

Online Course
Handbook
for
Students



Texarkana College

Welcome to online learning at Texarkana College.

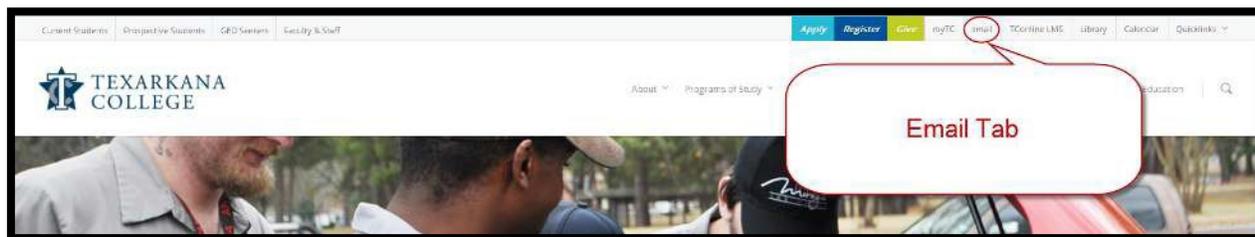
The goal of this guide is to provide you with specific information concerning online courses at Texarkana College.

If you are a new student at Texarkana College, be sure to familiarize yourself with the Texarkana College website at www.texarkanacollege.edu by navigating through the various links which will provide you with general information about the college and its services. This guide is not meant to replace the general information found on the college's website, but instead provides detailed information on how to:

- Access your TC student email account
- Determine the computer requirements needed for TC online courses
- Log-in to your myTC account and get started with your TC online courses
- Navigate through your TC online courses
- Be a successful online student
- Follow Netiquette guidelines
- Locate the different Texarkana College Student Support Services

How to access your TC student email account

As a Texarkana College student, you have your own Texarkana College email account. To access this account, go to <https://www.texarkanacollege.edu> and click on the email tab located at the top of the page.



Once the log-in page appears, type in your username and password.

TEXARKANA COLLEGE

Sign in with your organizational account

someone@example.com

Password

Sign in

Sign-in using your TC email address.

For example:
j.doe1234@texarkanacollege.edu

Your email password is the same as your myTC password. [Need Help?](#)

Every student has a unique login to access a multitude of services at Texarkana College. Your login is your first initial, a period, the first 14 letters of your last name, and the last four digits of your student ID number. For example, if your name is Jane Doe and your ID-Number is 12345678, then your username will be **j.doe5678**. If your name is John Jingleheimer-Smith and your ID-Number is 87654321, then your login will be j.jingleheimersmi4321. This username will not only allow you to login to computers on campus, but is also your myTC login. You must add the @texarkanacollege.edu after your username.

About passwords

If you have never logged into a Texarkana College computer system using your new username as described above, your initial password will be myTC + your six-digit date of birth (mmddyy). For example, if your birth date is 01-01-2985, your initial password will be **myTC010185**. Upon your first login to a system, you will be asked to reset your password. Passwords for your accounts must follow these rules:

- At least 8 characters long
- No longer than 20 characters
- Contain at least one number (Hint: use a number to replace a letter, change i to 1, E to 3, O to 0, S to 5.)
- Contain at least one UPPER CASE letter
- Contain at least one lower case letter

Example passwords:

- Welcome2TC
- Ri5ingS7ar
- TCBulld0g5

Be sure and check your TC email daily. Your professors will use this account to send you class information. Failure to respond to these emails could result in you being dropped from the class.

Computer requirements needed for Texarkana College online courses

In order to view your online course your computer equipment should meet the following requirements:

- Windows XP, Vista, 7, or later; MacOS X or later
- A minimum of 1 GB of RAM
- Cable modem, DSL high speed internet connection (preferred). Some video content may not display well over a telephone modem.
- An internet connection through an Internet Service Provider (ISP)
- The latest version of the Firefox web browser (for both Mac or PC) Currently we are using Moodle as our Learning Management System (LMS) and there have been some issues of students not being able to view PowerPoints and videos with Internet Explorer, Safari, and some of the other web browsers.

The following items may be required in some courses in order for you to view course materials. Links to these can be found by clicking [HERE](#).

- Quicktime Player®
- Adobe® Acrobat Reader®
- Microsoft® PowerPoint Viewer®
- Microsoft® Word Viewer®

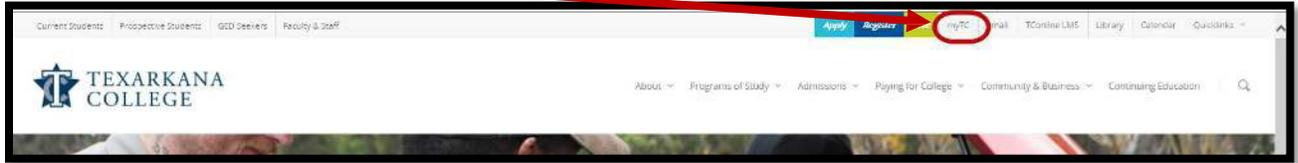
Testing Center Information

Online students, including students enrolled in VCT (Virtual College of Texas) courses may be required to take exams in the Testing Center located in Palmer Memorial Library. Current hours of operation and rules can be found on the [Assessment and Testing Center's website](#). Specific details regarding testing can be obtained from each individual instructor.

If you have any questions regarding the Testing Center, contact the Assessment and Testing Center at 903.823.3278 or email testing.center@texarkanacollege.edu

How to log-in and get started with your online courses

1. Go to the Texarkana College home page @ <https://www.texarkanacollege.edu> and click on the **MYTC** link.



2. Log in with your **TC username and password**.

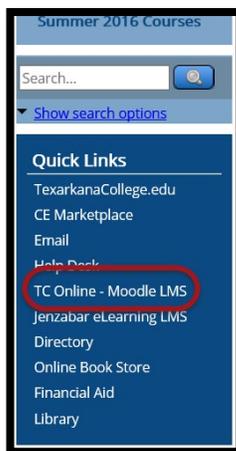


3. Once you are logged in, click on the **STUDENT** tab.



4. Once your STUDENT tab opens, how you get to your online/hybrid course depends on whether your instructor is using the Moodle LMS or Jenzabar's eLearning LMS. You will need to have your pop-up blocker turned off in the browser you are using. If you are using Firefox or Internet Explorer, a reminder to turn them off will show up. If you are using Safari on a Mac, the reminder will not show up. You just need to make sure the blocker is off. If you do not, nothing will happen.

MOODLE LMS



- Once your Student tab is open, click on the TC Online – Moodle LMS link under the dark-blue Quick Links sidebar on the left of the page.

- Click on the (Log in) link



- Log in with your TC Username and Password.

- Click on the drop-down arrow by My Courses and choose the course you want to enter.



- You should now be in your class located within the Moodle LMS.

Jenzabar eLearning LMS

- Once your Student tab has opened, scroll down to the **Jenzabar eLearning LMS** section and make sure you are in Current Courses. Click on the course you want to enter and the course will open.

| 2015-2016 Spring - All Divisions | | | |
|----------------------------------|--------------------|-------|--|
| Course | Title | Meets | |
| GOVT 2305 W1 WEB | Federal Government | Web - | |
| PSYC 2301 W2 WEB | General Psychology | Web - | |

| Jenzabar eLearning LMS | | | |
|---------------------------------|--------------------|------------|----------|
| Current Courses | | | |
| 2015-2016 Spring | | | |
| My 2015-2016 Spring Course List | | | |
| Code | Course name | Grade | Schedule |
| GOVT 2305 (W1 WEB) | Federal Government | B (89.71%) | |
| PSYC 2301 (W2 WEB) | General Psychology | A (94.19%) | |

How can I be a successful online student?

To be successful, you should be a self-starter and able to work independently. You must allocate the time required to do the activities. You must be able to read carefully and pay attention to detail. Do not wait until the last minute to start course activities because there is a great chance you will not be able to finish. If you run into a problem, it may take time to get help. In general, the online student should possess the following qualities:

- Be able to communicate through writing
- Be self-motivated and self-disciplined
- Be willing to “speak up” if problems arise
- Be willing to commit 7 to 15 hours per week per course
- Be able to meet the minimum requirements for the course
- Have access to a computer and high speed Internet
- Participate in the virtual classroom 3-5 days a week
- Be able to work with others in completing projects
- Be willing to learn independently and/or in groups
- Be able to complete assignments on time
- Check your TC email daily

Netiquette Guidelines

Top Five Rules of Netiquette in an Online Course

Written by: Laurie Patsalides • Edited by: Laurie Patsalides
Updated Dec 14, 2011 • Related Guides: Internet

Be prepared to communicate effectively when taking an online course. Following these simple netiquette rules in your online class or education environment will ensure your success!

With the onset of the online education environment and the expansion of online courses, a new buzzword has evolved called netiquette. Simply defined, it means etiquette on the Internet (or net).

In an online course you will have your communication skills tested! You will be speaking through writing both to fellow students and instructors, so it is imperative to communicate well and professionally.

Let's look at five important netiquette rules in an online course or education environment:

1. Be Friendly, Positive and Self- Reflective

When people cannot see you, and also do not know you, feelings can be hurt if you are not careful in how you express yourself. The old saying, think before you speak is important here. Think before you write. One word of advice is, do not respond when you feel angry. Wait. Write it down somewhere and come back to it. When you do, you may find that you no longer feel the same way as you did when you wrote it, because you have had time to reflect about the situation. Last, if you still feel the need to be heard, then edit before you post, and write it in terms that are easily embraced. This is also true when you feel a critique is necessary; say it in a positive tone. Reread what you have written to be sure it is positive.

2. Use Proper Language and Titles

Do not use slang or even profane words in an online education environment, even if they are words you consider, "not so bad," as they will sound offensive to the reader. Do not refer to your professor as "Doc" or by his or her first name, unless it is acceptable with him or her to do so. Also, do not use caps lock when typing. It will insinuate yelling. That would hurt someone's feelings and possibly give him (or her) the wrong impression of you.

3. Use Effective Communication

Say what you mean to say. This takes practice and thoughtful writing. Try to speak and write clearly at all times. Again, reread before you respond. Define and restate your words when necessary. Correct a misunderstanding right away. Chances are, if one person felt a certain way about what you said, another may have as well. Likewise, be mindful of chosen words and joking. Let's say for example, I write, "get out!" This slang term can be interpreted in several ways, either positively or negatively.

4. Professionalism

Leave the characters like smiley faces, and instant message abbreviations out. Your friends may like it, but chances are your professor will not. Save it for personal conversations or definitely ask for permission before using them. They may be interpreted as childish or too casual for the online education environment. Last, always say please and thank you.

5. Ask for Clarification

If you are unsure of what was said, or the instructor's directive, or are trying to interpret a person's expressions, then ask again. Do not sit in silence either misunderstanding or feeling offended. Do not interrupt though; wait until there is a break in the conversation, or until the open interaction occurs. Your instructor will appreciate your responsiveness and maturity. A simple way to do this is to say (or write), "I did not understand...", which will always keep the onus for the misunderstanding on yourself.

The Golden Rule of Netiquette

With these top five netiquette rules, you are on your way to a great grade in your online course. Most importantly, when speaking in an online course or in any online environment for that

matter, the same rules apply for etiquette as in real-time. The golden rule of netiquette in an online class or environment is, do not do or say online what you would not do or say offline.

Are There Attendance Requirements for Online Classes?

Just like professors may require you to show up for class when you take a traditional college course, students who take online courses must also meet a slightly different form of attendance requirements. While students won't have to show up physically, they will have to log in to their course at least once a week and complete an attendance activity. Attendance in an **online course** is defined as an active post or submission within the course including discussions, written assignments and tests. This standard will be used to determine all attendance issues, including but not limited to, never having attended reports, last date of attendance, and involuntary withdrawal from a course due to lack of attendance. All online students must complete an Enrollment Verification activity within the first week of class (activity depends upon the professor, so be sure to read the syllabus) or the professor may drop you for not having attended. Online students must complete at least one activity per week. If you are dropped, your financial aid will be affected.

Academic Integrity

Texarkana College assumes that all students will involve themselves in honest pursuit of academic acquisition. When a student demonstrates academic dishonesty, disciplinary action will be initiated.

A. Disciplinary proceedings may be initiated against a student accused of any form of academic dishonesty including, but not limited to the following:

"Scholastic dishonesty" includes, but is not limited to cheating on academic work, plagiarism, collusion, or falsification of records.

1. Cheating on academic work includes:

- a. Copying another student's test paper in academic work;
- b. During a test, using materials that are not authorized by then test administrator;
- c. Without permission, collaborating with another student during a test or in academic preparation;
- d. Using, buying, selling, stealing, transporting, or soliciting the contents of an unadministered test.

2. "Plagiarism" is defined as presentation for credit as one's own idea or product derived from an existing source.

3. "Collusion" is defined as the unauthorized collaboration with another person in

preparing written work for credit.

- B. Students found guilty of academic dishonesty in the classroom, off campus site, or testing center may be dropped with an "F" from the course in which he/she is cheating. If one student is caught taking a test for another, both will be dropped from the course with an "F".

This policy will be strictly enforced and there will be no exceptions.

Grievance Procedure

A student grievance is any dissatisfaction, complaint or an injustice a person may have while associated with Texarkana College, either as a student or as a prospective student. A grievance may result from academic experiences, non-academic matters involving administrators, staff or student organizations or matter related to alleged discrimination on the basis of age, race, creed, color, national origin, sex, marital status, physical handicap or limited English proficiency. All students who have a grievance are encouraged to resolve problems where they arise and with parties involved.

It must be kept in mind that the excellence of Texarkana College is partially a result of the academic freedom enjoyed by the faculty, and any grade change may be made only by the faculty. A grade is the sole prerogative and responsibility of the faculty member, and any review as the result of an appeal is intended to insure total fairness and understanding.

Student Complaint Procedure

1. Informal

- a. Student encouraged to resolve his/her complaint with the faculty or staff member involved.
- b. This must be done within 10 days of the occurrence
- c. If the student is satisfied with the faculty member's decision, the matter is settled.

2. Formal

a. Level One

- i. If the student is not satisfied, the student may submit a Student Complaint/Grievance Form within five class days after the decision to the appropriate division dean or lowest level administrator who has the authority to remedy the alleged problem. If the division dean is the faculty member involved, the complaint should be submitted to the Dean of Students. The complaint form must be hand delivered, faxed, or sent by U.S. Mail.
- ii. The appropriate administrator shall investigate as necessary and hold a conference with the student within ten days after receipt of the written complaint.
- iii. The administrator shall provide the student with a written response within ten days following the conference.
- iv. If the student is satisfied with the response, the matter is settled.

b. Level Two

- i. If the student is not satisfied, the student may submit a Student Appeal Form to the Dean of Students within ten days of the date of the written Level One response or, if no response was received, within ten days of the Level One response deadline. The appeal must be hand delivered, faxed, or sent by U.S. Mail.
- ii. The Level Two administrator shall hold a conference with the student within ten days after the appeal notice is filed. The conference shall be limited to the issues presented by the student at Level One and identified in the Level Two appeal notice.
- iii. The Level Two Administrator shall provide the student with a written response within ten days following the conference.
- iv. If the student is satisfied with the response, the matter is settled.

c. Level Three

- i. If the student is not satisfied with the Level Two response, or if the time for a response has expired, the student may request a conference with the College President or designee to appeal the Level Two decision within ten days of the Level Two response, or, if no response was received, within ten days of the Level Two response deadline.. The appeal must be hand delivered, faxed, or sent by U.S. Mail.
- ii. The Level Three administrator shall hold a conference within ten days after the appeal notice is filed. The conference shall be limited to the issues presented by the student at Level One and identified in the Level Three appeal notice.
- iii. The Level Three administrator shall provide the student a written response within ten days following the conference.
- iv. If the student is satisfied with the response, the matter is settled.

d. Level Four

- i. If the student is not satisfied, the student may submit a Student Appeal Form to the Texarkana College Board of Trustees within ten days after the receipt of the written Level Three response, or, if no response was received, within ten days of the Level Three response deadline.
- ii. The College President or designee shall inform the student of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.
- iii. The College District shall determine whether the complaint will be presented in open or closed meeting in accordance with the Texas Open Meetings Act and other applicable law.
- iv. In addition to any other record of the Board meeting required by law, the Board shall prepare a separate record of the Level Four presentation. The Level Four presentation, including the presentation by the student or the student's representative, any presentation from the administration, and

questions from the Board with responses, shall be recorded by audio recording, video/audio recording, or court reporter.

- v. The Board shall then consider the complaint. It may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting.
- vi. If for any reason the Board fails to reach a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level Three.

Sexual Harassment

Sexual harassment is a form of sex discrimination that involves the unwelcome introduction of sexual activities, comments, or sexually oriented visual materials into the workplace or classroom. Unwelcome sexual advances and other verbal, visual, or physical conduct of a sexual nature constitute sexual harassment when (1) submission to the conduct becomes a term or condition of employment or academic achievement, (2) submission to or rejection of the conduct is used as a basis for an employment or academic decision regarding the individual, or (3) the conduct unreasonably interferes with the individual's work performance or creates an intimidating, hostile, or offensive working or academic environment. Victims of sexual harassment can include employees, students, men, and women.

The Texas Legislature has recently amended the Texas Penal Code by adding a provision criminalizing sexual harassment. The new law defines "sexual harassment" to mean unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, submission to which is made a term of condition of a person's exercise or enjoyment of any right, privilege, power, or immunity, either explicitly or implicitly. Sexual harassment is classified as a Class A misdemeanor.

In addition to criminal charges, any member of the Texarkana College community who is guilty of sexual harassment will be subject to disciplinary action on the part of the College following a hearing.

Complaints of sexual harassment involving students should be directed to the Dean of Students. Complaints involving other members of the College community should be directed to the Dean of Instruction. When a complaint is received by any of the administrators listed above, that individual or his/her agent will instigate an investigation to determine the facts of the matter, and will call a hearing if deemed necessary.