore, containing your Order Number. You will need to reference this in any communication with the Bookstore.

**Please note that you do not have to purchase your textbooks from the Brenau Bookstore!**
**You may use other retailers such as Amazon, Cengagebrain.com, Chegg, AbeBooks, etc.**
**ISBN numbers for all textbooks are provided on the bookstore’s website**
**However, please note that only the Brenau Bookstore guarantees you a return if your professor changes the book.**
See the Brenau Bookstore for details

HOW TO ORDER YOUR BRENAU STUDENT ID CARD
http://www.fullidentity.com/BrenauUniversity/EmailVerify.aspx

Brenau University students, faculty, and staff now have the ability to request an identification card at any time and from any location in the world using a web site. The purpose of the Brenau University ID card is to allow for convenient use of campus resources, Brenau dining facilities, and even student discounts from local vendors that might provide them. The card is available at no cost (for the first 1000 cards issued), however shipping fees will be charged, and the card will be mailed to the recipient’s preferred address.
REGIONAL CAMPUS INFORMATION
You are almost finished! When you complete a review of the information pertaining to your site, send an email message to your Campus Director indicating that you completed the Orientation program. Good luck in your program of study!

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This document can be found online at  https://intranet.brenau.edu/dnn/
Please send any corrections, updates or suggestions to  rshort@brenau.edu