Student Online Learning Handbook

Chattahoochee Valley Community College

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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 (Canvas) 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 provide state-of-the-art technology, infrastructure, and facilities to support the College mission.
3. To provide diverse educational and support programs that promote 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.
- Owns a computer and home internet connection.
- 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 <u>Appendix A :</u> <u>Online</u> <u>Classroom: Are You Ready?</u>

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 Portal using a unique user account, and their course content on Canvas using their unique Canvas 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, 11, Mac OS
Browsers	Chrome, Safari, Edge, Firefox (updated to latest version)
Internet Connection	Cable or DSL at least 50 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 another approved proctor. The online course instructor determines which examination or assignment will be proctored.

How To Schedule a Proctored Examination

1. **Campus Testing Center** – Students are provided testing schedules for all online Canvas 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. Students should be able to install proctoring software on their computers. Chromebooks that are issued to dual-enrollment students cannot be modified except by IT – students will not be able to install anything. The proctoring software works on Apple and PC computers but may not work well on mobile devices like iPad or a mobile phone. Students should be advised that exams may be recorded. The testing area should be clean.

3. **Alternate Testing Location** – If a student has extenuating circumstances and is unable to take a proctored examination or assignment using the CVCC Testing Center or use the online proctoring software, the student has the option to visit the LRC to take the proctored exam. The LRC staff is ready to assist students.

   If visiting the LRC is also not an option, students should contact the instructor for assistance. The instructor can guide the student to set up proctoring at an alternate testing center. The list of alternate certified testing centers is available at this web address: http://www.ncta-testing.org/list-of-certified-centers.

   Once the student determines the preferred alternate certified testing site, the instructor works with the CVCC Testing Center staff to complete and submit 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. Students should be advised that alternate testing centers may charge a fee for proctoring services.

Process for Verifying Student Identity for an Online Examination

Students present a photo identification to the Testing Center staff, hold ID card up to the webcam for online proctoring software, or show ID to the approved proctor for student verification. If a 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 Canvas or whatever format allowed by the instructor. If using scratch paper or allowed content such as a notecard, 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

Your login for the Pirate Portal:
1. User ID: your entire A#@alabama.edu email address
   a Example: **A01234567@alabama.edu**
2. You can find our A number in your admissions record
3. To set your password, you need to claim your account. How do I claim my Alabama.edu account? Within 24 hours of being accepted to CVCC, you will receive an email to the personal email account you provided when applying to the college. The subject of this email will be "Activate Your Alabama.edu Account" and it will come from **noreply@rapididentity.com.**
4. Note: Make sure you check your spam and junk. Also, make sure you provided YOUR email and not your parents, friends, or school account you no longer have access to.
5. Within the email you receive, you will be provided with a 12-character claim code. You must have this claim code and your student A# (provided in your welcome letter) to claim your new account.
   With your A# and Claim Code, you will then go to password.alabama.edu and click the "Claim My Account" button. Enter your A# and your claim code and agree to the guidelines.
   You will then be required to create a password for your account and set up your multi-factor authentication (Microsoft Authenticator App, call, or text).
6. Note: Make sure you enter the proper phone number. It is best to set up the app because it is the most secure method.

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.

Technical Support
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 Canvas or other CVCC technology, the first line of contact is the Information Systems Help Desk. Please send an email to **information.systems@cv.edu**. Include your student ID.

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.

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 on 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.