Student Online Learning Handbook

Chattahoochee Valley Community College

Reviewed August 2021

Content

Welcome

Welcome to Chattahoochee Valley Community College (CVCC)!

As part of its overall mission, CVCC is committed to offering quality courses in a variety of delivery formats to serve a diverse population. Whether enrolling in a hybrid, or online course, this Student Handbook is designed to help you be a successful student. The handbook includes general policies, procedures, and benefits of being an online student with 24/7 access to your course work.

Use this handbook as a reference for your hybrid or online courses. If there are changes involving the Learning Management System (Blackboard) or other important procedures involving online education, we will update this handbook and the information on CVCC's website at www.cv.edu.

Enjoy your learning experience at Chattahoochee Valley Community College!

Mission

Chattahoochee Valley Community College (CVCC) promotes student success and is committed to enriching our community by offering accessible, quality, and engaging educational opportunities through academic transfer, career and technical education, workforce development, and adult education.

In addition to the overall mission of the institution, CVCC seeks to enhance the lives of its students and community with these institutional goals:

1. To offer high-quality educational programs.
2. To expand and strengthen program offerings that prepare students for direct entry into jobs at technical, paraprofessional, and entry-level management positions.
3. To provide educational and support programs that ensure student success.
4. To provide and maintain a comprehensive program of advising, counseling, and testing services and extracurricular activities that enrich the cultural, social, physical, and intellectual lives of students

Purpose

Chattahoochee Valley Community College provides traditional, hybrid, and online courses as part of the overall purpose of the institution to enhance student learning and instruction by offering a variety of course delivery formats.

Goals

-   To provide a flexible learning environment through alternative course formats that provide an opportunity for education to those students who have responsibilities or circumstances that make attending and participating in traditional, face-to-face courses difficult.

-   To provide educational opportunities to diverse groups of students who would have difficulties in accessing our campus due to circumstances like childcare, transportation difficulties or physical disabilities.

-   To provide educational opportunities to individuals in the College's service areas by offering courses that can be delivered in an online education environment.

Definitions of Online Education

Online Education is defined as a formal education process in which most of the instruction in a course (interaction between students and instructors and among students) occurs when students and instructors are not in the same place. Instruction may be synchronous or asynchronous. Although Chattahoochee Valley Community College requires students to participate in all instructional activities, those instructional activities vary according to the delivery modes (face-to-face, hybrid, or online environments). CVCC uses the following percentages and classifications to define the various delivery modes:

Traditional

Traditional courses are defined as courses where at least **70%** instruction is achieved in face-to-face (F2F) classroom environments and a maximum of **30%** in online instruction.

Hybrid

Hybrid courses are defined as courses where the majority of the course's content and student participation are online. Educational activities and student/instructor communication take place both in a traditional classroom setting and outside the classroom via technology, reducing face-to-face time in the classroom. Face-to-face (F2F) instruction in classroom environment is **50%** or less. Online activities in a Hybrid course must account for between **51-99%** of the educational activities for the course.

Online

Online courses are defined as courses where **100%** of classroom content and participation can be achieved via technology and outside of a traditional classroom environment. Although the student is not required to attend class in a traditional environment, all online courses require ONE proctored exam or assignment.

Instruction by Delivery Mode

Delivery Mode	Percentage Online	Percentage In Class (F2F)
Traditional	Maximum 30%	At least 70%
Hybrid	51-99%	50% or Less
Online	100%	0%

Enrollment Recommendations for Online Courses

Eligibility requirements for online education courses are the same as the requirements for traditional courses with the following exceptions:

In order to succeed in an online course, CVCC students should consider if they:

- Met all pre-requisites and co-requisites for the desired online course(s).
- Completed all developmental coursework as required by placement testing.
- Are not on academic probation.

General Characteristics of Successful Online Students

Many times, a student's expectations of online courses are that they are easier and require less work; however, this is not the case. Online learning requires the student to be engaged frequently throughout the week. A successful online student:

1. Is motivated
2. Communicates effectively
3. Manages time well
4. Is persistent
5. Has basic technical skills
6. Is above-average reader
7. Enjoys written communication to express opinions and ideas
8. Is resourceful.

To help you decide if you are ready for an online course, please see Appendix A-Online Classroom: Are You Ready?

Unlike in a traditional course, online students must log in to the online course during the first week and complete an assignment that verifies attendance. Furthermore, additional verification assignments may be required throughout the semester. Failure to complete and submit any of these required verification assignments will result in an academic withdrawal from the course.

Computer System Requirements

Students enrolled in online education courses are entitled to use all on-campus facilities, such as libraries, bookstores, and computer labs, with a valid student ID. In addition, links on the CVCC website provide access to or information about all student resources and services. Students access their student information in Student Pirate Web using a unique user accounts, and their course content on Blackboard using their unique Blackboard student account.

CVCC maintains open computer labs with Internet access in the Learning Resource Center (LRC) on campus. Students may also check out laptops at the LRC.

Students who prefer to use their personal computers for coursework must review the computer system requirements to ensure that their systems meet hardware specifications and have all required software and plug-ins installed to successfully complete online activities (see chart "Minimum Technical Requirements" below). **Not all operations within an online or hybrid course can be satisfied with mobile devices (cell phones, tablets, etc.).** It is the student's responsibility to download the software to his/her own home computer, and certain online courses may require the purchase of additional necessary software.

Minimum Technical Requirements for Online Education

Hardware/Software	
Operating System	Windows 10, Mac OS, Chromebook (may require technical help)
Browsers	Chrome, Safari, Edge, Firefox (updated to latest version)
Internet Connection	Cable or DSL at least 15 Mbps (wireless may be less reliable)
MS Office 365	provided free by CVCC – install from CVCC email account
Web camera	free-standing USB camera or integrated into laptop
Antivirus software	available free

Students are expected to meet the requirements of the College's online courses. If a student cannot fulfill these requirements, then he/she should not enroll in the online course (or should withdraw from that course if already registered).

Proctored Examination Requirements

Online education courses at Chattahoochee Valley Community College will have at **least one** proctored examination/assignment weighted to be at least 20% of the student's overall grade. A proctored examination is defined as an examination that is taken in the presence of a staff member of the CVCC Testing Center, using online proctoring software, or other approved proctor. The online course instructor determines which examination or assignment will be proctored. If a student has extenuating circumstances and is unable to take a proctored examination or assignment using the CVCC Testing Center or user online proctoring software, the student will contact the instructor for assistance. The instructor will provide a list of alternate certified testing centers (http://www.ncta-testing.org/list-of-certified-centers) to the student. Once the student determines the preferred alternate certified testing site, the instructor completes and submits the CVCC Alternate Testing Center Request Form to the alternate certified testing center. The student then schedules an appointment with the alternate certified testing center.

Schedule an Examination

1. **Campus Testing Center** – Students are provided testing schedules for all online Blackboard courses. Students can schedule appointments at the Testing Center website.

2. **Online proctoring software** – For online education courses, students may be asked to use online proctoring software, which requires a webcam.

3. **Alternate Testing Location** – Under extenuating circumstances, students may request an alternate testing location by contacting the instructor for assistance. The instructor provides a list of alternate certified testing centers to the student. Once the student determines the preferred alternate certified testing site, the instructor completes and submits the CVCC Alternate Testing Center Request Form to the alternate certified testing center. The student then schedules an appointment with the alternate certified testing center.

Process for Verifying Student Identity for an Online Examination

Students present a photo identification to the Testing Center staff, holds ID up to the webcam for online proctoring software, or shows ID to the approved proctor for student verification. If the student does not present a photo identification, he or she cannot take the examination.

As part of the testing process, the student completes and submits the examination via Blackboard or whatever format allowed by the instructor. If using scratch paper or allowed content such as a note-card, the instructor may require the student to take a digital photo of the scratch paper or note-card and submit the digital photo immediately to the instructor via email.

Alternate Test Proctoring at another College, University, or other Approved Location

In cases of extenuating circumstances, students may request an alternate testing location. The location and proctor must be approved by the course instructor. The student will present photo identification to the approved proctor for student identity verification. If the student does not present photo identification, he or she cannot take the examination.

Additional Costs Associated with Online Education

The only associated charge for online courses would occur if students chose to take proctored course exams or assignments using an alternate certified testing location. Proctored fees may vary for alternate certified testing centers.

User Accounts to Access CVCC Technology

Pirate Mail – our CVCC email system. To gain access for the first time you have to agree to receive a text or email with a confirmation number. After you enter the confirmation number on the website you can access your Pirate Mail account.

How to log into Pirate Mail
- First time sign in, your username will be your first initial, last name and last four digits of your CVCC ID number.

- What is my CVCC ID? – This number is assigned to you by Admissions. It is also called the A number. You can find it by logging into your Student Pirate Web account.
  Example CVCC ID: A01785321

- User ID for Amy Adams (A01712345) would be:
  aadams2345@piratemail.cv.edu

When you log in for the first time, your password will be, "!", upper case "CVCC" + six-digit birthdate in MMDDYY format with a two-digit year. For April 1, 2000 birthdate: Example: !CVCC040100.

Please change your password often to protect your information. And remember when you change your CVCC email password that changes your Student Pirate Web/Banner password! Same password for both Pirate Mail AND Pirate Web accounts.

Pirate Web – our student information system. There you will register for classes, find your schedule, your final class grades, your degree plan, your financial aid information, a link to request a transcript, and much more.

How to log in to Pirate Web
- User ID = Entire CVCC email address
  Example: aadams2345@piratemail.cv.edu

- Initial Password – same as your Pirate Mail password. When you change your email password, the Pirate Web password is also changed, but there may be a 30-minute delay.

Blackboard – our learning management system. here you will find your current classes. Inside each class, the instructor will post a syllabus, grades for individual assignments, and class content.

How to log into Blackboard
- User ID = Entire CVCC email address
  Example: aadams1234@piratemail.cv.edu

- Initial Password – your six-digit birthdate in MMDDYY format
  Example: March 1, 2001 birthdate should be entered as 030101

Upon logging into any CVCC system for the first time, please change your password as soon as possible.

Your login information for Pirate Web and Pirate Mail are the same. If you changed your email password, you should use the same password to log in to Pirate Web.

If you cannot remember your password, you can reset it yourself by going to *portal.office.com*. Click on "Can't access your account?" and follow the directions. It will take up to 30 minutes for the new password to sync to Pirate Web.

User Account and Maintenance

Students are responsible for the usage of their accounts and maintaining the security of their usernames, passwords, and any other access credentials. Students are prohibited from sharing their usernames, passwords, or account access codes with anyone. Students are to notify the institution if their account has been "hacked" and needs account access reset. **In addition, students should change their passwords on all CVCC technology user accounts frequently.**

Technical Support through PirateHelp "PIT"

When it comes to technology and troubleshooting issues inside the online classroom, there are several contacts to assist the student. If you experience technical difficulties or cannot log into Blackboard or other CVCC technology, the first line of contact is the Pirate "PIT" Help Desk. You can send an email to ithelp@piratemail.cv.edu.

When experiencing technical issues involving an online course, always notify your instructor. Although the instructor may not be able to assist you with technical issues or reset passwords, it is important to notify the instructor.

All CVCC students who are enrolled in classes are also enrolled in a Student Support class. Students may check this class for instructions, demonstrations, video lectures and other support materials to help them navigate the online environment at CVCC.

Appendix A

Online Classroom: Are You Ready?

1. I am comfortable in a learning environment in which I take responsibility for the learning process.
2. I am self-disciplined and don't need physical interaction with others to motivate me to complete assignments.
3. I am an excellent manager of time and am proficient at creating schedules to manage due dates for assignments, exams, or discussions.
4. I enjoy reading and consider myself a proficient reader
5. I have at least three-five hours of online access time for a course that is three credit hours.
6. I don't get easily frustrated when facing an obstacle that is out of my control.
7. I can identify solution(s) for unexpected catastrophes by thinking ahead about solutions to potential problems.
8. If I don't understand an assignment, I will ask for clarification from the instructor.
9. I have a computer at home or readily available with reliable Internet access.
10. I have strong keyboarding skills.
11. I know how to upload, download, and save files.
12. I can navigate the Internet using different browsers (Firefox, Google Chrome, Explorer, and Safari).
13. I have completed all development courses.
14. I expect to spend more than 5 hours per week for ONE online course.
15. I am not on academic probation.
16. I understand that online learning courses often require more time and effort than a traditional on-campus course.
17. I am willing to ask for help when needed.