

# Navajo Technical University – Online Learning FAQ

Welcome to NTU Online Learning! This FAQ is designed to help you navigate your online education experience with confidence. Whether you're new to virtual learning or returning for another semester, you'll find answers to the most common questions below.

## Getting Started

### **Q: How do I begin my online learning journey at NTU?**

A: Start with the **Online Student Onboarding** process. This includes reviewing the online learning steps, checking your technology setup, completing the Blackboard Orientation, and familiarizing yourself with NTU's online policies and resources.

### **Q: Where can I find a list of NTU's online programs?**

A: NTU offers a variety of online and hybrid programs, including degrees in Business Administration, Information Technology, Creative Writing, and more. Visit the **Online Programs** section or **Student Onboarding** on the NTU website for the full list.

### **Q: Who can I contact for help choosing a program?**

A: Reach out to your **Program Advisor** or contact the **Online Learning Department** at [ccarviso@navajotech.edu](mailto:ccarviso@navajotech.edu) or email **Admissions** at [admissions@navajotech.edu](mailto:admissions@navajotech.edu)

## Technology & Access

### **Q: What are the minimum technology requirements for online learning?**

A: You'll need:

- A personal computer (Windows or Mac)
- A stable broadband internet connection
- The ability to install required software

### **Q: How do I log in to Blackboard Ultra?**

A:

**Option A:** Go to [www.navajotech.edu](http://www.navajotech.edu), click **SSO Login**, and select **Blackboard Ultra**.

**Option B:** Visit <https://navajotech.blackboard.com>, click **Login**, and enter your NTU credentials.

If you have trouble logging in, use the **Forgot Password** option or contact the **IT Help Desk** at 505.387.7363 or [its@navajotech.edu](mailto:its@navajotech.edu).

### **Q: What browser should I use for Blackboard Ultra?**

A: Use the latest version of Chrome, Firefox, Safari, or Edge for the best experience.

### **Online Learning Tools**

**Q: What is Blackboard Ultra?**

A: Blackboard Ultra is NTU's online learning platform where you'll access course materials, submit assignments, check grades, and communicate with instructors and classmates.

**Q: Are there tutorials to help me learn Blackboard?**

A: Yes! Complete the **Blackboard: Student Onboarding Course** found in your Courses tab. You can also watch NTU's 45-second login tutorial and review Blackboard's Quickstart Guide at [https://help.blackboard.com/Learn/Student/Ultra/Quick\\_Start](https://help.blackboard.com/Learn/Student/Ultra/Quick_Start).

**Q: What if my course uses third-party tools like Cengage or Pearson?**

A: Check your syllabus or contact your instructor before purchasing any access codes or e-texts.

## Communication & Etiquette

**Q: What is "netiquette"?**

A: Netiquette refers to respectful and professional online behavior. Always use polite language, stay on topic, and avoid using all caps (which can appear as shouting). Be mindful of cultural differences and maintain a positive tone in discussions.

**Q: How do I contact my instructor?**

A: Use the **Messages** tab in Blackboard or your **NTU email**, depending on your instructor's preference. Check your syllabus for details.

## Academic Integrity & AI Use

**Q: Can I use AI tools for my assignments?**

A: Only if your instructor explicitly allows it. If you use AI tools with permission, you must disclose which tools were used and how. Unauthorized AI use is considered a violation of NTU's academic integrity policy.

**Q: Where can I read the full AI policy?**

A: Review the **Navajo Technical University Policy on Student Use of Artificial Intelligence Technology** available as a downloadable PDF on the NTU website.

## Student Support Services

**Q: What student support services are available online?**

A: NTU offers:

- Academic Advisement
- Tutoring and NetTutor
- Counseling Services

- Career Services
- Child Care and Wellness Programs
- Student Success Centers

Visit <https://www.navajotech.edu/student-services/> for more details.

**Q: How can I get tutoring help?**

A: Access **NetTutor** directly through your Blackboard course for live tutoring in many subjects.

**Q: Who do I contact for technical issues?**

A: NTU IT Help Desk

Phone: 505.387.7363

Email: [its@navajotech.edu](mailto:its@navajotech.edu)

Hours: Monday–Friday, 8 AM–5 PM

## Course Readiness & Policies

**Q: How do I know if I'm ready for online learning?**

A: Take the **NTU Online Learning Readiness Quiz** to assess your skills, tools, and motivation for success.

**Q: What are the online learning policies I should know?**

A: Review the **Student Online Learning Policy** and complete the Blackboard Onboarding course to understand attendance, participation, and technology requirements.

## Before Classes Begin

**Q: What should I do before my first day?**

Make sure you have: ☒ Purchased or rented textbooks

☒ Logged into Blackboard Ultra

☒ Checked your syllabus for software requirements

☒ Verified your computer meets tech standards

☒ Contacted IT if needed

☒ Reviewed attendance and participation policies

## Next Steps After Admission

**Q: What are my next steps after being admitted?**

A:

1. Set up your NTU accounts (SSO, Skyhawk Email, Blackboard).
2. Register for classes through **MyNTU**.

3. Complete the Blackboard Onboarding Course.
4. Submit all required documents (application, transcripts, CIB, FAFSA).
5. Log in on the first day of class and start learning!

**Need More Help?**

NTU Online Learning Department

Phone: 505.728.7069 (text, include first and last name with clear question)

Email: **ccarviso@navajotech.edu**

Website: **www.navajotech.edu**

We're excited to support your success at Navajo Technical University—where your online learning journey begins!