Transcript-Student Support Site

Support Site

May 31, 2019

Welcome to the Student Support Site. In the next few minutes, I want to show you around the site, so that you are aware of the support that is available to you as an online student at the Graduate School.

Let’s take a look around at the Student Support Site. Keep in mind that this site may change and grow as the Graduate School changes and grows.

## The Home Page

On the Home page, you’ll have access to the pages of the Student Support Site. You can access these pages using the buttons at the bottom of the page or by using the drop down menu at the top of the page. Each page has been designed for easy, intuitive use. They are all mobile friendly, so bookmark the site and come back often!

Let’s briefly look at each page.

## Our Team

The Our Team page introduces the student success coordinators, gives their contact information, and a brief summary of how they help students. This information will give you an idea of when to contact the coordinators. This page also provides a directory of the Graduate School faculty and staff so that you know who to contact in certain situations and how to contact them.

## HBFF/HBFGSAS

The HBFF/HBFGSAS page describes our roots and history and how it led to the merger of Hazelden and the Betty Ford Foundation. This page also provides the mission web pages for both the foundation and the Graduate School.

The handbook is also at the bottom of this page; this document communicates information regarding the Graduate School, learning opportunities, admission and requirements, our facilities, policies, programs, and other important information. All these materials work together to give a bigger understanding of the Graduate School.

## Communication

The Communication page gives tutorials on how to activate your webmail and how to install the AirWatch app so that you can get emails to your mobile devices. The contact information for Technology Services is also located on this page in case you need assistance in troubleshooting email issues. These tutorials are important because they will help set up communication tools that are critical to being a successful student at the Graduate School.

## Online Learning Tips

The Online Learning Tips page articulates great practices to have in place as a graduate Student. A list of online manners (or “Netiquette”) is also given so that you feel like you have a good grasp of virtual expectations.

## Populi Resources

Populi is our learning management system (LMS), which is where you'll access your courses. Every LMS is a little bit different, and learning your way around in any LMS takes some time. This Populi Resources pages will give you an overview of how to access Populi and how to find your way around your courses in Populi. This pages provides links to other pages that will dive deeper on how master the basics of Populi, use discussion forums in your class, how to take a test, and how to submit assignments. This is a great place to learn more about our LMS.

If you need one-on-one training on how to use Populi, or if you get stuck and need technical assistance, the contact information of our instructional designer is also included on this page.

There is a wide variety of resources available to you on the Student Support Site. I hope this overview gives you an idea of how to navigate the site so you can find what you need.