eLearning Information & Resources for Students

Welcome to GGU!

Click on the links to learn more about eLearning and the resources available to you.

eLearning Information

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Technical Requirements

Connection Speed: A broadband (DSL, LAN, cable) connection is required. Connecting to the internet with n ethernet cable is strongly recommended when you are taking quizzes and exams. If your wifi drops your connection while you are taking an online exam, you may lose your answers.

Browsers: Chrome and Firefox will give the best experience. Please note that not all of your online course material will work well on a tablet or smartphone - you will need access to a desktop or laptop.

Webcams: Certain courses, and even some assignments, require an inexpensive webcam. Webcams are also required for ProctorU exams.

Accessing your eLearning Course

GGU runs on a trimester schedule. Courses are offered every fall, spring, and summer term. Please refer to GGU's Academic Calendar for information regarding important dates and holidays.

Beginning of term: Courses appear on the eLearning site on first day of the term.

End of term: Student access to a class expires 10 days after the last day of the term. Make sure that you have backed up your files, or copied and pasted anything that you want to keep in the class before student access ends! You will not have access to classes from previous terms after the 10-day grace period.

Adds and Drops: If you register for a course just before the term begins, or after the term begins, please allow up to 24 hours to see the class appear in eLearning.

If you've dropped a class or added a class, and it hasn't been reflected on your eLearning page within 48 hours, please contact help@ggu.edu.

eLearning Course Navigation

GGU eLearning Orientation: [Click here for a brief narrated student orientation of the eLearning platform](#)

Golden Gate University course material is typically broken into sections called weeks, sessions or topics. These groupings will appear sequentially on the course page from top to bottom. Please note that some instructors only open up one or two sections at a time

Within each section may be items such as "Lectures", "Discussions", "Assignments", "Quizzes" and "Presentations" - among other items that the instructor has listed.

If you have any questions about the syllabus, or what you are required to do each week, please contact your instructor as soon as possible.

ProctorU: Proctored Exams

Some courses that are entirely online will require a proctored exam. Check your syllabus to see if there will be a proctored exam in the course. Check with your instructor if you aren't sure if there will be a proctored exam.

You will get an email from eLearning letting you know when you can schedule a day and time for your proctored exam.

Questions about proctored exams? Please email ggutesting@ggu.edu

It is your responsibility to schedule the exam.*

Technical Help

If you are having technical issues with eLearning, you can reach out to help@ggu.edu or call 415.369.5250 during business hours.

For help with proctored exams, email ggutesting@ggu.edu

Academic Policies

These policies and procedures apply to <u>all</u> undergraduate and graduate students in all schools (Business, Accounting, Taxation, Undergraduate, and Law) regardless of location and course format.

Click on the links below to read the policies in full.

[Academic Integrity Policy](#)

[Student Code of Conduct](#)

[Grade Grievance Policy](#)

[Attendance Grievance Policy](#)

[Academic Standards & Policies](#)

Student Resources

Click on the links to learn more about the different resources available to you.

Advising

Tutoring: Math, Writing, Finance, Accounting/Tax

GGU Bookstore

GGU University Libraries

Students' Veterans Services

Disability Accommodations

Office of Career Planning

Wellness Resources

Student Services

Contact Information
Click on the links to email the offices listed below

Advising: uac@ggu.edu

Tutoring: gball@ggu.edu

GGU University Libraries: askalibrarian@ggu.edu

Students' Veterans Services: va@ggu.edu

Disability Accommodations: gguds@ggu.edu

Career Services: careers@ggu.edu

Student Services: gguhub@ggu.edu

Wellness Resources: wellness@ggu.edu