



Resource	Description	Support Offered	Contact Information
Online Faculty Concierge (OFC)	The Online Faculty Concierge department is the faculty support entity within the Center for Innovation in Learning (CIL).	Provides on-demand training for the Blackboard learning management system (LMS). Provides all operational support for the LMS including course access, term setup, and enrollments.	Email: facultyconcierge@nu.edu Phone: 877-533-4733 Option 2 Availability: 8:00am–6:00pm (M–F, Pacific) 8:30am–5:00pm (S–S, Pacific) *Only the weekend prior to each term start date
Student Concierge Services (SCS)	The Student Concierge is a student’s one-stop center for student services.	Supports students with questions about Financial Aid, Credentials, Admissions, and Graduation Advocate for student’s needs.	Email: scs@nu.edu Phone: 866-628-8988 Availability: 8:00am–8:00pm (M–Th, Pacific) 8:00am–6:00pm (F, Pacific) 8:00am–6:00pm (Sat, Pacific) *Closed Sundays
IT Helpdesk	The IT Helpdesk provides Information Technology (IT) Support Services for NUS.	Supports faculty, staff, and students with technical questions regarding, Single Sign-on (SSO), login ID and password reset, SOAR, Email, and other integrations.	Email: helpdesk@nu.edu Phone: 858-308-3582 Option 2 Availability: 9:00am-5:00pm (M-F, Pacific)
Blackboard Help Desk	The Blackboard Help Desk is responsible for the technical support of the LMS for all users.	Provides on-demand support and training for faculty and students. Provides technical support and assistance for Blackboard, Blackboard Collaborate, SafeAssign and other integrations.	Email: learn@nu.edu Phone: 888-892-9095 Support Portal: http://nu.edusupportcenter.com Collaborate Support: 877-382-2293 Availability: 24 hours a day, 7 days a week.
Student Accessibility Services	Offers support to students who request accommodations.	Supports students with accommodations related to online and onsite learning. Supports faculty in training and course modification to accommodate students with disabilities.	Email: sas@nu.edu Phone: 858-521-3967 Website: www.nu.edu/sas
Human Resources	Offers information regarding staff benefits, University policies and procedures, employment services and Professional Development.	Supports employees of National University.	Email: hr@nu.edu Benefits: 858-642-8199 Employment Services: 858-642-8196 Professional Development: 858-642-8180 Safety & Wellness: 858-642-8198 Availability: 8:00am–5:00pm (M–F, Pacific)
Adjunct Info	Offers services for Adjunct Faculty.	Supports adjunct faculty time entry.	Email: adjunctinfo@nu.edu
Grades Department	Offers information regarding grades.	Supports faculty, staff, and students regarding grade inquiries.	Email: grades@nu.edu
Math & Writing Centers	Offers math and writing tutoring to students.	Supports students at National University.	Email: mathtutor@nu.edu Email: writingcenter@nu.edu
Library	Offers assistance with the Library and Library Services.	Supports students and faculty at National University.	Email: refdesk@nu.edu Phone: 858-541-7900 Toll Free Phone: 866-682-2237 x 7900 Availability: 8:00am–5:00pm (M–F, Pacific)