



# Quick Start Guide to Becoming a Student



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## Welcome to University of Phoenix

Thank you for your interest in attending University of Phoenix. Our mission is to provide access to higher education opportunities that enable students to develop the knowledge and skills necessary to achieve their academic goals, improve the productivity of their organizations and provide leadership and service to their communities.

While you will find additional information on our website at [phoenix.edu](http://phoenix.edu), we hope you will find this guide useful. Additionally, we hope you will join the thousands of working students who have earned their degrees conveniently and efficiently at University of Phoenix—and often sooner than they expected.

## Overview of University of Phoenix

University of Phoenix was founded in 1976 on an innovative idea: enable working students to receive a quality education without putting their lives on hold. Today, we are the largest private university in North America, with nearly 200 convenient locations, as well as Internet delivery in most countries around the world.

Additionally, University of Phoenix is a comprehensive university with a wide variety of degree programs at the associate's, bachelor's, master's and doctoral levels.\* Our colleges are:

- Axia College of University of Phoenix
- College of Arts and Sciences
- College of Education
- College of Graduate Business and Management
- College of Health and Human Services
- College of Information Systems and Technology
- College of Nursing
- College of Undergraduate Business and Management
- School of Advanced Studies

For more information, visit [phoenix.edu](http://phoenix.edu) and select the college of your choice. Or, click on the Online & Campus Programs tab for details on degree programs.

\*While widely available, not all programs are available in all locations or in both online and on-campus formats. Please check with a University Enrollment Representative.

# Learning at University of Phoenix

Here's what you can expect as a University of Phoenix student:

- **Collaboration**

If you are enrolled in a bachelor's, master's or doctoral degree program, you'll work closely with a learning team of three to six students to complete certain assignments.

- **Convenience**

With our online learning format, you can attend class when and where you want. Our campus-based classes are held in convenient locations, primarily in the evening and on weekends.

- **Flexible Scheduling**

University of Phoenix does not operate on a term or semester basis. New student groups can begin any time. Typically, associate-level courses meet for nine weeks, undergraduate courses meet for five weeks and graduate courses meet for six weeks. When a course ends, the next course usually begins the following week. This allows you to achieve your educational goals efficiently.

- **Focused Study**

If you're a student at Axia College of University of Phoenix, which offers online associate's degree programs, you'll take two courses at a time. If you're pursuing your bachelor's, master's or doctoral degree at University of Phoenix, you'll take only one course at a time.

- **Quality**

University of Phoenix has been accredited since 1978 by The Higher Learning Commission and is a member of the North Central Association ([ncahlc.org](http://ncahlc.org)). Our programs are designed by academic professionals, often in collaboration with industry professionals, to ensure quality, relevance and rigor. Programs are developed with defined objectives and outcomes, and are regularly reviewed.

## Learning at University of Phoenix (continued)

### ■ Real-world Learning

Count on learning alongside other working students with rich and varied life and work experiences. You'll learn from faculty members who have advanced degrees and substantial experience in the fields they teach. These faculty members teach the latest theories and techniques while sharing practical insight.

### ■ Student-friendly Services

You'll have an enrollment representative, academic representative and finance representative who are dedicated to helping you achieve your educational goals. You'll also have 24/7 access to an extensive online library, as well as several software tutorials and online writing and math assistance. Additionally, you can conduct all of your administrative business online, including registering for class, updating your account, downloading textbooks and checking your schedule and grades—all with the reassurance of knowing that technical support is available 24/7, except major holidays. Many University of Phoenix locations also have Resource Centers, which provide services such as workshops, computers, Internet access, study rooms and tutoring.\*\*

\*\* Due to regulatory requirements students in a limited number of locations including Jersey City, New Jersey may not participate in on-ground instructional activities including tutoring and workshops.

## Applying to University of Phoenix

A dedicated enrollment representative will guide you during the admissions process and throughout your first course. Your enrollment representative will answer your questions, as well as provide an individual education plan outlining your course sequence and schedule for completing your degree program.

### Helpful Information:

1. Contact an enrollment representative at 866.766.0766 to discuss the program you are interested in, your scheduling needs and other matters.
2. Gather the necessary documents required. Your enrollment representative will advise what documents you will need. While your enrollment representative can guide you through the admission process, it is your responsibility to ensure that your admission file is complete.
3. Use our online system to submit a complete and accurate application. There is no application fee for undergraduate-level programs. If you are applying for a graduate-level program, you will need to submit the required application fee with your application.
4. University of Phoenix will process all requests for transcripts on your behalf. However, you must sign a Transcript Request Form for each transcript being requested from educational institutions or national testing centers.
5. You may attend your first three courses under Registered status. However, you generally must submit all admission documentation and gain Admitted and Matriculated status prior to starting your fourth course. University of Phoenix encourages you to have all admission documentation submitted prior to the end of your first course.

## Applying for Federal Financial Aid

University of Phoenix participates in Federal Student Aid Programs, including the Stafford Student Loan, the Perkins Loan, the Pell Grant, the Academic Competitiveness Grant, the SMART Grant, the Supplemental Educational Opportunity Grant, and the PLUS Loan programs. Students also may be eligible to receive funding through state grant programs and scholarships.

Your finance representative can answer your questions and guide you through the process of applying for federal financial aid. Additionally, your finance representative can provide information on other financial options, such as our cash plan, tuition reimbursement plan, private loan plan and others. Financial options, including financial aid, are available to those who qualify.

### Helpful Information:

1. Apply for student financial aid after submitting your application for admission and registering for courses in a degree program. It is highly recommended that you use our online financial aid application process at <https://faw.phoenix.edu>.
2. The following forms are required to begin the financial aid application process:
  - University of Phoenix Financial Aid Application
  - Free Application for Federal Student Aid (FAFSA)
  - Stafford Loan Master Promissory Note (if you are interested in the Stafford program)
  - Entrance Interview Form
  - University of Phoenix Student Finance Agreement
3. If you qualify for financial aid, you may receive a new award each academic year. An academic year is defined as the period of time in which you successfully complete a minimum of 24 credit hours and 30 weeks of instructional time. This means you may have your eligibility assessed for grants and/or loans several times during your program of study. You should reapply for student financial aid prior to the start of each new academic year.
4. The average processing time for financial aid is 90 days. However, you may begin class upon completion of your required financial aid forms.

See our Financial Aid Orientation at [phoenix.edu/faorientation](https://phoenix.edu/faorientation) for a step-by-step overview that includes definitions of financial aid terms, eligibility information and more.



## Frequently Asked Questions

### Can a college degree really make a difference?

According to the Bureau of Labor Statistics, “Data consistently show that, on average, college graduates earn more money, experience less unemployment and have a wider variety of career options than other workers do. A college degree also makes it easier for jobseekers to enter many of the fastest-growing, highest-paying occupations.”\*

### How much does it cost to attend University of Phoenix?

Tuition varies by campus and type of degree program. To learn more about specific tuition and other University fees, please contact a University Enrollment Representative.

### Which degree programs are offered at my local campus or online?

Program availability varies by location. Both campus-based and online learning formats are widely available but may not be offered at all locations. Currently, University of Phoenix offers degree programs in a number of areas, including General Studies, Business and Management, Criminal Justice and Security, Education, Human Services, Nursing and Health Care, Psychology and Technology. For specific program information, visit phoenix.edu or contact an enrollment representative.

### Is financial aid available?

Financial options, including student financial aid, are available to those who qualify. Contact your finance representative for information. If you don't know who your finance representative is, or if you do not have his or her contact information, you can obtain that information by calling 866.766.0766.

### Does University of Phoenix accept transfer credits?

Yes, University of Phoenix accepts transfer credits from regionally and nationally accredited institutions of higher learning. All transferred credits may not be applicable to your chosen degree program.

\*Bureau of Labor Statistics, Occupational Outlook Quarterly, “The 2004-2014 Job Outlook for College Graduates.” Fall 2006, p. 43.

## Frequently Asked Questions (continued)

### How long does it take to complete my degree?

The time it takes to complete your degree program will vary. The duration of your program depends on several factors, including the number of credits accepted for transfer and whether or not you take time off between courses. You may be able to earn credits from professional training, the College Level Examination Program (CLEP) or previous college courses you have taken.

Students at Axia College of University of Phoenix can earn their associate's degree in as few as 20 months.

### How long has University of Phoenix been around? Is it accredited?

University of Phoenix, now the largest private university in North America, began in 1976. It has been accredited since 1978 by The Higher Learning Commission and is a member of the North Central Association. ([ncahlc.org](http://ncahlc.org))

### What are the credentials of your faculty members?

Our faculty members hold master's or doctoral degrees and also have substantial experience in the fields they teach.

### Do you accept international students?

Yes. For more information, please contact the University's Support Services Center at 602.387.7000.

### What type of computer do I need?

At University of Phoenix, one of our goals is to keep our curriculum current with today's changing work environment. With this in mind, our students must be competent users of technology. Whether you attend classes at your local campus or online, you will need to have access to and use specific hardware and software. The latest computer requirements are listed on [phoenix.edu](http://phoenix.edu).

### What happens if I have a technical problem with my computer?

If you have any questions or experience any difficulties, we offer 24/7 technical support, with the exception of major holidays. You can contact our technical support staff by email from your student website or call 877.832.4867.

## Frequently Asked Questions (continued)

### Is the University of Phoenix online learning format really 100% online?

With our online learning format, you attend class online when and where you choose. Registration, ordering books, posting assignments, interacting with classmates, receiving feedback from instructors and other aspects also are conducted online. Imagine, no long commute, no waiting in lines to register for class and no separate trips to buy books. However, some programs (for example, some educational programs and all doctoral programs) have additional requirements such as field experiences, clinical work or residencies which cannot be completed online.

### When and how often do I have to be online for class?

As a student in an online degree program, you log in and participate three to five days each week, depending upon your degree program. You choose the days and times.