**the office of Academic affairs**

**How many credits do I need to complete my degree?**

To graduate, you must satisfactorily complete 88 academic credit hours within the allotted time. At least 60 credits must be earned at AJMLS.

**Is there a deadline by which I must complete my credits to receive my degree?**

Full-time students must complete all degree requirements within four years of starting the program. Part-time students must complete all degree requirements within five years of starting the program. All students, full-time and part-time, MUST complete 88 credit hours satisfactorily to be eligible to receive a Juris Doctor degree.

**Who can I go to for academic advising?**

For information regarding course selection, suggested prerequisites, and requests for graduation please see the Associate Dean for Academic Programs.

**What services do you have available for academic support?**

AJMLS has an Academic Support Program that is offered to students at no cost. The Program is designed to identify and address student study deficiencies and to assist students in adjusting to legal study and classroom requirements. Participation is optional, but strongly encouraged. For further information on the Academic Support Program and other academic support services offered to students, please contact the Assistant Dean of Academic Achievement or the Director of Academic Achievement.

**What are the differences between full-time and part-time status?**

The primary difference is the number of credit hours that students falling into each group are required to take per semester. In the first year, full-time students have an academic load of 15 credit hours per semester. After the first year, full-time students are expected to take between 14 and 16 credit hours per semester. The academic load for full-time students cannot fall below 12 credit hours and a full-time student must complete six semesters of resident study. If a student wishes to take more than 16 credit hours or fewer than 12 credit hours in a given semester, the student must get approval in advance from the Associate Dean for Academic Programs.

The academic load for part-time students ranges from 8 to 11 credit hours per semester. A part-time student must be registered for a minimum of 6 credits and must complete 8 semesters of resident study. If a student wishes to take more than 11 credit hours in a given semester, the student must get approval in advance from the Associate Dean for Academic Programs.

**What is your policy on classroom attendance?**

AJMLS has a mandatory attendance policy. If a student is counted as absent for more than 20% of class time in a course, the Associate Dean for Academic Administration will be notified and the student will receive a “W/F” for that course.

**Can I drop or add a course?**

First-year law students cannot withdraw from a required course without permission from the Associate Dean for Academic Programs. Upper division students have more flexibility in selecting their required course sections, and they may drop and add electives on their own, so long as they maintain a proper semester load.

**Can I take courses outside of the law school?**

You are not allowed to take courses in another academic program or enroll in another school, college, university, institute, law school or other program without advance written permission from the Associate Dean for Academic Programs. If approved, you may only receive academic credit for graduate level courses taken.

**Does AJMLS offer summer school for interested students?**

The law school conducts a summer session. Part-time students are required to take courses during the summer session. The normal academic course load for summer session is 3 to 6 credit hours. Students taking summer school courses cannot register for less than 2 credit hours or more than 6 credit hours. The summer intersession, which is separate, also provides students with an opportunity to get course credits during the summer. If a student wishes to take more than 6 credit hours during the summer, the student must get approval in advance from the Associate Dean of Academic Programs. [Scott, are we going to continue to offer summer intersession going forward? If not, this should be removed. I think we are going to continue with the summer intersession, unless Malcolm has recently changed his mind about this. We don’t run into any of the same problems with the summer intersession that we did with the winter intersession.]

**What should I do if I have a conflict with a scheduled final exam?**

Students are bound to the examination schedule, which is published at the time of registration. Final examinations will be deferred ONLY for good cause, which can include serious personal illness or injury to a student and/or serious personal injury, illness or death in a student’s immediate family. If you are considering petitioning to defer your exam DO NOT NOTIFY YOUR PROFESSOR. You MUST submit your written petition requesting deferral to the Associate Dean for Academic Administration at least 24 hours prior to the scheduled time for your exam, if possible.

**Can I bring my laptop to class for note-taking purposes?**

Policies on laptop use vary by professor, and you will need to check your syllabus for each course to determine your professors’ policies.

**What restrictions are there, if any, with regard to working during the academic year?**

First year, full-time students are urged NOT to take outside employment. Following completion of the first year, a full-time student can work up to 20 hours a week during the academic year. Any full-time student whose employment exceeds 20 hours per week will be transferred to the part-time program and will be required to reduce her/his course load accordingly. [Scott, I know we don’t police this and don’t even think it’s necessarily a rule anymore. Do we just want to make this more advisory language rather than a prohibition? I don’t know the answer to what our policy remains. I’m not sure with the harm in leaving it in even if we don’t enforce it. The problem is we don’t have any real way of enforcing it unless students self-disclose. I think we may still limit student workers.]

If you are interested in learning more about employment opportunities that are available on campus, please contact the Director of Human Resources and Office Management.

**Can I get a letter grade for my externship(s)?**

No. Externship courses will be graded on a Pass/Fail or No Credit basis.

**Does AJMLS have a study abroad program?**

Any student who wishes to participate as a visiting student in a study abroad program sponsored by an ABA accredited law school must submit a written petition to visit to the Associate Dean of Academics. For study abroad opportunities offered during the regular academic year, interested students must submit their petitions at least 60 days before the first day of classes. For summer study abroad opportunities, interested students must submit their petitions to visit to the Associate Dean for Academic Programs at least 14 days before the start date of the desired summer study abroad program.

**What is AJMLS’ policy on accommodations?**

AJMLS strives to provide reasonable accommodations, including reasonable accommodations for class schedules, examinations and other services, to enable students with disabilities to undertake the prescribed course of study. If you have questions about accommodations, please contact the Associate Dean for Academic Administration.

**What is the process for getting an accommodation?**

Students desiring academic accommodations on account of a disability must have an evaluation by a physician or other state-licensed medical or psychological professional. The evaluator must complete and sign the school’s Accommodations Request Verification Form and this form must be submitted to the Associate Dean of Academics at least 30 days in advance of the date for which the accommodation is requested. The form can be found on the AJMLS website or picked up from the Associate Dean for Academic Administration.

**THE OFFICE OF CAREER DEVELOPMENT**

The Career Development Office is committed to providing services and resources to help our students and alumni achieve their career goals. We believe that early career assessment and skills training are essential to a successful job search and career satisfaction. Whether you are looking for a part-time clerkship while still in school, that first post-graduate position, a lateral move or a complete career change, we are here to support your efforts.

Students who have any questions pertaining to the Career Development Office are welcome to speak with Dean Betancourt directly at [ibetancourt@johnmarshall.edu](mailto:%20ibetancourt@johnmarshall.edu) or print a downloadable copy of the [Career Development Office Frequently Asked Questions](https://www.johnmarshall.edu/wp-content/uploads/UPDATED-OfficeofCareerDevelopment-FAQ.pdf).

**When can I start accessing Career Services?**

Per the guidelines of the National Association for Legal Career Professionals (NALP), first-year law students cannot speak to anyone in Career Services until after October15th of the first year.

**How do I set up an appointment to discuss career opportunities?**

The Career Development Office is available weekdays, Monday through Friday, from 9:00 a.m. to 6:00 p.m. to discuss career opportunities and tools to assist you in realizing your career goals. While walk-ins are welcome, it is preferred that you set up an appointment with your Career Counselor so that you will be afforded the time and uninterrupted attention you need to discuss your career goals. To set up an appointment, please call the Career Development Office at 678-916-2610.

**How do I find out who my Career Counselor is?**

Students are assigned a Career Counselor alphabetically by class. The following is a list you can use to determine who your Career Counselor is:

Dean Betancourt: A-G  
Ms. Draughn: H-N  
Ms. Yashina: O-Z

**How do I apply for On-Campus Interviews?**

All job listings are available on the AJMLS Symplicity site. Students may access Symplicity online at: <https://law-ajmls-csm.symplicity.com/students/>. Your Username is your AJMLS email address: Username@johnmarshall.edu Password: Password. If you have forgotten your password, you may request to have it reset by clicking the “Forgot Password” link located on the Symplicity homepage.

**What are Resume Forwards/Collects?**

Resume Forwards are opportunities for students to submit their resumes online through Symplicity for employment opportunities that are posted on this website. The Career Development Office will collect resumes that are submitted for each posted employment opportunity and forward them to the employer. The employer will then reach out to the students directly to set up interviews off campus. The Career Development Office will post all employment opportunities on Symplicity and collect and forward resumes that are submitted to Symplicity. To participate in Resume Forwards, you must first check the Symplicity job posting website for Resume Forwarding/Collect opportunities, and submit your resume through the website.

**How do I get my resume reviewed?**

To get your resume reviewed, please email your resume to your Career Counselor. Career Counselors review resumes on a first come, first served basis. The turnaround time for a resume review depends on the time of year and what is going on in the Career Development Office, like a job fair or an impending on-campus interview deadline. We highly recommend that you not submit your resume for review at the last minute.

**Where are On-Campus Interviews held?**

On-Campus Interviews are held in the Blackburn Room, which is located in the Career Development Office’s Suite on the 2nd floor. AJMLS Job Fairs are held at the Blackburn Conference Center, located across from the law school at 1405 Spring St. Atlanta, GA 30309.

Georgia Law School Consortium Co-Sponsored Job Fairs (five GA law schools) are usually held at Georgia State University’s law school in downtown Atlanta. Please check Symplicity for locations, dates, and times.

**Do I need a cover letter?**

Each job description will indicate what application materials the employer expects.

**How do I stay updated on events & seminars being held by the Career Development Office?**

To stay updated on events and seminars in the Career Development Office, you can do one of the following: Check the Symplicity Announcement Board, JMTV monitors, or “like” our Facebook page at Atlanta’s John Marshall Law School Career Development Office. You can also stop by the office anytime. We would love to see you!

**What should I wear to an interview?**

It is extremely important to make sure that you look your best for any interview. Make sure your clothes fit and are in good repair. Practice good hygiene, but do not wear perfume or cologne to an interview because many people are allergic to fragrances. For men, wear a dark suit, white dress shirt, a conservative tie and dress shoes that are in good repair. For women, wear a dark suit, a conservative blouse that is not too tight or revealing and close-toed dress shoes. Women should not wear platform shoes or shoes with a heel higher than two inches. Also, if women choose to wear skirt suits to interviews, they should wear pantyhose. If you have any questions with regard to dress, please contact the Career Development Office at extension 2610.

**What is the difference between an internship and an externship?**

Internships and externships are considered non-classroom activities. You must have a cumulative grade point average of at least 2.0 to register for non-classroom credit. Internships are temporary work experiences that are often paid, full-time positions. An externship is similar to an internship in that it offers the participant practical experience in a field of study. However, externships are often shorter in duration and unpaid, and are offered for academic credit hours. At AJMLS, externship opportunities are offered during the regular academic year and during the summer session. Students cannot receive more than 12 credit hours for externships. For further information on externship opportunities, please contact the Office of Experiential Learning.

**THE OFFICE OF FINANCIAL AID**

**General**

**How much financial aid is available to law students?**

The maximum amount of aid available varies based on enrollment status and the cost of attendance, which is comprised of the 9-month living expense budget plus tuition and fees for the fall and spring semesters. Summer semester cost of attendance is comprised of a 3-month living expense budget plus tuition and fees.

**Does AJMLS offer scholarships?**

Yes. The Dean John Ryan Scholarship is awarded based on your LSAT score, grade point average (GPA) and the criterion set forth by the Office of Admissions. Though the school only offers a limited number of scholarships, there are many external scholarship opportunities. A comprehensive list of scholarships is available in the Office of Financial Aid.

**Will the Dean Ryan Scholarship award renew on an annual basis?**

Yes. Returning students will retain their Dean John Ryan Scholarship as long as a 2.75 grade point average or higher is earned at the end of each academic year.

**Are non-Federal loan funds considered financial aid?**

Yes. The term financial aid includes all funds provided to a student for educational purposes.

**Can I request to receive loan funds greater than the cost of attendance?**

Unfortunately, federal guidelines restrict students’ ability to receive more than the cost of attendance established by the Law School. On rare occasions AJMLS will review students’ requests for an increase due to extenuating circumstances. Please consult with the Office of Financial Aid before making such a request.

**Do I need to make an appointment to discuss my questions with the Financial Aid Office?**

No. The Financial Aid office takes walk-ins. Students can also schedule appointments. Please feel free to stop by during business hours or contact us at financialaid@johnmarshall.edu.

**FAFSA & Federal Aid**

**Should I pay for help to fill out my Free Application for Federal Student Aid (FAFSA)?**

No, you don't need to. If you apply using FAFSA on the Web at [www.FAFSA.ed.gov](http://www.FAFSA.ed.gov), you get online instructions for each question, and you can chat live online with a customer service representative. Another source of free help is the online guide, “[Completing](http://studentaid.ed.gov/students/publications/completing_fafsa/index.html) the FAFSA.”

Whether you apply online or use the paper FAFSA, you can get free help by calling the Federal Student Aid Information Center (FSAIC) at the telephone number(s) listed below or by contacting the Director or Assistant Director of Financial Aid.

***Federal Student Aid Information Center (FSAIC):***

**1-800-4-FED-AID (1-800-433-3243)**

**(TTY 1-800-730-8913)**

Various websites do offer help filing the FAFSA for a fee. These sites are not affiliated with, or endorsed by, the U.S. Department of Education. We urge you not to pay these sites for assistance that we and the Department of Education provide for free.

**What is the FSA ID?**

An FSA ID is comprised of a username and password and can be used to login to certain Federal Student Aid websites, such as the *Free Application for Federal Student Aid* (FAFSA®).

The security of your FSA ID is important. Your FSA ID can be used to:

* Electronically sign Federal Student Aid documents,
* Access your personal records, and
* Make binding legal obligations.

**How can I check the status of my FAFSA application?**

You can check the status of your FAFSA immediately after submitting it online. You can check the status of a paper FAFSA after it has been processed (roughly 7-10 days from the date mailed).

**What is the Data Release Number (DRN)?**

A DRN is required to make certain changes associated with the FAFSA you filed. You can make corrections to your mailing address and/or to the schools you listed to receive your FAFSA data. Just call the U.S. Department of Education's Federal Student Aid Information Center (1-800-4-FED-AID [1-800-433-3243]). The DRN also allows you to release your FAFSA data to schools you did not list on your original FAFSA. The **DRN** is printed in the lower left-hand corner of your Student Aid Report (SAR).

**Can I add a school code to my FAFSA application?**

Yes. You may either make the correction online, over the phone (1-800-4-FED-AID) if you have your DRN number (see above), or you can fax the request (1-877-264-9664). Atlanta’s John Marshall Law School’s code is **G31733**.

**Have you received my FAFSA?**

AJMLS will download FAFSA applications after the June 1st deadline. Confirming that AJMLS is listed as one of your institutions on your Student Aid Report (SAR) once your application is processed by the federal processor assures you that AJMLS has your FAFSA application.

**Do you require that I submit parental information on the FAFSA?**

No. Graduate students are automatically considered independent for purposes of federal financial aid. Therefore, you do not need to complete the parent information section of the FAFSA.

**My taxes will not be completed prior to your deadline. Is it OK to use estimates when completing the FAFSA?**

If you have not filed taxes by the deadline, it is fine to check “will file” in the tax information section of the FAFSA. You will need to update your FAFSA once you do actually file your tax return. If you are offered and accept admission to AJMLS, then we will notify you if we need any additional forms or documents. Please note that a hold will be placed on your financial aid disbursement until your tax returns are filed and your FAFSA has been updated.

**I am an international student. Do I need to submit a FAFSA?**

A student must be a U.S. Citizen or eligible non-citizen in order to receive federal financial aid. Students who do not fall into either category are not eligible for federal financial aid and thus do not need to complete the FAFSA. For information on federal eligibility, you may refer to the chapter on "Citizenship" in the Federal Student Aid Handbook which is available to online or in the Office of Financial Aid.

**How can I check the payment status of all my student loans?**

You should contact the servicer of your loan. If you don't know who your servicer is, you can use the website ([www.nslds.ed.gov](http://www.nslds.ed.gov)) to find out about your federal student loans. The site displays information on loan and/or federal grant amounts, outstanding balances, loan statuses - and disbursements.

**How do I defer repayment of the loans I received prior to attending AJMLS?**

The Office of Financial Aid reports student enrollment data to the National Student Clearinghouse on a monthly basis. The Clearinghouse will provide the data to the National Student Loan Database System. Lenders and servicers who use the Clearinghouse will put your loans in deferment status. If your servicer requires a paper deferment form, please submit the form to the Office of Financial Aid.

**I have questions about my financial aid award. Who should I contact?**

Contact the Office of Financial Aid at AJMLS. The financial aid administrators combine various forms of aid into a package to help meet a student's needs. Using available resources to give each student the best possible package of aid is one of the aid administrator's major responsibilities. Also, the amount of federal student aid in a financial aid package is affected by other sources of aid received (scholarships, fellowships, etc.).

**How long does it take to apply for financial aid?**

The process is fast and easy. The FAFSA can be completed online. AJMLS will receive access to your FAFSA application within 7-10 business days after completion. If you receive any requests for additional documents from the Financial Aid Office, the process may be delayed based on your response time. Please adhere to the following deadlines dates to ensure timely processing:

June 1st FAFSA completed at [www.fafsa.ed.gov](http://www.fafsa.ed.gov)

June 30th Entrance Loan Counseling completed

July 15th Master Promissory Note(s) completed for Unsubsidized and/or Graduate PLUS Loans

**Do I need to apply for financial aid every year?**

Yes. You will need to complete the FAFSA annually.

**What is the annual Federal Direct Unsubsidized Loan limit for graduate students?**

All law students who submit a FAFSA and meet eligibility requirements are entitled to receive an annual allocation of $20,500 in a Direct Loan regardless of their assets or income.

**What is the aggregate Federal Direct Unsubsidized Loan limit for the graduate students?**

The U.S. Department of Education permits all eligible recipients to receive a lifetime amount of $138,500 in Direct Unsubsidized Loans, including any undergraduate Stafford (subsidized and unsubsidized) and graduate loans received.

**What if I have exhausted my annual Federal Direct Unsubsidized Loan eligibility and I still have not reached the cost of attendance? How do I secure additional loans?**

You have a choice to borrow a Federal Direct Graduate PLUS loan or obtain a credit-based private education loan. Both of these loans have a credit review requirement. However, the Direct Graduate PLUS loan has a fixed 7.21% interest rate, while private loans have a variable rate. With private loans, often times, students have not acquired enough credit to establish a viable credit history and the lender may ask for a co-borrower. The loan funds are disbursed through the school and not directly to the student.

**How soon after my loan has been disbursed to the law school can I expect to have my overage/refund?**

Generally, each semester, overage funds are disbursed via direct deposit 10 business days after classes have begun.

**What happens if I change my enrollment status at any point in the semester?**

Adding or dropping classes after the semester has begun could have an impact on the eligibility for any loan. Once an overage/refund has been issued to a student and then courses are dropped, that could create an over award and a required return of federal and/or private funds.

Please be sure to contact the Office of Financial Aid, if you are an aid recipient and considering a change to your enrollment.

**What should I do if I withdraw or take a leave of absence after receiving my loan checks?**

Depending on the timing of your withdrawal or leave of absence, a portion of your loan funds may have to be returned to the lender, including any overage/refund amount you may have received. These are federal regulations that control the Return of Title IV Funds. These situations are individualized, and it is important to contact all offices that need to be involved. The Associate Dean, the Registrar's Office, the Office of Financial Aid, and the Associate Dean of Students will advise you appropriately regarding any and all repercussions of a withdrawal.

**What aid is available for summer attendance?**

Typically students have exhausted their Unsubsidized loan funding prior to the summer semester, so typically Graduate PLUS or private loans are the only loan funds available.

**THE BURSAR’S OFFICE**

**Where is the Bursar’s Office and Student Accounts Office located?**

We are located at:

1422 West Peachtree Street, NW

Atlanta, Georgia 30309

Located on the 2nd Floor of Atlanta’s John Marshall Law School, the Bursar’s Office is open Monday thru Friday from 8:30 a.m. until 6:30 p.m.

**What is a Student Account?**

Your Student Account is a centralized billing and payment system that includes charges such as tuition and fees, parking fees, textbooks, lockers and other campus charges. Students may access their student account thru [myAJMLS](https://www.campusanyware.us/studentservices/7890/crindex.cgi).

**When are the payment deadlines on my student account?**

Tuition is due by the first day of class and no later the last day of drop/add. Any student who has an outstanding balance owing from a previous semesters will not be permitted to register for the current semester.  Exceptions to this payment policy are made for students who have been approved for:

* Participation in the Tuition Installment Payment Program (TIPP) and;
* Students who have been approved for a federal student loan and are awaiting its receipt.
* VA student expecting certified VA benefits.

**NOTE:** *Any amounts not covered by financial aid are due at the end of the drop/add period.*

The Law School **will not** release a financial hold or a student’s official transcript for any purpose unless the student is current in his or her financial obligations to the school.

**How much are tuition and fees?**

Please refer to the Tuition link on the Bursar home page.

**How is my Financial Aid Disbursed to me?**

In general, financial aid, whether it is loans or scholarships, is first applied to your unpaid student account balance. Refunds are made by direct deposit into your bank account. It is a requirement of the school that each student have either a checking or savings account into which refunds can be deposited. Please complete Direct Deposit Authorization form located under “downloadable forms” on the Bursar home page. Students may view their financial aid award and student account through the “[myAJMLS](https://www.campusanyware.us/studentservices/7890/crindex.cgi)” link on the website.

**What is Direct Deposit?**

Direct Deposit refers to the Electronic Funds Transfer (EFT). This is where a deposit is made directly from one bank account to another bank account electronically Students are required to have their student account overpayments and financial aid disbursements deposited directly into their checking or savings account.

In order to receive your financial aid refund you will need to set up your bank account information in student accounts. The **Direct Deposit Authorization Form** is located on this site under downloadable forms. All refunds will be deposited to this bank account. It is the student’s responsibility to update their bank account information in a timely manner. Please note that these updates should be made 30 days prior to any anticipated refunds. Should you find yourself needing to update your bank information less than 30 days from time of disbursement, please contact Ms. Simmons in the Office of Student Accounts, 678.916.2607.

**When will my refund be processed?**

5-7 business days from the time a credit appears on your student account. Students may view their financial aid award and student account through the “[myAJMLS](https://www.campusanyware.us/studentservices/7890/crindex.cgi)” link on the website. Please tract your account via your student portal. Phone calls slow down the process.

**How do I make changes to my banking information currently on file?**

Please refer to the Downloadable forms link on the Bursar home page, “Direct Deposit Authorization”. Complete and be sure to check Account change; submit to the Office of Student Accounts.

**Can I use Financial Aid for expenses other than tuition and fees?**

Yes. Financial aid is awarded to be used for education related expenses, including various living expenses. Please refer to the terms and conditions for financial aid found on the financial aid page.

**What if I withdraw or take a leave of absence?**

If you receive your financial aid refund and subsequently decide not to attend Atlanta’s John Marshall Law School or Savannah Law School, the funds must be returned to the Law School immediately. Financial Aid received through the Law School cannot be used at another institution. If you fail to attend classes and you receive your financial aid refund, the funds must be returned to the Office of the Bursar, 1422 West Peachtree Street, NW, Atlanta, Georgia 30309.

**Can I return my loan funds if I decide I do not want or need them anymore?**

Yes. You can return these funds within 14 days of the disbursement date without penalty; however, we recommend that you complete the **Student Loan Request** at the beginning of each academic year (Fall Semester) indicating that you do not wish to receive any funds over the costs of tuition and fees. This form is located on the Bursar’s website under downloadable forms. Monies disbursed that a student would like to return should be returned to the school within the 14 day timeframe so that the repayment can be processed by both Atlanta’s John Marshall Law School and the Direct Loan Servicer in a timely manner.

**Are Scholarships taxable?**

Scholarships are taxable to the extent they exceed the calendar year cost of tuition and fees, books and supplies. For complete details regarding this subject, please consult IRS tax filing instructions and/or a tax professional.

**THE OFFICE OF INFORMATION TECHNOLOGY**

**How do I access AJMLS exam software?**

The AJMLS exam software is located on the school’s website. Click on the link, “Technology” in the footer of the website home page or follow the link: <http://www.johnmarshall.edu/ajmls-students/student-services/technology/ajmls-software> .

**How do I access my AJMLS email?**

You can access your AJMLS email by clicking on “Webmail” found on the home page of the school’s web site or go to <http://mymail.johnmarshall.edu>. Enter your full email address for username, i.e. jdoe@johnmarshall.edu.

**What do I do if I am not assigned an AJMLS email?**

All AJMLS email accounts are created after paying your initial deposit.  Account information is sent to you along with other admissions-related information by the AJMLS Admissions Department.  If you have not received an AJMLS email account, please contact Admissions and/or the Office of the Registrar to verify your status.

**Do you offer personal computer/software repairs?  If so, at what cost?**

Our department does not offer computer hardware or software repairs for legal reasons (e.g. voiding hardware warranties, etc.). We only troubleshoot software issues and make recommendations without uninstalling software. We recommend that a student purchase, at a minimum, a three-year warranty with their new computers. 

**Who do I contact if I am unable to access the AJMLS wireless internet?**

To contact the IT department, you can email the department, or complete an online support form. For the quickest response, the best way to contact the IT department is to email the department at [ITSupport@johnmarshall.edu](mailto:ITSupport@johnmarshall.edu). To access this form on the school’s website, click on the link, “Technology” in the footer of the website home page, or follow the link: <http://www.johnmarshall.edu/ajmls-students/student-services/technology/it-support-form> .

**Who do I contact if I am unable to download the exam software?**

For the quickest response, the best way to contact the IT Department is to email the department at ITSupport@johnmarshall.edu or you can call ExamSoft 966-429-8889.

**Do you sell software?**

No.

**What is the turn-around time on IT support requests?**  
Generally, the turn-around time on IT support requests is 24-48 hours from the time a request is submitted. Turn-around time depends on the complexity of the request.

**As a new student, what types of accounts will I automatically be set up for? What are the main accounts I will need to manage as a law student at AJMLS?**

Primary accounts that are issued by the school to students include the following:

**NetID** – This is Windows Active Directory domain account that grants access to campus wireless network, shared network drives, office and lab computers, print services and other web resources (career services job search, student evaluations, etc.).

**Google Apps** – This is the campus email service for students, faculty, and staff.

**CampusAnyware** – Online Registration & Student Information Services. Your userID for CampusAnyware is your studentID or your SSN, and your PIN is your date of birth initially in this format (mmddyyyy). You will be prompted to change it when you login the first time.

**Moodle** – Online courses.

*While the NetID, Moodle and* **Google Appsaccounts have** *the same username, they are separate. If you change the password on one account, the other doesn't automatically change.*