

ANGELINA COLLEGE DISTANCE EDUCATION POLICIES AND PROCEDURE MANUAL

STUDENT EDITION

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Introduction

Welcome

Welcome to Angelina College!

Individuals from across the country have enrolled or will begin the process to enroll in an institution of higher learning in the coming months. This is not an easy decision, but it is one that can change the course of your life.

Many of those individuals will choose to enter a community college to earn credits for transferring to a four-year institution or to enroll in one of many technical programs. Angelina College offers many opportunities to a very diverse population.

Staff members from the Office of Student Services stand ready to help you enroll for the first time by completing the admission process, return to Angelina College, help you determine your future career path, transfer to another school from Angelina College, or get guidance if you are struggling academically.

We hope that you will see why “Angelina College is a great place to start!”

Angelina College’s Distance Learning (DL) program provides learners with the opportunity to pursue higher education in a convenient and flexible environment.

Mission

The mission of Angelina College is to provide quality educational opportunities and services to aid students in reaching their full potential.

The mission of Angelina College is to provide quality educational opportunities and services to aid students in reaching their full potential. The college will assist a diverse student population to prepare for a rapidly changing and highly technological world through quality educational programs and services. These objectives are embodied in the college’s offerings through distance education. The program will extend course accessibility to the community and beyond through distance education.

The mission of the Office of Distance Education is to provide access to educational opportunities and service to students in a twelve (12) county service area and beyond. The Office of Distance Education will assist a diverse student population to prepare for a rapidly changing and highly technological world through coordination of off-campus teaching centers, the delivery of internet courses through selected learning management systems (LMS) and enhanced instruction through a variety of delivery

methods. Additionally, the office oversees the delivery of courses to concurrent high school and Early College High School (ECHS) students.

DL Program Overview

What is DE?

Distance Education (DE) courses offer one to four semester hours of credit and are equivalent to on-campus courses in terms of transferability (no distinction is made on college transcripts). Although there are no special requirements for these courses, an extra amount of time, motivation, self-discipline, and dependable computer/internet access are required.

Courses are offered each semester. Although DE courses are delivered online, many courses require students to meet on-campus for orientation, labs, and/or exams.

Times and locations are available in the online orientation, class syllabus, current AC schedule, or by calling the DE Office at 936-633-5489. For more information, visit the Distance Education web page.

Angelina College operates teaching centers located in Crockett (Houston County), Hemphill (Sabine County), Jasper (Jasper County), Livingston (Polk County), Nacogdoches (Nacogdoches County), Sabine Area Career Center (Sabine County), San Augustine (San Augustine County), Trinity (Trinity County), and Woodville (Tyler County). In addition, courses are offered through interactive video, via the Internet and through the Virtual College of Texas in joint cooperation with other Texas colleges. All general academic regulations in effect on the Lufkin campus are maintained at the teaching centers and in other methods of distance learning delivery of courses.

DE Faculty

AC faculty members develop and teach each course. They are available for online student communication, providing personalized attention.

Testing

Testing is conducted either online or on-campus, depending on the course/professor. Check your class syllabus and the Angelina College Testing Center web page for testing dates, modes, and locations. Convenient times and Testing Locations (for on-campus testing) are provided.

DE Orientation

DE course orientation is mandatory and will provide an overview of course expectations, course syllabus, technical requirements for Angelina College's Learning Management Systems (LMS), the E-Learning Student Handbook, and other information as determined by the course instructor.

Information concerning an on-campus orientation can be found in Angelina College's course schedule, or can be gained by contacting the course instructor.

The Virtual College of Texas

The Virtual College of Texas (VCT) is a collaborative of Texas community and technical colleges; it is not a separate, independent entity. A service of the Texas Association of Community Colleges, VCT has been operational since the Fall Semester of 1998.

VCT's mission is to increase access to higher education and improve student success through sharing of eLearning resources among Texas two-year colleges.

These resources include courses, programs, instructors, technology, and administrative and technical support.

Procedural List for VCT Students

You have made a reservation for a class through the Virtual College of Texas. Angelina College is hosting this course but another institution is providing the course. There is a \$40 technology fee to help defray the cost of this service.

Since Angelina College is hosting this course, students must adhere to AC procedures, including deadlines for withdrawals.

A VCT reservation does not enroll you with Angelina College. Please retain your VCT reservation documents to be admitted to the course.

The Distance Education Office must have written notification if you decide not to enroll or to drop the course. You should fax a request to drop to the DE office at (936) 633-3235 to inform us of your decision. You will not be withdrawn from Angelina College unless you follow the procedure to withdraw officially.

Students are responsible for obtaining their VCT textbooks.

Students receiving financial aid may apply for a help loan to assist in purchasing their textbooks through Special Student Support Services, Room 208, Student Center. Students must supply a printed copy of the name of the textbook and its cost from either the college offering the course or an Internet textbook service. Loan applications must be submitted before noon on Thursday of every week.

Testing for VCT courses is done through the Angelina College Testing Center (ACTC) located in the Student Center Room 200. VCT students must contact the ACTC by completing a VCT Internet appointment form located on Angelina College website. If you are unable to test at the pre-arranged time, you must notify the testing office by calling (936) 633-5495 or by sending an e-mail to ac_tc@angelina.edu.

Students who live in the Off Campus Jasper area may schedule their exams at the Jasper Center by calling (409) 489-9000. Students using the Jasper Center must identify Jasper as their testing location at the time of making their VCT reservation or by e-mailing the Angelina College Testing Center at ac_tc@angelina.edu. Testing is also offered at the Angelina College Crockett and Polk County Centers. Students should check the Testing Center webpage for specific times and days. Reservations for Off-Campus Testing Centers are made by using the same form as required for testing with the Lufkin campus. Your documents include both a phone number and an e-mail address for the VCT coordinator of the providing institution and the VCT course instructor. Please notify these individuals after making your reservation to receive specific information for accessing the course.

Students interested in Virtual College of Texas courses must contact the Office of Distance Education (936) 633-5392 to make your reservations early.

Log-in information

Please note that students are unable to access their online classes until the first class day of each semester. Also note that some instructors do not allow their students to access the class until after they have completed that instructor's student orientation.

Blackboard

The Blackboard log-in page can be accessed by going to the College's homepage (angelina.edu) and following the links to the Blackboard log-in page, or by going to directly to the Blackboard log-in page (angelina.blackboard.com).

Your **username** will be the first three digits of your student ID number, the initial of your first name and your last name, all lowercase. Example: 123jsmith

Your **password** will be the last six digits of your student ID number.

MyLabsPlus

Go to www.angelina.mylabsplus.com.

Your **username** will be the first three digits of your student ID number, the initial of your first name and your last name, all lowercase. Example: 123jsmith

Your **password** will be the last six digits of your student ID number.

Upon your first log-in you will be asked to either purchase an access code or to enter an access code found in your textbook package.

Campus Connect

Campus Connect provides a range of student services including On-Line Registration, Account Status, Class Schedules, Course availability, Degree Audit, Demographic Information, Financial Aid, Grade Report, PIN Maintenance, and Unofficial Transcripts.

Students may access Campus Connect by entering their Social Security Number (ex: 555221111) and PIN (8-digit date of birth, example: 04061976). Students should change their PIN on first access to protect their privacy. Access to Campus Connect is limited to students who have attended Angelina College within the past 12 months.

Students who forget their PIN must personally go to Registrar's Office and present photo identification to have their PIN reset to the birthday default.

Student Email

Every student who is enrolled at Angelina College is automatically given a student email account. All class correspondence and official college correspondence is sent to this email address. Class correspondence and official College correspondence will not be sent to any other email address.

Your Angelina College email address will be the first three numbers of your student ID, first initial, and last name@student.angelina.edu

Example: student id: 123456789 name: Jane Smith

Email address: 123jsmith@student.angelina.edu

To check your email, go to <http://www.mail.student.angelina.edu>

Your username will be the first 3 digits of your student ID and the first initial of your first name and then your last name.

Your password will be your birthdate, 8 digits, MMDDYYYY.

Go to "Settings" and change your password after you first log in.

Example: Jane Student, student ID #123456789, birthdate 01/02/1992

Username: 123jstudent

Password: 01021992

To reset your email password at any time go to:

https://eagle2.angelina.edu/cc3_scripts/emlcred

Policies & Procedures

Class Attendance

Students are required to attend all course assignments regularly and punctually. If the DE class has an attendance policy, it should be clearly stated in the syllabus.

Responsibility for work missed because of illness or extracurricular activity is placed upon the student. A detailed attendance policy can be found in the student handbook available in the Office of Student Services and in the syllabus for specific courses. The Student Handbook can also be accessed online at

http://www.angelina.edu/student_handbook/index.html

AC Course Withdrawal Policy

A student who withdraws from the college must see his or her assigned advisor to complete an exit interview. All necessary forms can be obtained in the Office of Student Services. Students are not considered to be withdrawn officially until these forms are completed and all financial obligations to the college have been met. Written request is required to withdraw from classes. This may be made in person at the Office of Student Services or by fax or mail. Refer to the college calendar for the last day in the semester to drop. For flexible entry and other courses with unusual lengths, contact the Office of Student Services for the last day to withdraw.

Angelina College follows the state-mandated refund policy for students who withdraw from all classes OR reduce their credit hour load, as follows:

Regular Terms

Date of Withdrawal % Refund

Prior to 1st class day 100%

During the first 15 class days 70%

During 16th thru 20th class days . .25%

After the 20th class day 0%

Summer Terms

Date of Withdrawal % Refund

Prior to 1st class day 100%

During the first 5 class days 70%

During the 6th class day 25%

After the 6th class day 0%

Students planning to drop a course or withdraw from the college should see the Financial Aid Office to determine how their aid will be affected. A student may drop a course or courses by completing the necessary form in the Office of Student Services. A student withdrawing from the college must see their assigned advisor to complete an exit interview, and submit their request in writing in person or via fax or mail. All necessary forms can be obtained in the Office of Student Services. Please see the Angelina College General Bulletin for complete requirements for officially withdrawing from the college.

Dropping Courses

To officially drop a course or courses, a student must complete the necessary form in the Office of Student Services. Ceasing to attend class meetings does not constitute formal withdrawal from the course and failure to withdraw properly may result in a failing grade. A student who drops a course on or before the 12th class day during the fall or spring semester or on or before the 4th class day during a summer session will not receive a grade and the course will not appear on the permanent record. A student dropping or withdrawing after the above dates will receive a W. Refer to the college calendar in the Angelina College General Bulletin for the last day to drop a class.

“Six Drop” Policy

Under section 51.907 of the Texas Education Code, the College may not permit a student to drop more than six courses, including any course a transfer student has dropped at another institution of higher education.

This statute was enacted by the State of Texas in spring 2007 and applies to students who enroll in a public institution of higher education as first time freshmen in fall 2007 or later. Any course that a student drops is counted toward the six course limit if “(1) the student was able to drop the course without receiving a grade or incurring an academic penalty; (2) the student’s transcript indicates or will indicate that the student was

enrolled in the course; and (3) the student is not dropping the course in order to withdraw from the institution.”

Some exemptions for good cause could allow a student to drop a course without having it counted toward this limit, but it is the responsibility of the student to establish that good cause with the appropriate College officer. Contact the Office of Enrollment in the Welcome Center for more information before you drop a course.

Students Rights and Responsibilities

Virtual Classroom Conduct

Academic Honesty

The college and its official representatives may initiate disciplinary proceedings against a student accused of any form of academic dishonesty including, but not limited to, cheating, plagiarism and collusion. Cheating or plagiarism in any degree will not be tolerated by the college and will result in no less than a failing grade on the assignment in question. Further proceedings to have the violator suspended from class and/or from the college may be initiated through the current policy of the college on grievances.

Cheating includes:

- a. Copying from another student’s test paper, laboratory report, other report, or computer files, data listings, and/or programs.
- b. Using materials during a test that are not authorized by the test administrator.
- c. Collaborating with another person or persons during an examination or in preparing academic work without authorization.
- d. Knowingly, and without authorization, using, buying, selling, stealing, soliciting, copying, or possessing, in whole or part, the contents of an unadministered test.
- e. Substituting for another student, permitting any person, or otherwise assisting any other person to substitute for oneself or for another student in the taking of an examination or the preparation of academic work to be submitted for academic credit.
- f. Purchasing or otherwise acquiring and submitting as one’s work any research paper or writing assignment prepared by an individual or firm.

Plagiarism means the appropriation of another’s work or idea and the unacknowledged incorporation of that work or idea in one’s own written work offered for credit.

Collusion means the unauthorized collaboration with another person in preparing written work offered for credit.

Complaints and Grievances

The college grievance policy is designed to resolve grievances a student may have against college personnel or another student. The policy charts the appeals process that the student shall follow, with the understanding that every effort shall be made to redress the grievance at each level of the process and that these efforts shall occur in an amount of time deemed reasonable by the student and the person(s) hearing the appeal. What is reasonable time shall depend upon the complexity of the grievance but should not ordinarily exceed one week.

Procedures for discipline due to academic dishonesty shall be the same as in other disciplinary actions except that all academic dishonesty actions will first be considered and reviewed by the faculty member. If, after reviewing the case, the faculty member determines that the student is guilty of the charge, the faculty member may then assess a penalty. If the faculty member believes that additional disciplinary action is necessary, as in the case of flagrant or repeated violation, the case may be referred to the Dean of Student Services for further action. If the student does not accept the decision of the faculty member regarding the determination of guilt or the penalty imposed, the student may appeal the decision following the due process policy.

If you feel that you have been discriminated against based upon sex, race, color, national origin, disability or age, you will follow the grievance policy (available in the student handbook or online at http://www.angelina.edu/student_handbook/index.html).

When a student believes that a grade does not reflect his/her level of accomplishment, the following procedure should be implemented within two weeks after the receipt of the grade:

1. Submit a written request for review to the instructor, and if resolution is not accepted
2. Submit a written request to the appropriate division director
3. Each succeeding level is required to investigate, provide a decision based on documentation or refer to lower level in accordance with their best professional judgment.
4. Submit a written request to the Dean of Instruction, and if resolution is not accepted
5. Submit a written request to the President of the college. The decision of the President, or his designee, is final.

Student Services

Admissions

Angelina College admits students without regard to race, color, creed, sex, age, national origin or disability. The college does, however, reserve the right to verify the citizenship and residency status of any prospective student. Distance education students are held to the same admission standards as traditional students and must follow the same process for enrollment at Angelina College. Students may apply for admission, register for classes, and pay tuition and fees without coming to campus. Students who are considering an Internet course should take the Online Success at AC Survey prior to registration.

DE Readiness

Online learning requires motivation, self-discipline, and good computer proficiency, as well as effective time management. Strong study habits are also important because online courses require self-directed learning and time commitment.

SmarterMeasure is a tool that helps students determine their level of readiness for taking online courses. Students are asked questions on their computer proficiency, motivation, organization, self-directedness, and learning style. Students are even able to measure their on-screen reading speed and comprehension. You can access SmarterMeasure by going to:

<http://angelina.readi.info/>

Before you enroll in DE classes, be sure to look at these helpful resources to find out if you are a good candidate for distance learning.

Technical Requirements

The following specifications are the minimum and recommended system requirements necessary to work in Blackboard.

Operating System: Windows XP, Vista, or 7; Mac OSX 10.5, 10.6 or 10.7

Processor: 1 GHz processor

Memory: 512 MB of RAM

Monitor Resolution: 1024 x 768

Free Hard Disk Space: 5 GB of free disk space

Internet Connection: Broadband (high-speed) Internet connection with a consistent minimum speed of 1.5 Mbps Broadband (high-speed) Internet connection with a speed of 4 Mbps or higher

Browsers: Students who use AOL as their Internet service provider should minimize AOL, and open an alternate browser, such as Chrome, Firefox, Explorer or Opera to access Blackboard. Popups must be allowed and java must be enabled.

DE Advising and Counseling Services

Counselors and advisors on campus can assist students with admissions, registration, entrance testing requirements, degree planning, transfer issues, and career counseling. Students may also contact instructors via their email address or telephone number posted on the Angelina College website for advising. In addition, all full-time instructors hold regular office hours, and are also available by appointment, for face-to-face interaction. Some DE instructors also hold virtual office hours for online interaction. Students must be advised every semester before registering.

Financial Aid

DE students interested in applying for Financial Aid should begin the application process early to ensure that the process is complete in time for class registration. Information regarding financial aid is available on Angelina College's Financial Aid web page. At this time, the required forms are available for printing only and may be faxed, mailed, or hand-delivered to the Financial Aid Office.

Early Alert

AC has instituted an Early Alert process by which your instructor may "alert" you, designated offices, STSU instructors, counselors and coaches that you may fail a class because of excessive absences and/or poor academic performance. Students, who receive an "Early Alert" warning via email, should contact the instructor of the course to discuss what can be done to help them be successful in the class. This initiative is designed to provide students with support services and resources to assist them in successfully completing their course.

Special Student Support Services

A wide range of special help is available to students with special needs. The counselor for students with special needs works with students, faculty, and staff to assist individuals with accommodations and services that will promote their success and integration into college and college related activities.

Special Student Support Services works with the following populations of students who have special needs:

- Technical/occupational majors
- Single parents with children under 18
- Single pregnant women
- Displaced homemakers
- Students with disabilities
- Students in majors non-traditional for their gender
- Students with language disadvantages (English as a second language)

Visit AC's Special Student Support Services web page for more information, or call 936-633-5230.

Tutoring Services

Tutoring services are available at no cost to students having difficulty in a particular subject. The Student Tutoring and Access Center (STAC) is located in the Student Center, Room 101. Students may contact the center at 936-633-4504. The hours of the center can be found at: <http://www.angelina.edu/tutor/index.html>.

AC also provides free online tutoring in writing, math, science, and other subjects. Look for the SmarThinking link on the AC website. SmarThinking is an online tutoring website that connects students to live tutors.

Library Resources

Whether students are taking courses on-campus or online, the library is available to assist students with their information needs. The college ensures that students participating in DE courses have access to adequate and appropriate learning resources. Learning resources are provided through a variety of methods including the library's online catalog and electronic databases.

An AC librarian is also available for Virtual Reference during hours that the library is open. Please visit the library's webpage by clicking on the Library link on the AC website for additional online services or call 936-633-5219.

You will need to download the latest flash player or have at least version 7.0 to see and/or use Virtual Reference. It is available for download at <http://www.adobe.com/go/getflash/>.

Veterans' Services

Veterans can call 936- 633-5356 to speak with the college's veterans' services advisor.

Course Information

Class Structure

In a Distance Education course, students complete assignments, take tests, and manage other course work in the same fashion as they would in a face-to-face course. Most of the work is done on the college's Learning Management System (LMS) which is currently Blackboard, or another LMS such as MyLabsPlus or SAMS. Please note that some DE classes may require students to meet on-campus for orientation, exams, and/or labs.

Most DE courses are on a structured schedule with critical deadlines to be met. Therefore, it is important to read the syllabus and know all of the deadlines so no assignments are missed. This will also allow students to have ample time to complete assignments.

Textbook and Bookstore Information

Textbook information will be available in your course syllabus as well as on the AC College Bookstore web page. Textbooks and other supplies needed by AC students are available in the College Bookstore, which is located in the Student Center. Books may also be purchased online at <http://bookstore.angelina.edu>.

In addition, the bookstore stocks a variety of stationery, clothing and personal items. For more information on services provided by the bookstore, call 936-633-5244.

Exams

It is the responsibility of the student to be familiar with the course syllabus and know where course exams will be administered.

Final Grades

Final Grades will be posted on Campus Connect within one week of the last day of class.

Technical Support

Blackboard (Learning Management System)

Angelina College uses Blackboard as its primary Learning Management System. DL students should carefully review the "Technical Requirements" on page 20 to learn what equipment is required to work successfully in Blackboard and which browsers are supported by Blackboard. For other LMS systems, such as MyLabsPlus, please consult the course syllabus or contact the instructor for technical support.

Blackboard Assistance

Students needing assistance with Blackboard should email bbhelpdesk@angelina.edu, call the Helpdesk at 936-633-5208 or visit room 107 in the Administration Building.

Please note: If you are having problems, try another browser. Browsers are free to download; we recommend Chrome, Firefox, Explorer and Opera. If you are having trouble accessing from home, try another computer to verify your account is working.