



Online Student Experience Guide



JOHNS HOPKINS
UNIVERSITY

WELCOME

to The Johns Hopkins University

Congratulations on Your Acceptance!

As the newest member to join our online community, it is important to us that your transition to the university is smooth and enjoyable. This guide will address your basic transitional needs, provide you with information about online student services and resources, and help to ensure your ongoing educational success with Johns Hopkins University.

If you have any questions or need further explanation on the information found in this guide, simply call us at **(844) 417-0874**.

Congratulations again and welcome to Johns Hopkins' Advanced Academic Programs.

JOHNS HOPKINS HISTORY

The Johns Hopkins University opened in 1876 with the mission to give students "Knowledge for the world." After more than 130 years, we remain a world leader in both research and education with cutting-edge curriculums like those found in The Advanced Academic Programs (AAP) of the Krieger School of Arts and Sciences.

The University has nine academic divisions with campuses throughout the Baltimore-Washington area. We are ranked the 12th best college in the nation by *US News and World Report* and have been continuously accredited by the Middle States Commission on Higher Education (MSCHE) since 1921.



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New Student Checklist

Before you can begin your online AAP program, you will need to complete the **New Student Checklist**, which includes:

- ☐ Activating your Johns Hopkins Enterprise Directory (JHED) log in.
- ☐ Setting up your JHU email account.
- ☐ Registering for your first course.
- ☐ Learning about your Financial Aid options.
- ☐ Accessing the library, purchasing your textbooks and information on the Student Code of Conduct.



AAP ONLINE STUDENT SUPPORT TEAM

Throughout the duration of your online AAP program, you will have the support of the student services team to provide answers for a wide variety of topics. If your questions or concerns are beyond the scope of the student services team, its members will help you contact the appropriate person/office to ensure your needs are met.

Technical Support 24/7

Johns Hopkins University believes technology should be a student asset and never an obstacle to online learning. This is why we provide you 24/7 access to our **Personal Support Center** to assist you with any technical issues that may arise within your online classroom or pertaining to your online learning.



To reach the Personal Support Center, call (855) 593-0086.

Johns Hopkins Student Portals

▶ BLACKBOARD

Students taking online courses will utilize Blackboard for their coursework, which can be accessed through this link: **blackboard.jhu.edu**. We recommend that you bookmark this link for more convenient access.



BLACKBOARD ORIENTATION

Once you have registered for your first online course, you will be automatically enrolled into the AAP Blackboard Orientation course. This course is free, held entirely online, and will take up to two hours to complete. You will receive instructions through your JHU email about how to access and complete the orientation, approximately 45 days prior to the start of classes. The orientation course will prepare you to use all the tools in our course management system, Blackboard, and to reinforce the study skills and communication strategies that make an online student successful. While the 6 programs below require students to complete and pass this orientation course, it is highly recommended that all students complete the orientation.

Orientation is required for the following programs:

▶ Communication	▶ Geographic Information Systems (GIS)
▶ Energy Policy and Climate	▶ Museum Studies
▶ Environmental Sciences and Policy	▶ Writing

▶ JHU PORTAL

With the My JHU portal, you can access your JHU student email account, school announcements, daily events, and links to the various libraries at Johns Hopkins University. My JHU is accessed through **my.jh.edu/portal/web/jhupub**.



Online Student Experience and Academic Affairs

TIME MANAGEMENT

Time management is crucial to your success as an online student, as online courses are not self-paced. You should expect to spend more time online during the first few weeks of class as you familiarize yourself with the virtual classroom setting, and coursework will vary from course to course. As you grow accustomed to the functionality of the online classroom and the expectations of the faculty, you will become more comfortable with the online learning environment and your time management skills will improve.

OBTAINING YOUR J-CARD

If you will be taking classes locally and require physical access to buildings on the Baltimore or Washington D.C. campuses, please request your J-Card [here](#). Online students who would like to have a J-Card may follow the same process to request an ID. In order to obtain a J-Card with your photo, you must visit either the Baltimore or DC Office in person. For additional information about your J-Card, please visit [ID Card Services](#).

ORDERING YOUR TEXTBOOKS

Advanced Academic Programs is serviced by [MBS Direct](#). MBS Direct is a virtual bookstore that provides textbook information for students taking AAP courses online and on-site. The online bookstore offers competitive pricing, new and used books, and buy backs from their large distribution center.

The online bookstore opens four weeks before the start of the semester/term. In the event your book information is not listed at that time, keep checking back as information will be updated daily leading up to the start of the semester.

You may also place an order by calling **(800) 323-3252**.

RECEIVING GRADES/TRANSCRIPTS

While you will have the ability to view your grades for your current courses within your Blackboard classroom, you may also access and view grades for all courses you have previously completed at JHU through your ISIS account. You can also utilize ISIS to view and print an unofficial copy of your transcripts, or receive them electronically through the National Student Clearinghouse.

At the conclusion of each online course you will have access to a course survey. It is important to complete the course survey in order to access your course grade. If the course survey is not completed, grades can be suppressed from your view.



CAREER SERVICES

Careers Services partners with students to build strategies and tactics crucial for continued career development and transition. With a focus on learning job-search skills for a lifetime, AAP students become active participants in their own continuing career development.

Visit the **Career Services Office** to learn more about the resources available to you as an AAP student, including how to schedule a one-on-one (possibly virtual) appointment with the Director of Career Services.

JHU LIBRARY SERVICES

JHU has a variety of library resources to serve your academic needs. Library facilities span across various divisions and campuses. Students can utilize university resources both in person and virtually, regardless of student modality. To use a Johns Hopkins library in person, you must have your JHED ID.

Information on how to access the library resources online at **The Sheridan Libraries** can be found on the **general library information page**. You will also have access to the online resources through your Blackboard courses.



Important Contacts

Financial Aid

(410) 516-8028
aapfinaid@jhu.edu

Student Accounts Office

(410) 516-8158 – Main Office
 (410) 516-6057 – AAP representatives
[AAP Student Account Info](#)

Registration Office

(800) 847-3330
aapregistration@jhu.edu

Career Services

advanced@jhu.edu

Student Services

(410) 889-1745 Ext. 2

Personal Support Center

Available 24/7 – for online course
 technical support
 (855) 593-0086
JHUsupport@personalsupportcenter.com

JHU Helpdesk

For help with JHED ID/password, accessing
 online library and JHU email account
 (410) 516-4357

Disability Services

(202) 452-0983
aapdisability@jhu.edu

Links

- › [My JHU portal](#)
- › [Blackboard](#)
- › [JHU Email](#)
- › [Academic Calendar](#)
- › [Financial Aid](#)
- › [JHU AAP Online Bookstore](#)
- › [Johns Hopkins University Official Bookstore](#)
- › [Library Information](#)
- › [The Sheridan Libraries](#)
- › [JHU AAP website](#)
- › [AAP Academic Catalog](#)
- › [Career Services](#)
- › [Tuition, Fees and Refund](#)

