# ONLINE COURSE ORIENTATION STUDENT POLICIES & PROCEDURES

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**OGEECHEE TECHNICAL COLLEGE**
*Education with Purpose*

# A member of:



## Mission Statement

Ogeechee Technical College (OTC) is a unit of the Technical College System of Georgia serving Bulloch, Evans, and Screven counties. We are a public institution of higher education that contributes to the educational, economic, and personal growth of the individual and the communities we serve.

OTC provides student-centered academic and occupational programs and support services at the associate degree, diploma, and certificate levels. We utilize traditional and distance education methodologies in state-of-the-art facilities while supporting adult education, continuing education, and customized business and industry workforce training.

## Online Learning Mission Statement

Ogeechee Technical College's Distance Learning mission is to provide accessible, effective learning opportunities for students as an alternative to the traditional classroom environment. In addition, Ogeechee Technical College's quality assurance goal in Distance Learning education is to provide support and training of faculty and students in the use of a variety of online learning methods and technology.

## Equal Opportunity Institution

As set forth in the Catalog and Student Handbook, Ogeechee Technical College does not discriminate  on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, programs financed by the federal government including any Workforce Investment Act of 1998 (WIA) Title I financed programs, educational programs and activities, including admissions, scholarships and loans, student life, and athletics. It also encompasses the recruitment and employment of personnel and contracting for goods and services.

Ogeechee Technical College shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

The following individuals have been designated to coordinate the College's implementation of nondiscrimination policies: Brandi Helton (Title IX), Office 198C, JEK Building, 912-486-7607 and Sabrina Burns (ADA/Section 504), Office 189, JEK Building, 912-486-7211.

# Table of Contents

## Welcome from the President

On behalf of our faculty, staff, and students, welcome to Ogeechee Technical College. I sincerely hope that you take advantage of all that we have to offer.

Our focus here at Ogeechee Tech is simple—we strive to give you the tools you need to find your own level of achievement and success and to ensure a bright future for you and your family. We stand ready to help you achieve, no matter what you set out to do.

We have an abundance of credit courses at Ogeechee Tech to meet your needs. Whether you are seeking a degree, a diploma, or a certificate, we believe that there is something which will be of interest to you. Our programs of study range from nursing to agribusiness, from veterinary technology to automotive technology, and from accounting to law enforcement. And those choices are just the start!

The employees of Ogeechee Tech are here to serve your needs. Our instructors will impart the knowledge which they have gained through years of experience in their areas of study. Our student affairs staff members are here to help you navigate through the processes that are required for admission, registration, and financial aid. Everyone, including me, is here to answer your questions, to provide you with encouragement, and to help you succeed.

So, you see, we can provide you the tools you need to pursue not only a job, but a challenging career. Your hard work and dedication, along with our constant support, will lead to success at Ogeechee Tech—and in life!

My very best wishes to you!
Lori S. Durden
President

**Welcome to Online Learning**

At Ogeechee Technical College, we believe in offering programs and courses in multiple formats to meet the needs of our students. Courses may be offered in a traditional face-to-face format, hybrid, or online. Before registering for an online class, consider whether it is a good fit for you. Do you work well independently? Taking online classes requires that you submit work on time and participate in interactive activities and discussions.

Students who are taking online classes should have basic computer skills and access to a computer with reliable internet service. Students should be comfortable performing the following tasks:
- Accessing and using the Internet
- Using an account name and password to log onto the course site
- Sending and responding to email
- Sending and receiving files electronically
- Participating in online discussion boards
- Searching websites as well as accessing required Internet-based learning resources
- Applying basic troubleshooting techniques to "fix" hardware and/or software problems as required

It is the students' responsibility to ensure that they have access to a computer that meets the minimum hardware/software requirements to participate in an online course. Those requirements are listed on the GVTC web site at http://www.gvtc.org/StudentOrientation/ComputerNeeds.aspx.

If you feel that you are a good fit for online learning, talk with your advisor about online classes during your advisement meeting. You can access the list of online programs at http://www.ogeecheetech.edu/online-programs

**Textbooks**

In order to get the most out of the online class experience, a little planning will go a long way. Textbook requirements may be found on the course syllabus. The course instructor may also email textbook and other requirements prior to the beginning of classes.

Students who decide to order textbooks as opposed to purchasing them on campus should order them from the bookstore at least two weeks before classes start. A student may order books by using the online bookstore, which can be accessed from the Ogeechee Technical College website, under the Current Students tab. Students should contact the bookstore with any questions about books. Books mailed will have a shipping and handling fee added. Students are encouraged to use the Ogeechee Technical College Bookstore for their books and other supplies.

**Student Email Access**

Every student at Ogeechee Tech has an email account. Online students should check their Ogeechee Technical College email on a daily basis. Email is an important source of communication between online students and their instructors. Any email that an instructor creates and sends to a student will be sent to an Ogeechee Technical College email account. Students may look up their Ogeechee Tech email address through the Student Email link on the College website, under the Current Students tab.  Student email can be forwarded to a personal email account. The instructions can be found under the student email link.

To access your student email account, click on the Student Email link under the Current Students tab on the College homepage. You will also find instructions on this page for forwarding your messages to a personal account and changing your email password.

If you need assistance with your student email account, please complete the Account Assistance form, located under the Current Students tab on the Ogeechee Tech webpage.

**Blackboard**

Blackboard is a web-based learning management system used by faculty and students in colleges and universities.  Students will use Blackboard to locate all information for online classes, take tests, check grades on assignments, etc.  To access online course(s) in Blackboard, students should follow the steps listed below.

1. Go to the Blackboard link from the College website, under the Current Students tab.
                                        OR
   Type the following web address into your browser. It is a good idea to bookmark this link in your browser.

**https://ogeecheetech.blackboard.com**

2. Type in your username and password in the following formats:

|  |  |
|---|---|
| Username: | 44_student ID number |
| Password: | 44_student ID number |

Note: 44 represents the two-digit college extension for Ogeechee Tech.  Also notice that an underscore is used between the extension number and Student ID.

Student ID Number represents the Ogeechee Technical College Student ID, which is a nine-digit number beginning with 9100 or 9101. Students who do not know their Student ID can find this information by using the OTC Student ID Look-up link on the Registrar's page of the College website, under Current Students, then Student Affairs, then Registrar.

After logging into Blackboard, the first screen is the College homepage. From this screen, you will have access to all online courses in which you are currently enrolled. Immediately after logging into Blackboard the first time, you should change your password to a secure password. Follow these steps to change your password:

- Open the Global Navigation Menu (top right corner)
- Click on Settings
- Click on Personal Information
- Change your password

**Note- Always check the Blackboard home page for important announcements regarding access to classes prior the beginning of the semester.**

It is very important that students familiarize themselves with Blackboard and learn the location of the different areas of the course site (announcements, syllabus, assignments, assessments, etc.). Along with Ogeechee Tech email, Blackboard announcements should be checked daily. Instructors may frequently post important information in the announcement section of Blackboard.

Students who have problems logging in should first use *Forgot Your Password* link on the Blackboard homepage to retrieve or reset a password. Your Blackboard login will never change. Students who experience technical difficulties should submit a helpdesk request by using the Helpdesk Request Form on the Blackboard homepage.

**BannerWeb**

BannerWeb is where students should go for their final grades, registration, financial aid, and other important information. Follow the steps listed below to access BannerWeb:

From the College website, under "Current Students":

1. Click BannerWeb.
2. Click Enter OTC BannerWeb.
3. Enter your user Identification Number (ID) and your Personal Identification Number (PIN). *If you do not know your generated ID, you may enter your social security number without dashes.*
   a. Your initial PIN number is your date of birth (April 13, 1972 is 041372). If you have logged in previously, your pin is whatever you changed it to. If you are unsure of your pin, please leave the pin field blank and click the "forgot pin" button to enter using your security question.
4. When finished, click Login.

**Attendance for Online Courses**

**PROCEDURE CONCERNING ATTENDANCE**

By enrolling in an online class at Ogeechee Technical College, students have made a commitment to Ogeechee Tech and to themselves. The students' commitment to the College is to follow all Ogeechee Technical College policies and procedures, including attendance.

Attendance for online classes is a required element of the class, just as it is with on-campus classes.  The attendance policies are listed in the college Catalog and Student Handbook, which is available for download on the College website.   Online students will follow the same policies listed in the college Catalog and Student Handbook along with the following procedures:

Ogeechee Technical College has a mandatory attendance policy for all online courses. Students are required to attend an online course through completion of an academically related activity at least one time during each 7 day period. One academically related activity (defined below) per week is required to be considered present; however, much more than the minimum requirement will be required in order to pass the course. Per the attendance policy, all students are required to attend at least 90% of the scheduled class time. Any student who does not attend an online class for 11 or more consecutive days (10% of the class) will be withdrawn from the course. A student who does not complete an academically related activity in any 7 day period will be considered "absent" from class for that week. Any student who accrues two absences, either consecutive or non-consecutive, in an online course may be withdrawn from the course.

Academically Related Activities:
- Participating in weekly discussion boards, blogs, or other interactive activities
- Submitting a quiz or an exam
- Submitting an assignment

**Note: Logging into the class without participating in an academically related activity is NOT considered attending.**

Please feel free to email or call your instructor if you have any questions about the attendance policy.  Faculty contact information can be found in the Instructor Information link in each Blackboard course.

## Student Policies

For a complete student policy guide, see the College's Catalog and Student Handbook on the College's website at www.ogeecheetech.edu, under the Future Students tab.

### No Show Policy for Online Courses

Students are required to log into online courses and post their syllabus acknowledgement by the third day of the semester. Students are also required to participate in an introductory discussion for attendance verification. Failure to complete both of these tasks within the first three days of the semester will result in being dropped as a No Show.

Any student who is reported as a No Shows must contact the admissions office to be reinstated into classes.

### Dropping/Withdrawing from Online Courses

Students may drop a scheduled course prior to the beginning of the semester by contacting their advisor before the class begins or by using the add/drop courses link on BannerWeb. During the first three days of the semester, students may drop a course by contacting the admissions office and asking to be dropped. During the drop/add period (the first three days of the semester), there is no academic penalty for dropping a course. A student who drops a course may be due a refund (see Refund Policy in the College's Catalog and Student Handbook).

To withdraw from a course after the drop/add period, a student must contact his/her instructor, letting them know that the student wishes to withdraw from the course.  The instructor will withdraw the student in Banner and submit a last date of attendance to the registrar's office.

A student dropping a course on or after the first day of the semester, but by the 60% mark of the semester, will receive a grade of "W."  A student who drops the course after the 60% mark will be assigned a grade of "WP" (withdraw passing) or "WF" (withdraw failing). More detailed information regarding withdrawals can be found in the *Ogeechee Technical College Catalog & Student Handbook.*

**Academic Dishonesty**

**Procedure for Academic Misconduct**
Academic misconduct is any act that does or could improperly distort students' grades or other student academic records. Online students must be especially cautious with regarding to avoiding plagiarism, cheating, and other academic dishonesty. Academic misconduct is not only "cheating" the student of learning the needed skills; it is also an offense to the academic integrity of the learning environment.

Academic dishonesty includes, but is not limited to:
- Copying from others on any assignment
- Utilizing textbooks, the internet, or other resources during a quiz or test
- Having others complete work for you
- Working with other students on individual assignments
- Giving other students information that allows them an unfair advantage on an assignment or exam, such as giving test questions to other students

Should a student commit an act of Academic Misconduct, the instructor will submit an Academic Misconduct Incident Form to the office of the Executive Vice President for Academic Affairs. The Executive Vice President for Academic Affairs will keep a record of the offense and will notify the instructor of the level of the offense and the appropriate action to be taken in accordance with the following procedure:

*First Offense*
Student will be assigned a grade of "0" for the test or assignment. The Executive Vice President for Academic Affairs will keep a record of the incident.

*Second Offense*
Student will be assigned a grade of "WF" for the course in which offense occurs. The Executive Vice President for Academic Affairs will keep a record of the incident. The Student's program advisor will also be notified.

*Third Offense*
Student will be placed on academic suspension for a length of time to be determined by the Executive Vice President for Academic Affairs or the President's designee.

# Proctoring Requirement

**Proctoring Exams/Assignments**
In order to comply with accreditation requirements for the validation of student identity for all online courses, all students enrolled in online courses at Ogeechee Technical College are required to have a proctored event (a major exam or assignment).

The proctored event will count a minimum of 20% of the course grade, and will be reflected as such on the course syllabus. Proctored events must be completed prior to the end of the semester. The proctored event will be administered on the instructor's home campus and will be monitored by the instructor or another Ogeechee Technical College employee. Students must attend the proctored session as scheduled on the Lesson Plan/Course Calendar.

Students living farther than 75 miles from campus who cannot come to Ogeechee Technical College for the event must secure an approved proctoring site. The site and the proctor must meet Ogeechee Technical College's requirements and be approved by the course instructor in advance of the scheduled event. The off-campus proctored event must occur on a day approved by the course instructor.

Proctors must be selected by a date established by the instructor. A proctor can be a faculty member, administrator, or other professional staff member of a school or college, an employee of a commercial testing center, an educational counselor, a library staff member, a member of the clergy, or a supervisor at work. A proctor cannot be a family member or a co-worker. The student's instructor must approve requests for proctored tests and the individual proctor. The course instructor will reserve the right to contact a student's requested proctor and to reject requests for a specific proctor for any reason**.** Students are responsible for paying any fees associated with proctors. Students may make arrangements with any TCSG college to have a test proctored at no cost.

Students who do not complete the proctored event and do not present a valid excuse within 3 days of the event will be dropped from the course with a WF or issued an F if the proctored event is a final exam

**Work Ethics**
In a designated introductory course in each program, instructors will define and list the work ethics traits. In a designated program capstone course, instructors must employ student evaluation methods that measure all work ethics traits. These methods will be documented and communicated to the enrolled students. Instructors will provide feedback to students with clear directions for remedial action prior to the final evaluation. A separate grade for work ethics in the capstone course will appear on students' transcripts. A work ethics grade will be assessed in any online class that is designated as a program capstone course.

**Instructor Response**

**PROCEDURE CONCERNING INSTRUCTOR RESPONSE TIME**

Online instructors will respond to all email and phone messages by the next business day. Ogeechee Technical College faculty and staff realize that when a student has a question he/she may not be able to continue course assignments until that question is answered. Email is the best method to contact an instructor. Instructors will reply to all emails by the next business day. Additionally, online instructors are required to check email at least once over the weekend and daily if tests or assignments are scheduled during this timeframe. Students can refer to the Instructor Information folder in Blackboard, which provides online students with times and dates they can expect their instructor to be available for personal contact (phone calls or on campus visits.)

**Important Links and Contacts**

**CONTACT INFORMATION**

**Important Contacts:**

| | |
|---|---|
| Jennifer Witherington, Dean for Academic Affairs | (912) 688-6966 |
| Ogeechee Technical College Financial Aid | (912) 871-1624 |
| Ogeechee Technical College Bookstore | (912) 871-1648 |
| Ogeechee Technical College Registrar | (912) 486-7865 |

If you are a distance education student and you have a question about any support services provided in Student Affairs, contact April Burkes by email (aburkes@ogeecheetech.edu) or phone (912.486.7984).

**Important Links:**

www.ogeecheetech.edu
Ogeechee Technical College Home Page

http://www.ogeecheetech.edu/future-students/cataloghandbook
Ogeechee Technical College Catalog

http://www.gvtc.org
Georgia Virtual Technical Connection

http://www.gvtc.org/GVTC/General/Courses.aspx
List of all TCSG online courses

http://www.gsfc.org
Georgia Student Finance Commission

http://www.fafsa.ed.gov
Federal Financial Aid Application (Pell)

**Self-Check on Policies and Procedures**

**Please review all policies and procedures listed on this page and in the *Ogeechee Technical College Catalog and Student Handbook* located at <u>www.ogeecheetech.edu</u>.  Click the Catalog/Handbook link to access and review these policies and procedures.**

| | |
|---|---|
| _____ | Student Affairs Information |
| _____ | Attendance Policy |
| _____ | Academic Dishonesty Policy |
| _____ | Work Ethics Orientation |
| _____ | Instructor Response Time |
| _____ | Withdrawal Procedures |
| _____ | Weapons Policy |
| _____ | Dress Code |
| _____ | Drug-Free Campus Policy |
| _____ | Tobacco Use |
| _____ | Academic Misconduct |
| _____ | Non-Academic Misconduct |
| _____ | Proctoring Procedure |

## Student Resources

The Office for Student Affairs is excited you are seeking to enhance your life with education through Ogeechee Technical College, and we are committed to assist you any way we can. Provided is resource and contact information to enhance your experience as an online learner. A more comprehensive list, including links, is available in each ANGEL course, under the Student Affairs tab.

### Academic Assistance
On-campus tutoring is available through the Student Resource Center. Distance Education students also have access to free online tutoring through Smarthinking. The link to Smarthinking is under the Current Students tab on the College website. Your instructor can provide you with your login and password information.

Georgia Virtual Technical Connection (GVTC) has excellent information on their website.  The site includes assistance areas including library resources, course orientation, tutorials and support information.

### Library
Distance Education students have access to library resources through the College website, under the Current Students or Academic tab. Reference and research assistance is available in a variety of ways. A full-time librarian can be contacted from ~~7~~8:00am-9:00pm Monday-Thursday at (912) 871-1886. The library staff is also available through email, ~~Skype, and GoogleTalk.~~ library@ogeecheetech.edu Students may access multiple library resources online, including GALILEO and electronic books. Program resources can be found on the Library homepage under the Program Resources links. These resources include books, ebooks, online articles, web resources, course content, and many other informational sources.

### Career Services
The Career Services Office provides a variety of resources and personal assistance to graduates seeking employment. Services include job search assistance, resume writing and interview preparation. All resources may be accessed by contacting the Career Services Office at (912) 871-1620 or by email lbowen@ogeecheetech.edu.

Additional job opportunities and career planning tools are posted on the Career Services page, which is on the College website, under Current Students.

### Student Activities
The Student Activities website has contact information for clubs and a calendar of activities: www.ogeecheetech.edu/currentstudents/studentactivities.asp. Online students are also notified of activities and events through *The Sizzler*, the student e-newsletter, which is sent to all students via email.

### Disabilities and Student Support Program
Ogeechee Tech has a variety of special support services programs designed to ease the transition into higher education and maximize the potential for student success.   The

Disabilities and Student Support Program will assist with reasonable accommodations to qualified students with disabilities and provide students with tutoring assistance.  All special support services provided by Ogeechee Technical College can be found at: http://www.ogeecheetech.edu/current_students/disability_services.html

**Admissions**
For admissions questions, contact the Admissions Office at 912.688.6994 or by email at enrollmentservices@ogeecheetech.edu.

**Registrar**
The Registrar's Office can assist students with BannerWeb questions, having a transcript sent to another school, grades, and GPA.  Students can contact the Registrar's Office by calling 912.486.7221 or sending an email to otcregistrar@ogeecheetech.edu. More information is available on the Registrar's page on the College website, under Current Students, Student Affairs.

**Financial Aid**
For questions about financial aid, contact the Financial Aid Office at 912.486.7402 or email fa@ogeecheetech.edu.

**Other Questions?**
If you have any problem or are in need of assistance not listed above, contact April Burkes, the Student Affairs contact person for online students (aburkes@ogeecheetech.edu).