



# MEMORANDUM

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**DATE:** March 26, 2020

**TO:** Alabama A&M University Students

**FROM:** Pamela Arrington, Ph.D.  
Associate Vice-President, Academic Affairs, Undergraduate Studies  
The Freshman Academy  
The Tutorial Assistance Network  
The Office of Distance Education & Extended Studies

**RE:** Academic Support Services

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As we continue our teaching and learning during this unprecedented time of COVID 19, Alabama A&M University is committed to maintaining the same high quality instruction and academic student support programs, services, and activities our students are accustomed to. As you know, all instruction, academic student support programs, services and activities transitioned to online delivery effective March 16, 2020. For your quick reference, you will find below links to information about how to access Academic Advising, Tutorial Services, and Online Tools and Technology.

These student support services are designed to maximize your student success, as you complete your bachelor's degree requirements, here at Alabama A&M University (AAMU). You can use this information to schedule appointments with your academic and/or faculty advisors to plan your summer and fall class schedules, and schedule appointments with tutors to maximize your success in your online classes. For many of you, this is your first experience with online instruction. Please be assured that we are here to support you.

Please find, on the next page, information and links to assist you. These academic student support services are available to all enrolled students.

# ACADEMIC SUPPORT SERVICES



Click the buttons below, for more information.

ACADEMIC ADVISING  
(UP TO 30 HOURS)



ACADEMIC ADVISING  
(MORE THAN 30 HOURS)



TUTORIAL ASSISTANCE  
NETWORK



ONLINE TOOLS &  
TECHNOLOGY



**The Freshman Academy** is a collaborative, student-centered learning environment dedicated to provide you with the information and direction you need to successfully matriculate, persist from one semester to the next, and perform well academically, as you seek the bachelor's degree. The academy serves all first-time freshmen, continuing freshmen (*less than 31 credit hours*), and academically at-risk students of various classifications.

**Academic Advising**--It is now time to schedule an appointment with your advisor and select academic courses based upon your declared major course curriculum. Assistance is also provided to students who have not declared a major with opportunities to explore and determine their educational goals and career pursuits. Academic advisors at AAMU participate in a Split Academic Advising Model, which consists of a two-step advising process.

- Freshman students (*0 to 30 credit hours*) receive advising through the Freshman Academy by professional academic advisors.
- Students who have earned more than 30 semester credit hours are advised by faculty advisors within their academic disciplines.

**The Tutorial Assistance Network (TAN)** is a campus-wide College Reading and Learning Association (CRLA) certified academic support program. Tutorial sessions are provided for students who are interested in regular or weekly assistance. Students schedule tutoring appointments through GradesFirst.

The TAN team will continue to provide tutorial services to Alabama A&M University students using Zoom. [Schedule your tutoring appointments](#) and access the [Student Online Tutoring Processes](#).

**Online Tools and Technology** are available to students to facilitate a meaningful online learning experience. Our Blackboard Learn platform, web-conferencing tools Collaborate Ultra and Zoom, and the entire GSuite for Higher Education. We have additional tips, resources and support for students at the university's [Academic Continuity](#) webpage.