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# Online Learning Student Handbook

Snead State Community College

Snead State Community College  
Boaz, Alabama



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*The provisions of this handbook do not constitute a contract, express or implied, between Snead State Community College and any applicant, student, student's family, faculty or staff member. Snead State reserves the right to change the policies, procedures, rules, regulations, and information in the handbook at any time. This handbook is a general information publication only and is a supplement to the Snead State Community College Catalog.*

# Welcome

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Welcome to the Snead State Community College Online Learning program. We are excited you have chosen to learn with us, and we look forward to helping you achieve your educational goals!

If you are new to online learning at our college, we understand that you may have many questions. This handbook is designed to provide online learners with specific information about Snead State's online learning program and support services.

Please use this handbook as a resource, but also remember that there are many dedicated employees at Snead State who are willing to assist you, including:

- **Course Instructors** – Questions regarding the content, assessments, and due dates within a course should be sent to the course's instructor. Instructors can also assist you with textbook publisher systems (e.g. Connect) used within their courses. You can contact your instructor from within your course in Blackboard using the Messages tool. Full-time instructors may also provide a telephone number and are available to meet during office hours each week.
- **Online Learning Help Desk Staff** – If you are experiencing technical issues (e.g. login failures), please first check the [Technical Support](#) page on Snead State's website for a solution. For issues not addressed in this handbook or on the Technical Support web page, please call **833-793-4500** to speak with Blackboard Support. If you are visiting the main campus, you can also stop by the Library for assistance during normal Library hours.

Wishing you all the best this semester!

Michael N. Gibson  
Associate Dean for Online Learning  
Snead State Community College

# Getting Started

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## What is Online Learning?

**Online Learning** allows instruction and interaction to occur when students and instructors are not in the same place. You may also hear Online Learning called Distance Education, Distance Learning (DL), or eLearning.

## What is Blackboard?

Snead State houses its online and hybrid courses in a system known as **Blackboard Learn** (a.k.a. Blackboard) with Ultra Base Navigation. Blackboard is one example of a Learning Management System.

- **Learning Management System (LMS).** An LMS is a web-accessible software application that provides for the administration of course content, delivery of assessments, communication and collaboration between students and instructors, and the ability to track grades and other relevant performance data.

## Will I have to be online at a given time?

Most courses do not require students to be online on a set day of the week and time, however, courses in which real-time interaction is essential may require students to use a synchronous tool (see below). Courses requiring specific online meeting times will list the dates and times in the class schedule.

- **Asynchronous** - Literally means "not at the same time." Asynchronous tools, such as e-mail and discussion boards, allow participants to communicate without having to be online at the same time.
- **Synchronous** – Literally means, “occurring at the same time.” Synchronous tools, such as text chat, audio chat or video chat, require all participants to be online at the same time. Snead State uses the [Blackboard Collaborate Ultra](#) web conferencing application.

## What types of online learning classes does Snead State offer?

At Snead State, there are three types of online learning classes:

- **Online Courses** – These courses deliver 100% of content online and do not normally require scheduled class meetings. Online courses provide greater flexibility of schedule and convenience of access to students, while allowing them to meet the same learning outcomes and level of rigor achieved in traditional courses. Instructors may require students to take proctored exams.
- **Hybrid Courses** – These courses take advantage of the best features of traditional courses and online courses by mixing face-to-face class meetings with online delivery of the remainder of the course. Some Hybrid courses may only require a single face-to-face meeting (e.g. an orientation session or a final exam), while others may meet face-to-face every week. The face-to-face meeting

requirements for a particular section of a course will be listed in the Class Schedule on OneACCS. Hybrid courses allow faculty and students both the opportunity to build strong personal relationships through face-to-face interaction and the opportunity to explore new types of learning activities that are not possible in traditional courses. Instructors may require students to take proctored exams.

- **Virtual Courses** – These courses include virtual class meetings using a synchronous tool such as Blackboard Collaborate Ultra. Virtual meetings allow real-time instructor-to-student and student-to-student interaction. For example, a virtual Speech class would allow students to make presentations to their classmates. In addition to the virtual class meetings, class materials and assessments will be provided through the College’s LMS.

*In the event that a traditional, face-to-face course has to be moved online (e.g. pandemic response), face-to-face class meetings may be replaced with Virtual courses.*

### **Who can take Online Learning Courses?**

Snead State Community College admits U.S. citizens, U.S. permanent residents, and those who possess Deferred Action for Childhood Arrivals (DACA) status. At this time, Snead State does not admit International Students. Before taking an online or hybrid course, a student must have:

1. been officially admitted to the College,
2. taken any required placement tests, and
3. spoken with an advisor (as necessary).

Admitted students in all fifty U.S. states and the District of Columbia are eligible to take Snead State’s Online Courses. It is the student's responsibility to check whether courses taken at Snead State meet any licensure/certification requirements of their home state. For example, requirements for teacher and healthcare worker licensure varies from state to state.

# The Successful Online Learner

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## What do I need to do to be successful?

To be successful in online/hybrid courses, you should:

- Check your Snead State email account several days each week.
- Log into Blackboard every day to check for messages, announcements and upcoming due dates.
- Keep a calendar with reminders of assessment due dates and other important dates (e.g. registration dates, first day of class, last day of class, etc.).
- Avoid procrastination! Complete and submit assigned work early. Instructors may deduct points or assign a grade of zero for work that is late.
- Dedicate at least 2-3 hours per week for each course credit hour (e.g. plan to study 6-9 hours a week for a 3-semester hour course). Maintain a regular study schedule.
- Study in a quiet, uninterrupted space.
- Communicate regularly with your instructor and peers.
- Utilize all of the resources available to you. Tutoring services, the Library, and other support services can help you succeed. Reach out when you need help!

## What type of computer system do I need to take classes?

### Operating System

- Windows 8, 10, or 11 (Windows PCs)
- Apple Mac OS 10.8 or higher (Apple Macs)
- Other devices, such as iPhones, iPads, Chromebooks, and Android devices offer varying levels of access to Blackboard. You should not attempt assessments using one of these devices!

### Web Browsers

To check whether Blackboard supports your browser and operating system, go to the [Browser Checker](#). You should have at least two (2) compatible browsers installed on your computer. In the event that a Blackboard feature is not working properly on one browser, try again using the second browser.

- Google Chrome (PC/Mac)
- Mozilla Firefox (PC/Mac)
- Apple Safari (Mac) – not compatible with some sites/tools; Chrome is preferred

Do not attempt to use Microsoft Edge or the older Microsoft Internet Explorer, as they are not fully supported by Blackboard and unexpected errors may occur.

## **Webcam**

A webcam (external or built-in for laptops) may be required for some courses. Webcams may be used to create student recordings (e.g. a speech), to take online proctored exams, or to participate in synchronous class meetings.

## **Other Software**

- Microsoft Office, or equivalent software capable of saving files in Office formats
- Adobe Acrobat Reader
- For proctored online exams, you may be required to install a browser extension from the proctoring service

## **What computer skills do I need to take classes?**

Complete the [Technical Skills Self-Assessment](#) on Snead State's website to help determine if you possess the technical skills needed to succeed in an online course.

### **Computer Skills**

- Create new documents using common applications like Microsoft Word
- Save documents/files to folders on your computer's hard drive
- Locate and open saved documents/files on your computer's hard drive
- Cut, copy and paste content
- Use spell check
- Print
- Run two or more programs at once and switch between them
- Connect your computer to the internet and troubleshoot connection issues

### **Internet Skills**

- Send and receive email
- Attach a document to an email message
- Open and Save an email attachment
- Navigate to a web page using its address (URL)
- Follow links from one web page to another
- Use the forward and back buttons on the browser
- Bookmark web pages to access them later
- Use a search engine on the Internet (e.g. Google)
- Download documents or software from the Internet

If you feel you need to improve your skills, consider taking a course in computer and Internet skills before you enroll in an online course. Snead State offers a variety of credit courses in these areas, and "not-for-credit" courses are available through the College's Workforce Development Division.

# Registering for a Course

Before taking an online or hybrid course, a student must have applied to the College, taken any required placement tests, and spoken with an advisor (as necessary). To register for a course, follow the [Steps for Registration](#) process described on the Snead State website. When searching for classes using OneACCS:

**Online Courses** will be listed as “Online Course WEB” and no meeting times will be specified.

Personal Finance - BUS 146 - 0

FULL-TERM, ONLINE.  
**Associated Term:** Spring 2017  
**Registration Dates:** Nov 08, 2016 to Jan 12, 2017  
**Attributes:** Potential Area V

Main Campus  
Lecture Schedule Type  
Web-based Instructional Method  
3.000 Credits  
[View Catalog Entry](#)  
[Snead State Bookstore Website](#)

Scheduled Meeting Times

Type	Time	Days	Where	Date Range	Schedule Type	Instructors
Class	TBA		Online Course WEB	Jan 09, 2017 - May 04, 2017	Lecture	(P)

Figure 1: A class listing for an Online Course in OneACCS

**Hybrid Courses** will be listed as “Hybrid Course BLND” and will list the required meeting times.

Business Statistics I - BUS 271 - 0

MINI I. BLENDED/ONLINE. COURSE MEETS EVERY WEDNESDAY EVENING ON THE BOAZ CAMPUS.  
**Associated Term:** Fall 2019  
**Registration Dates:** Jul 15, 2019 to Aug 20, 2019  
**Levels:** Undergraduate  
**Attributes:** Area V Pre-Prof, Majr & Elec

Main Campus  
Lecture Schedule Type  
Blended Instructional Method  
3.000 Credits  
[View Catalog Entry](#)  
[Bookstore\(change me\)](#)

Scheduled Meeting Times

Type	Time	Days	Where	Date Range	Schedule Type	Instructors
Class	6:00 pm - 10:00 pm	W	C. Weathers Business Building 113	Aug 19, 2019 - Oct 08, 2019	Lecture	(P)
Class	TBA		Hybrid Course BLND	Aug 19, 2019 - Oct 08, 2019	Lecture	(P)

Figure 2: A class listing for a Hybrid Course in OneACCS

# Purchasing Books & Materials

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The Snead State Community College Bookstore is operated by Barnes & Noble. Purchases can be made at the storefront in the Boaz Outlet Center (100 Elizabeth Street, Boaz, Alabama 35957), or online at the [Snead State Community College Bookstore](#) website.

In addition to new textbooks, the bookstore offers several money-saving options:

- Rentals
- E-books
- Used books
- Loose leaf and bundle packages

## **Purchasing at the Storefront Location** *(Call first for current store hours)*

If you come to the bookstore to purchase your books, be sure to bring your student I.D. and a printed copy of your schedule. Accepted payment forms at the bookstore include: cash, check, credit cards, Barnes & Noble gift cards, and Financial Aid.

Pell Grant funds are available at the bookstore the week prior to the first day of class through Friday of the first week of class. Other forms of Financial Aid have extended charge dates. Check the [Snead State Community College Bookstore](#) website for details.

The bookstore also offers other items you may need or want as a Snead State student, such as: Spirit clothing, backpacks, study guides, computers & accessories, graduation essentials, iPhone accessories, Nook devices & accessories, best-selling books, and GED & SAT Prep books.

The bookstore phone number is (256) 593-1861. Bookstore hours of operation are typically Monday – Thursday 8:00 AM – 3:00 PM and Friday 8:00 AM – Noon. Store hours are subject to change, so please check the [website](#) (scroll to the bottom of the page) or call the store to verify these hours before visiting.

## **Ordering Online**

Ordering online will eliminate searching the shelves for books and waiting in the checkout line. Online ordering assures the best chance at finding used textbooks. Accepted payment forms when ordering online include: credit cards, Barnes & Noble gift cards, Financial Aid, PayPal, and Visa Checkout.

When ordering, you can choose to pick up your order at the Boaz location, the Arab Site, or to have UPS delivery to your home or business for an additional charge. An email will be sent to you when your order is ready for pick up/delivery.

# Using Blackboard

Blackboard is for use by the students, staff, faculty, and affiliates of Snead State Community College. Blackboard is normally available 24/7, but is occasionally offline for maintenance.

## Blackboard Login Instructions

1. The Blackboard login page can be reached by:
  - a. Going to the Snead website and clicking on the "Blackboard" link, or
  - b. Going directly to <https://snead.blackboard.com>
2. **DO NOT** enter your username and password.
3. Click the "Sign in with third-party account" field and select "SSCC".
4. When the "ellucian" login page loads, enter your OneACCS username (i.e. Snead State email address) and your OneACCS password, then click the "Sign In" button.
5. If the login is successful, Blackboard will load and display the Institution page.

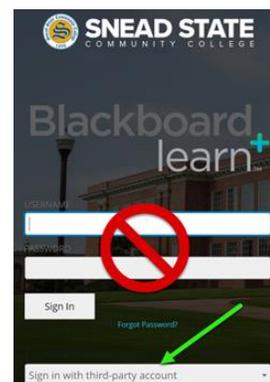


Figure 3: The Blackboard login page

## **Login Issues** – Reasons why you may not be able to log on to Blackboard:

- You are not entering your official Snead State email address for your Username. Be sure to use your full [A#@snead.edu](mailto:A#@snead.edu) email address.
- You are not entering the correct password. Your original default OneACCS password was: **!SNEADmmdyy** where mmdyy is your 6-digit date of birth (e.g. January 15, 2000 = 011500). Don't forget the exclamation mark at the start.
- If you are a newly enrolled student, it may take up to 24 hours for you to have access to Blackboard.
- For help with login issues, please call **833-793-4500**.

## Changing Your OneACCS Password

You cannot change your OneACCS password from within Blackboard. To learn about changing your OneACCS password, please visit: <https://snead.edu/student-life/oneaccs/>

## Blackboard Ultra Base Navigation

In January 2022, Snead State transitioned to a Blackboard system with the new **Ultra Base Navigation (UBN)** system. UBN changes the tabs and modules layout used in the past to a modern, streamlined interface. This does not change the layout of the courses themselves.

**Institution Page** - The first page that you will see when you log into Blackboard. It will be used to provide information, useful links, and other important content. Scroll down to see everything.

**Profile** - Your first and last name will be shown as the link to your Profile Page. You can upload a profile photo. Privacy settings and Global Notification Settings can also be configured on this page.

**Activity Stream** - This page enables you to receive updates from all of your courses and organizations, including pending deadlines, overdue assessment items and grade changes. Also, the first time you open each of your courses each day, you'll see course notices with important information.

**Courses** - The Courses page allows you to see all courses that you are participating in. Courses can be displayed in list view or in grid view, and can be filtered and searched.

**Organizations** - The Organizations page allows you to see all organizations that you are participating in that have a Blackboard presence.

**Calendar** - This is the global Calendar where you can find the due dates for the assessment items in your courses as well as any other events that an Instructor may have populated into a course calendar. You can add personal events/reminders to the calendar through this interface. Calendar items will show reminders in the Activity Stream.

**Messages** - This is the global Messages tool where you can read and send messages using Blackboard's internal messaging tool.

**Grades** - From the Grades page, you can see the grades for your assessment items of your courses. From here you can click on items and link through to the course assessment item for additional information. This differs from the My Grades section within a course, which only shows the grades for that course.

**Assist** - Contains information and links to on-campus and online resources for students.

**Tools** - Contains links to tools, such as the College's course/instructor evaluation tool.

**Sign Out** - Disconnect from Blackboard. When using a public computer, you should always sign out from Blackboard and end your single sign-on (SSO) session.

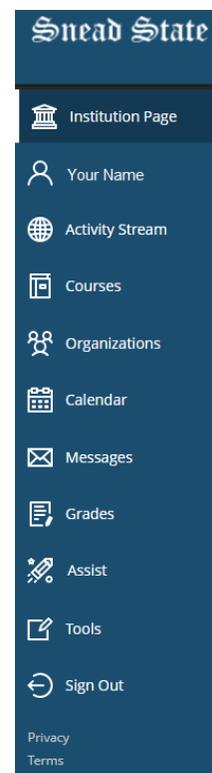


Figure 4: UBN Menu

**If you are concerned about a course not being shown in Blackboard, check the course's start and end dates in your official class schedule in OneACCS.**

## Course Navigation

Online and Hybrid courses in Blackboard feature eight standard buttons/links in the course navigation menu on the left side of the screen. The middle section of the menu will contain one or more links to course-specific content added by your instructor.

## Top Buttons/Links

- **Start Here** – Contains important material, such as the Course Syllabus, that you should review at the start of the semester.
- **Home Page** – Displays modules, such as My Announcements, containing information about the course.
- **Messages** – Contact your instructor, and possibly classmates, using the Blackboard Course Messages tool. The instructor may also provide secondary contact information.
- **My Grades** – The course’s Grade Center. Check your grades regularly! The Course Syllabus under Start Here will describe how your overall course grade is determined.

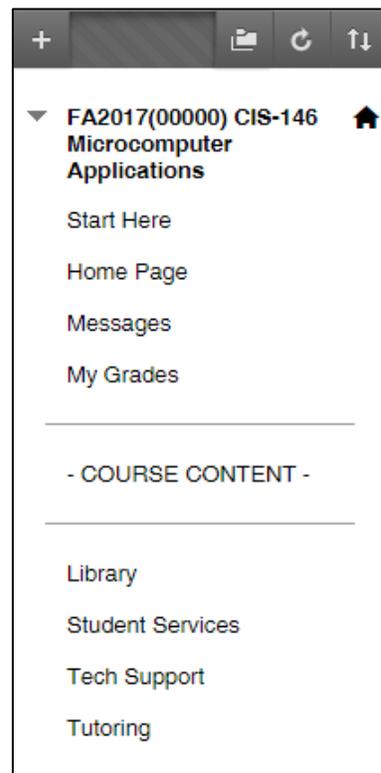


Figure 5: Blackboard Course Menu

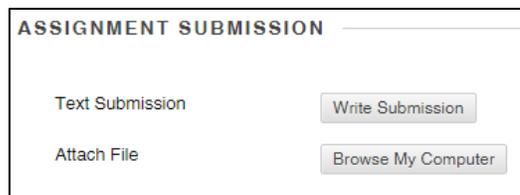
## Bottom Buttons/Links

- **Library** – A link to Snead State’s virtual library.
- **Student Services** – A link to the Student Services page on the Snead State website. Student Services includes Advising, Records, and other important departments.
- **Tech Support** – A link to the Technical Support page on Snead State’s website. This page includes login information for Blackboard, OneACCS, and other systems, as well as other helpful information.
- **Tutoring** – Contains information/links to both on-campus and online tutoring services.

## Assignments

One of the most commonly used assessment tools within Blackboard is the Assignment tool. Assignments allow instructors to post assignment instructions, possibly including one or more file attachments, and allow students to submit their assignment solution by (A) attaching files or (B) typing a text submission.

**IMPORTANT! Follow the submission instructions provided by the instructor.** For example, if you are directed to submit a Microsoft Word document (.doc/.docx file), don’t upload another file type or type your answers as a text submission

A screenshot of the Blackboard Assignment Submission interface. The title is "ASSIGNMENT SUBMISSION". There are two rows of options. The first row has "Text Submission" on the left and a "Write Submission" button on the right. The second row has "Attach File" on the left and a "Browse My Computer" button on the right.

Helpful tips for Assignments:

- Do not type your assignment submission in the Comments field! The Comments field is a space for you to leave a short comment about the assignment for the instructor. The instructor will not see your comment until they are grading the assignment.
- If you are uploading a document/file, make sure the document/file is closed before uploading it. For example, do not have a document open in your word processor while trying to upload it.

- Frequently, the assignment directions will ask you to upload a Word document. The newest Word documents use the .docx filename extension, but the older .doc files are usually acceptable. As discussed in the “Other Online Learning Tools” section below, Snead State students can download Office 365 Education for free, giving them Microsoft Word, Excel, PowerPoint, and other applications.
- If you are using a word processing program other than Microsoft Word, such as **Google Docs, Apple Pages, OpenOffice, or LibreOffice**, you should:
  1. Open your document in your word processing program
  2. Choose the “Save As” or “Export” option under the File menu
  3. Change the File Type to Microsoft Word (.docx or .doc)
  4. Save the new document onto your computer or flash drive
  5. Close the open documents and your word processing program
  6. Upload the Word document to your assignment in Blackboard
- For some Assignments, such as essays or research papers, instructors may configure the Assignment to automatically check submissions for plagiarism using Blackboard’s SafeAssign tool.
- When you submit an Assignment, a submission confirmation number will be displayed. Copy and save this number as proof of your submission.

## **Tests**

The Blackboard Test tool is frequently used to add Tests, Exams, and Quizzes to courses.

- It is highly recommended that tests be completed using a desktop or laptop computer, not a mobile phone/tablet. While the Blackboard app can be used with Apple/Android smartphones and tablets, it is not as reliable as using a desktop/laptop.
- If possible, always use a wired Internet connection when taking a test. You should not use Wi-Fi (wireless) connections because even a brief signal interruption may cause the test to be locked (see Force Completion below).
- After you click on the link for a test/exam/quiz, you will be presented with an Instructions page. Please note the following options that may be set by the Instructor for your test:
  - **Force Completion** – If Force Completion was enabled by the Instructor, you must complete the entire test in one sitting. You cannot pause/stop and continue later.
  - **Timer** – You may only have a limited amount of time to complete the test. You will be notified during the test as the time allowed is running out.
    - The timer does not stop if you close the exam, or lose your Internet connection.
    - If the Instructor enables the Auto-Submit option, the test will be automatically submitted when the timer expires.

- **Multiple Attempts** – A test may allow one attempt, a set number of attempts, or unlimited attempts. For example, a practice quiz might allow multiple/unlimited attempts.
  - **Password** – The Instructor can specify a password that must be entered to start the test. This is most commonly used for proctored tests.
  - **Question Presentation** – Some tests may display all of the test questions on a single page, allowing you to answer the questions in any order. However, Instructors also have the option to setup a test to show questions one at a time. One-at-a-time tests may prohibit backtracking (i.e. changing the answer to a question after you move to the next question).
- Test feedback may be available as soon as you submit the test, or the Instructor may setup the test to hold the display of feedback until after the test's due date has passed.

### **Blackboard Help Sites**

In addition to Assignments and Tests, Blackboard includes a number of other instructional and assessment tools, including Blogs, Journals, and Discussions. The Blackboard assessment tools used within a course are determined by the Instructor. To learn more about these tools and other Blackboard features, students can:

- Watch the videos on the [Blackboard Learn: For Students](#) playlist on Blackboard's YouTube channel. Each video focuses on a specific tool/feature and most are less than 5 minutes long.
- Visit the [Blackboard Learn Help Site for Students](#). This site contains tips, FAQs, and tutorials.

NOTE: Snead State courses are built using the Original Experience course design, not the Ultra Experience course design which is still in development. When viewing help resources and videos, make sure you are viewing Original, not Ultra, Experience.

# Proctored Assessments

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Students taking an Online/Hybrid course may be required to complete one or more proctored assessments. The course instructor determines the number of assessments to be proctored and the acceptable proctoring methods that may be used. Some proctoring methods, such as the ProctorU online proctoring service or a Testing Center at another college, may charge a fee that the student must pay.

## ProctorU

ProctorU is an online proctoring service through which a remote proctor will use your computer's webcam to monitor you while you take an assessment (e.g. an exam). To learn more about ProctorU, please visit the [ProctorU Test-Taker Help Center](#).

Snead State students receive a discounted rate for ProctorU proctoring sessions. ProctorU access cards may be purchased at the Bookstore, or online directly from ProctorU.

A student's computer system must meet ProctorU's minimum [Technical Requirements](#). Visit the [ProctorU Students](#) page for more information.

If a course requires students to use ProctorU, you should complete the following at the beginning of the semester:

1. Setup/verify your ProctorU account
2. Test your computer to make sure it meets the ProctorU system requirements
3. Schedule your assessment (requires access card/online payment)
4. Add the date and time for the proctoring appointment to your calendar

## Other Proctoring Methods

The instructor may choose to allow other proctoring methods. The options available should be listed in the Syllabus, or in the course materials provided through Blackboard.

# Other Online Learning Tools

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In addition to the Blackboard learning management system, Snead State's hybrid/online courses may also use the following systems/tools:

## **Blackboard App for Students**

Blackboard has an [app](#) named "Blackboard" for students using mobile devices (Android and Apple). You may download the app from your device's app store. NOTE: There is also an app named "Blackboard Instructor" that is only for Instructors. Use the same single sign-on process that you use for Blackboard through a web browser when first configuring the app.

## **Blackboard Collaborate Ultra**

As mentioned above, Blackboard Collaborate Ultra is a web conferencing tool that may be used in your courses for "live", online class meetings and discussions. This tool is similar to Zoom, GoToMeeting, and other web conferencing applications. Please view the [Blackboard Collaborate User Interface Tour video](#) on YouTube for a quick introduction to the tool's major features. More detailed information can be found on Blackboard's [Collaborate Ultra Help for Participants website](#). To fully utilize Collaborate Ultra, you will need high-speed internet and a computer with a webcam and speakers (or you can dial in using a phone).

## **Cengage MindTap**

Cengage is one of the major textbook publishing companies. Cengage's MindTap product offers a variety of digital learning apps and services that combine Cengage Learning's content (e.g. textbooks) with activities and assessments. Please keep the following in mind:

- Registering for Cengage MindTap requires an access code. The access code is normally included with new textbooks purchased through the Snead State bookstore. If you purchase a used book, or purchase a new book from another source, you may have to purchase the MindTap access code separately.
- You may use Cengage MindTap in more than one course. To avoid having multiple MindTap accounts, please keep track of the email address that you use the first time that you register.
- Snead State's technical support staff cannot assist you with Cengage MindTap. If you experience issues with assignments or content within Connect, please contact your instructor and visit the Cengage [MindTap Support](#) website.

## **EvaluationKIT**

Course evaluations, student surveys, and polls are conducted using the EvaluationKIT web-based evaluation system. Links to EvaluationKIT may appear within Blackboard, on Snead State's website, or in email messages. Students are highly encouraged to participate in course evaluations and surveys/polls!

## **McGraw-Hill Connect**

McGraw-Hill is one of the major textbook publishing companies. In some courses that use a McGraw-Hill textbook, students may be required to use the McGraw-Hill Connect website. Connect is an online assessment tool that includes features like the LearnSmart adaptive learning system and Tegrity lecture-capture tool. Please keep the following in mind:

- Registering for McGraw-Hill Connect requires an access code. The access code is normally included with new textbooks purchased through the Snead State bookstore. If you purchase a used book, or purchase a new book from another source, you may have to purchase the Connect access code separately.
- You may use McGraw-Hill Connect in more than one course. To avoid having multiple Connect accounts, please keep track of the email address that you use the first time that you register.
- Snead State's technical support staff cannot assist you with McGraw-Hill Connect. If you experience issues with assignments or content within Connect, please contact your instructor and visit the McGraw-Hill Connect [Training & Support for Students](#) website.

## **Microsoft Office 365 Education**

Microsoft Office 365 Education is a free subscription service for enrolled students that gives access to Microsoft Office applications including Word, Excel, and PowerPoint. Students register for the service using their official Snead State email address, and can then download and install the software. Access remains free as long as the student is enrolled and the email account is active. After graduation, the subscription can be maintained for a small monthly fee. For additional information, please visit the [Microsoft Office 365 Education](#) website. Technical support for Office 365 Education is available through the [Office Help & Training](#) website.

## **Pearson MyLab**

Pearson is one of the major textbook publishing companies. In some courses that use a Pearson textbook, students may be required to use one of the Pearson MyLab tools. For example, a Mathematics course may require the MyLab Math tool, or a Computer Information Systems course may require the MyLab IT tool. MyLab features eTexts, online assessment, multimedia content, and other tools. Please keep the following in mind:

- Registering for a Pearson MyLab product requires an access code. The access code is normally included with new textbooks purchased through the Snead State bookstore. If you purchase a used book, or purchase a new book from another source, you may have to purchase the MyLab access code separately.
- You may use Pearson MyLab products in more than one course. To avoid having multiple MyLab accounts, please keep track of the email address that you use the first time that you register.
- Snead State's technical support staff cannot assist you with Pearson MyLab products. If you experience issues with assignments or content within a MyLab product, please contact your instructor and visit the [Pearson MyLab and Mastering Student Support](#) website.

## ProctorU

Hybrid and Online courses requiring proctored exams may require the use of the ProctorU online proctoring service. With ProctorU, a remote proctor will use your computer's webcam to monitor you while you take an exam. Snead State students receive a discounted rate for ProctorU proctoring sessions. A student's computer system must meet ProctorU's minimum [Technical Requirements](#). Visit the [ProctorU Students](#) page for more information.

## Smarthinking

Provides on-demand, individual instruction and support from expert online tutors across a wide variety of subjects — from beginner to advanced, up to 24 hours a day. Smarthinking is accessed through the Tutoring link within courses in Blackboard.

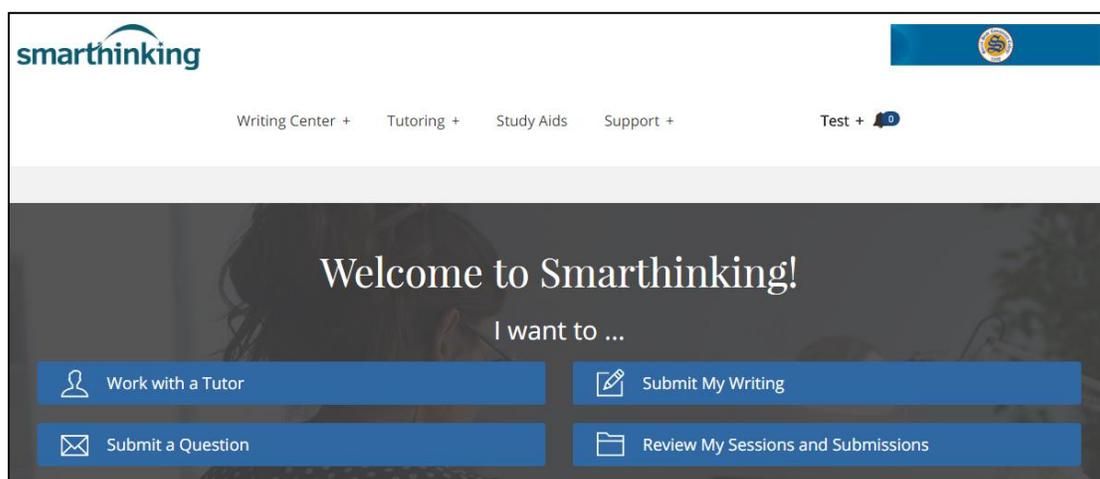


Figure 6: Smarthinking tutoring services

## Student Webmail (Office 365)

While the Course Messages tool in Blackboard should be used for communications within a course, every Snead State student also has an official student email account that is used by Snead State to communicate important information. Students can access their email account by clicking the “Student Webmail” link at the top of pages on the Snead State website.

- User ID: Use your full student number followed by @snead.edu: **Axxxxxxx@snead.edu**
- Password: Your default password is: **!SNEADMMDDYY** with MMDDYY being your 6-digit date of birth with no slashes or dashes.
- If you have difficulty, you may email Ms. Jerri Gullion (jerri.gullion@snead.edu) for assistance. Be sure to include your full name, your A#, and your date of birth in your correspondence.

## Videos

Online/Hybrid courses may include instructor-recorded orientation or lecture videos, or videos selected by your instructor from online sites. Videos are commonly hosted by the following:

- **TechSmith Knowmia** – Snead State’s lecture capture system, TechSmith Knowmia, is used by instructors to record, edit and stream videos. Links to these videos may be embedded within content, discussions, or other areas of Blackboard. Some courses may also require students to record videos for assignments.
- **Films on Demand** – Snead State’s Library provides access to thousands of films and video clips through our “Films on Demand” subscription. Instructors may embed direct links to these videos within a Blackboard course.
  - If you are using a campus computer, or are using your own computer on our campus Wi-Fi network, Films on Demand videos should play without requiring a login and password.
  - If you are off-campus, you will need to login to view the videos. If your instructor provided a direct link to the video in Blackboard, use “snead” as the username and “parsons” as the password.
  - If you are searching the Films on Demand videos through the Library automation system (VIRGIL), you will need to use your normal Library login information.
  - JavaScript and cookies need to be enabled in your browser to play the videos.
  - For technical support, visit the [Films on Demand Support Center](#) to submit a trouble ticket, email support, or to find the phone number and hours of operation. Or, you can use our [Contact a Librarian](#) page to contact our Librarians for assistance.
- **YouTube** – Instructors may include videos from YouTube within a course in Blackboard. Links to YouTube videos may be setup to play within the Blackboard window, or to open a new window.

# Administrative Policies

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## Academic Integrity

Students of Snead State Community College are expected to behave as responsible members of the college community and to be honest and ethical in their academic work. SSCC strives to provide students with the knowledge, skills, judgment, and wisdom they need to function in society as educated adults. To falsify or fabricate the results of one's research; to present the words, ideas, data, or work of another as one's own; or to cheat on an examination corrupts the essential process of higher education and is a disservice to the student and to Snead State. Students who are suspected of Academic Integrity violations will be subject to disciplinary proceedings and may face consequences, including a failing grade, suspension, or expulsion. A student who is accused will have some rights to due process through appeal. Matters pertaining to potential violations of Academic Integrity will follow the Academic Integrity Policy in the [College Catalog](#).

## Americans with Disabilities Act (ADA) Accommodations

Snead State Community College provides equal opportunity to all students. If you have a disability (medical, physical, learning, psychological, etc.) and wish to request disability-related accommodations to complete course requirements, contact the ADA Coordinator located in the Academic Success Center (ASC) or email [ADA@snead.edu](mailto:ADA@snead.edu). Course requirements cannot be waived, but reasonable accommodations may be provided based on disability documentation and course objectives. Accommodations cannot be made retroactively. Additional information on ADA/Disability Services can be found in the [College Catalog](#) or the [Accessibility Services](#) web page.

## Attendance

Attendance in [Online Courses](#) will be determined by the active participation of the student through the completion of class activities, such as the submission of an assignment, completion of an exam, attendance in an online chat, or the posting of a response to a discussion forum. Simply logging in to Blackboard is not considered attendance.

The way that attendance is taken in [Hybrid Courses](#) and [Virtual Courses](#) will vary from course to course and may combine participation in class meetings with attendance taken through completion of online class activities as described above.

## Campus Closure

In the event that Snead State Community College closes campus due to severe weather, utility outages, or other situations:

- [Online Courses](#) and [Virtual Courses](#) are not cancelled and students are expected to meet all course deadlines.
- [Hybrid Courses](#) that have a scheduled on-campus, face-to-face meeting during the campus closure will not meet and instructors will notify students through Blackboard/email of alternative

arrangements. Students are expected to meet all course deadlines for any online activities scheduled during the campus closure.

### **Computer Resource Acceptable Use Policy**

These guidelines set forth standards for responsible and acceptable usage of all Snead State Community College (SSCC) computing resources. Computing resources are defined as all SSCC owned host systems, personal computers, laptops, printers, software, communications devices, peripherals and supplies. These guidelines supplement existing institutional policies as well as all applicable state and federal laws and regulations.

The computing resources at Snead State Community College are intended to support the educational and administrative endeavors of faculty and staff. Access to and use of SSCC computing resources is a privilege and therefore should be treated as such. Any violation of this policy could result in privileges being suspended, an official reprimand, expulsion, dismissal, and/or criminal prosecution if laws have been broken. The following activities are prohibited on all SSCC computing resources:

1. Altering system software or hardware configurations without authorization of the SSCC IT department.
2. Accessing via the internet or any other means of pornographic, obscene or questionable material.
3. Installing, copying, distributing or using software that has not been authorized by the SSCC IT department.
4. Using computing resources for illegal activities.
5. Accessing or attempting to access another user's files, e-mail or other computing resources without their permission.
6. Allowing unauthorized users to utilize your account.
7. Using computer resources for commercial or profit-making purposes without written authorization from SSCC.
8. Creation and/or distribution of viruses or other destructive programs.
9. Originating or proliferating electronic mail or other messages that may be deemed as obscene or abusive. E-Mail is covered under the Electronic Communications Privacy Act of 1986. This act provides for prosecution of individuals found surreptitiously capturing, reading or altering another's e-mail without permission.
10. Violating Alabama Research and Engineering Network policies provided in the Alabama Supercomputer Authority Appendix (see the [Snead State Catalog](#)).

### **Confidentiality of Student Information (FERPA)**

Snead State Community College complies with the provisions of the Family Educational Rights and Privacy Act (FERPA) of 1974 as amended. Faculty cannot post any personally identifiable information about a student to public websites (i.e. websites where the information may be visible to people outside of a course), or require a student to post personally identifiable information to any such websites, without first obtaining written consent from the student.

## **Illness/Absence**

Instructors that will be out of contact for more than 48 hours due to illness, family emergency, travel, or other circumstances will notify students as soon as possible. Notice is typically posted as an announcement within the Blackboard course and/or sent out via email.

Students that are experiencing an illness, family emergency, or other circumstances that will interfere with their studies should contact their instructor as soon as possible.

## **Intellectual Property Rights**

Snead State students often do creative work as a part of normal coursework. In such cases, all rights to those works are the property of the student and not Snead State. This is outlined in the College's Intellectual Property Rights Policy. Below is the portion of the policy that applies to students:

- The copyright of any works created as part of a course assignment (essays, poetry, musical compositions, etc.) remain with the student. However, the College is granted a perpetual, royalty-free license by the student to make copies of the work for administrative and education purposes.
- Students have the right to take class notes and otherwise copy course material for personal use. However, notes and other course materials shall not be used for commercial purposes (e.g., selling notes or exams). The use of course materials for commercial purposes is considered Academic Dishonesty.
- A student may claim a personal right of privacy against commercial use, as opposed to instructional use, of their name or likeness.

## **Nondiscrimination Policy**

It is the policy of the Alabama Community College System Board of Trustees and Snead State Community College, a postsecondary institution under its control, that no person shall, on the grounds of race, color, disability, sex, religion, creed, national origin, or age, be excluded from participation in, be denied benefit of, or be subjected to discrimination under any program, activity, or employment. Additional information on Snead State's Equal Opportunity Policy can be found in the [College Catalog](#).

## **Proctored Exams**

The instructor teaching a course determines the number and types of assessments required. Some instructors may require using an online proctoring service like ProctorU, and some may offer students the option of face-to-face proctored exams. Check the Course Syllabus under the Start Here button/link in your course in Blackboard for the requirements of your course.

## **System Upgrades**

Like other types of software/apps, the systems used in Online/Hybrid courses must be updated regularly.

- Routine system upgrades that are expected to require significant downtime (i.e. hours to days) will be conducted between academic terms. Maintenance notices will be posted at least one week in advance.

- For emergency reboots/shutdowns, the Online Learning staff will make their best effort to provide at least a two-hour notice to all users that the system will be taken offline.
- Maintenance on textbook publisher systems and other third-party systems is not controlled by Snead State and no notice may be given before system maintenance/outages.

# Student Resources

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## **Academic Advising**

Advising services are available to students by contacting Student Services at 256-571-0600 or [studentservices@snead.edu](mailto:studentservices@snead.edu). Students are encouraged to meet with an advisor before their first semester of enrollment. Staff members housed are readily available to assist students with intake advising as well as academic advising for those students who are majoring in General Education.

Academic advising for specific programs of study (i.e. A.A.S. and certificates) is done through faculty advising groups within each department. Students can contact any faculty member within the department of their particular area of study to receive advisement specific to their major. The staff in Student Services can assist students in determining which faculty advising group should be contacted for a student's program of study. Advising sessions can be held in person, or via telephone conversations and/or e-mail correspondence. It is the student's responsibility to make arrangements to meet with an advisor during the advisor's scheduled office hours.

Academic advising sessions are intended to assist students in developing educational plans to reach life goals. Academic advising is designed to assist students in recognizing and accepting responsibility for their own choices about their educational program. Through advising sessions, students become equipped to independently make educational decisions with confidence. Advising sessions can include, but are not limited to, the selection of courses for each semester, learning how to read a degree plan, and discussing career and educational options after completion of an Associate's Degree.

Students pursuing Associate in Science transfer programs should come to each advising session with a printed copy of the Statewide Transfer Articulation Reporting System, commonly referred to as a STARS Guide. This guide is designed to inform students who attend Alabama community colleges about degree requirements, course equivalents, and other transfer information pertaining to specific majors at each state funded or assisted four-year College as well as select privately funded institutions. The STARS database, if used properly, can prevent the loss of course credit hours, can provide direction for the scheduling of course work, and can ease the transition from one College to another. Students may access the STARS database from the [Snead State Community College homepage](#) or directly on the [AGSC & STARS website](#). More information about the STARS program can be obtained through Student Services.

Additional information and Snead State's Academic Advising policy can be found in the [College Catalog](#).

## **Computer Labs**

If you are on campus and need to use a computer with Internet access, there are computers available at the following locations on the main campus in Boaz, AL:

- The Library in the Administration building
- The Academic Success Center (ASC)

The Arab Instructional Site in Arab, AL also has computers for student use.

In addition, both campuses offer public Wi-Fi for students with their own devices.

## **Accessibility Services**

Snead State Community College is committed to providing all students equal access to our programs. In accordance with the American Disabilities Act, Distance Learning courses, materials, and resources must be accessible to students with disabilities. Examples of accommodations include extended time for tests, proctored exams, and electronic textbooks (when available). Students who would like to request accommodations should contact the [Office of Accessibility Services](#) at (256) 840-4151 or [ADA@snead.edu](mailto:ADA@snead.edu) as early as possible prior to the start of the semester.

Students are encouraged to review the information on our website, which includes links to required forms and necessary documentation. Once required documentation has been submitted to the ADA Coordinator and reviewed, the student will be contacted to meet with the Coordinator to establish individualized accommodations. If the student is unable to come to the campus for a meeting, the meeting can be conducted over the phone, by email, or by traditional mail. Once the intake interview has been conducted, accommodations letters are prepared for the student to submit to their instructor(s).

Additional information is available on the [Accessibility Services](#) webpage.

## **Library**

It is the policy of the [Snead State Community College Library](#) to provide equal library services to all patrons, whether on the main college campus, at satellite campuses, or online. The library adheres to the policies and guidelines of the Southern Association of Colleges and Schools (SACS) concerning online and Distance Learning students and students at satellite campuses as well as guidelines established by the Association of College and Research Libraries (ACRL).

Students at the Arab Center of Snead State Community College, as well as online students and dual enrollment students at area high schools, have access to all electronic books and online databases through the Internet with nothing more than their Student Identification Number (S#) required. Interactive forms are also available on the [Library's website](#), which allow Distance Learning and satellite campus students to request all additional services of the Snead State Library, including print materials to be delivered to the Arab Center or held at the Library for pickup, interlibrary loans, and items for purchase.

The Head Librarian will conduct bibliographic instruction for satellite campus and other off-campus classes at the request of the instructors of such classes. The Head Librarian, John Miller, can be reached by phone at 256-840-4195 or through email at [jmiller@snead.edu](mailto:jmiller@snead.edu).

## **Testing Center**

The Testing Center Office is located in Academic Success Center (ASC) building on the main campus in Boaz, AL. The Testing Center operating hours for placement testing are Monday through Thursday from 8:00 a.m. until Noon.

The Testing Center can be used to take tests in a proctored environment. To arrange a proctoring session, call Tonya Shields at 256-840-4165 or email her at [tshields@snead.edu](mailto:tshields@snead.edu).

For more information, please visit the [Testing Center](#) webpage on the Snead State Community College website.

## **Tutoring**

Snead State is committed to the success of our students! We offer the following tutoring opportunities:

### **Academic Success Center**

Snead State's Academic Success Center (ASC) offers student success workshops, one-on-one tutoring for select courses, as well as group tutoring and access to online tutoring resources.

The ASC is located on the main campus in Boaz, AL. The ASC is open Monday - Thursday from 7:30 a.m. - 5 p.m. and on Fridays from 7:30 a.m. - noon. For more information, please visit the [Academic Success Center](#) webpage, or contact Patti Morgan at [pmorgan@snead.edu](mailto:pmorgan@snead.edu) or 256-571-0613.

### **Instructor Tutoring**

Instructors may be available to meet with students for one-on-one tutoring during office hours. Some instructors also hold group study sessions. Instructors also have the option to hold online tutoring sessions through Smarthinking's online site. If you need tutoring, please contact your instructor for options!

### **Online Tutoring**

Snead State students can use Pearson's Smarthinking online tutoring services. Smarthinking provides on-demand, individualized instruction from tutors across a wide variety of subjects. To access this service, click on the Tutoring link within a course in Blackboard.

Through Smarthinking's Writing Center, students can submit written assignments (e.g. research papers) and receive detailed feedback and links to helpful resources. Visit the [Pearson Smarthinking Student Resources](#) web page for an Overview video and videos describing each of Smarthinking's services.

# FAQs

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## **How much do Online Learning classes cost?**

Online Learning courses, both hybrid and online, cost the same as any other Snead State course. That is, Snead State does not distinguish, for tuition purposes, between hybrid, online, and traditional classes.

## **Can I take both Online Learning classes and regular traditional classes?**

Yes! You can take a mixture of hybrid, online, virtual, and traditional courses to best suit your schedule.

## **Are Online Learning classes more difficult than traditional classes?**

Online Learning classes are the same as classes conducted in a traditional classroom in terms of objectives, readings, and assessments. The difference is only in the way the class is conducted. Online Learning classes offer greater flexibility for those students who work, have families, and take other classes.

## **How are examinations administered?**

This is determined by the course instructor. Hybrid course instructors may administer exams at on-campus meetings, while others administer them online. Online course instructors may require that you use an online proctoring service, or they may offer you the option of coming to campus to have your test(s) proctored. Your instructor will provide you with details.

## **Can I still use Snead State campus resources even if I take a hybrid or online class?**

Most definitely! All resources available to Snead State Community College students are available to Online Learning students.

## **Am I eligible for financial aid if I take Online Learning classes?**

Yes. In most cases, financial aid grants, loans, scholarships, and Veterans benefits may be used for Online Learning classes. You may call our Student Services office at 256-840-4219 for more information.

## **Can I transfer Online Learning classes to another institution?**

Snead State's Online Learning courses are fully accredited, just as are its traditional courses, and so can be considered for transfer credit by other institutions. Your transcript will not specify that the course you took was delivered in a hybrid/virtual/online format.

It is the student's responsibility to check with the institution to which he/she wants to transfer for full details. We advise you to check with a counselor at the school you plan to transfer to, so you are sure the course will be accepted. Many schools accept our courses, but some do not. For more information about transferring from Snead State to another Alabama institution, visit the [STARS \(Statewide Transfer Articulation and Reporting System\) website](#).

### **I don't have a computer at home. Can I still take an Online Learning course?**

Yes, as long as you are sure that you will have regular access to a computer that is connected suitably to the Internet. Some of our students use computers they have at work. There are also computer labs on campus with Internet access as discussed in the Student Resources section above.

### **I think I have the technical skills I need, but I've never taken a course like this. How do I know if this is right for me?**

In order to succeed in an Online Learning course, you must be self-motivated and be able to work well independently with minimum supervision. Online Learning courses are every bit as challenging as on-campus courses. In fact, surveys conducted reveal that some students find Online Learning courses more difficult. You do not meet regularly with your instructor in the classroom, so you must be able to manage your time effectively and stay on track with your coursework. It is also important that you have strong reading, writing, and technical skills.

### **What do I do if I cannot access my course online?**

If for some reason you cannot access your course, then email or call your instructor or email the Online Learning Office. If you experience technical trouble, please visit the [College's Tech Support](#) page or contact Snead State's Online Learning Help Desk at [DL@snead.edu](mailto:DL@snead.edu).

### **Will I have to buy books for the course?**

You will most likely need to purchase or rent books for your classes. The course syllabus will identify the text materials needed for the course. Textbooks and other course materials are available in the Snead State College Bookstore. See the Purchasing Books & Materials section earlier in this handbook for additional information.

### **What if I cannot continue in my course? Can I withdraw from it?**

Yes, but in order to receive a "W" (Withdrawal) grade, you must withdraw before the withdrawal deadline. The withdrawal deadline date can be found on the Academic Calendar page on the College's website. Please note that withdrawing from a course is your responsibility. Your instructor is not responsible for withdrawing you from your course!

### **What if I have trouble with the course?**

If you have academic trouble with a course, please contact your instructor either through email or by telephone. If you have trouble navigating a course, first review the orientation your instructor provides under Start Here. If you experience technical trouble, please visit the [College's Tech Support](#) page or contact Snead State's Online Learning Help Desk at [DL@snead.edu](mailto:DL@snead.edu).

### **What about protecting my privacy as a student taking an Online Learning courses?**

Please review the Procedures for Protecting the Privacy of Students Enrolled in Distance Education Courses document in [Appendix A](#) at the end of this document.

# Contacts

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Service	Location	Phone
<a href="#">Arab Instructional Site</a>	Arab Instructional Site 261 South Main Street, Arab, AL	256.840.4116
<b>Blackboard Support</b>		833-793-4500
<a href="#">Bookstore</a>	Boaz Outlet Center 100 Elizabeth Street, Boaz, AL	256.593-1861
<a href="#">Business Office</a>	Technology Building Main Campus	256.593.5120
<a href="#">Accessibility Services</a>	Academic Success Center (ASC) Main Campus	256.840.4151
<a href="#">Financial Aid Office</a>	Bevill Center Main Campus	256.840.4107
<a href="#">Library</a>	Administration Building, 1st floor Main Campus	256.840.4173
<a href="#">Online Learning</a>	Administration Building, 2nd floor Main Campus	256.840.4124
<a href="#">Recruiters</a>	Technology Building Main Campus	256.840.4214 256.840.4127
Student Services	Academic Success Center (ASC) Main Campus	256.571.0660
<a href="#">Testing Center</a>	Academic Success Center (ASC) Main Campus	256.840.4165
<a href="#">Workforce Development</a>	Bevill Center Main Campus	256.840.4152

# Appendix A

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# SNEAD STATE COMMUNITY COLLEGE

## Procedures for Protecting the Privacy of Students Enrolled in Distance Education Courses

Snead State Community College, a member of the Alabama Community College System, is dedicated to excellence in meeting the educational needs of those we serve through the completion of degree and certificate programs, workforce development, and community engagement.

### **Procedures for Protecting Distance Learning Student Privacy:**

1. **FERPA:** Snead State Community College protects the privacy of all students, including those enrolled in distanced education courses, through the strict adherence of the *Family Educational Rights and Privacy Act of 1974* (FERPA). The official FERPA statement is available for student and public view through the Snead State website and College Catalog. Snead State employees complete required FERPA training annually.
2. **Student Number:** Snead State issues each student a student identification number (A#). This A# becomes the unique identifier for all students throughout their academic history at the College. The A# differs from the student's social security number.
3. **Secure Login and Password:** A unique Username is required to access Blackboard, Snead State's learning management system. Each Blackboard user enters his/her A# as the Username and a personal password to access the system. All parties accept responsibility for the security of their personal passwords and must not share them with anyone. All parties are strongly encouraged to change their passwords at least every 90 days.
4. **Blackboard Privacy Features:**
  - Faculty are restricted to accessing information associated with the specific courses within Blackboard they are teaching, or assisting in teaching.
  - The Associate Dean for Online Learning and designated Blackboard administrators may access user information within Blackboard to assist users.
  - Students are restricted to courses for which they are enrolled. If a student drops or withdraws from a course, access to the course in Blackboard is disabled.

- Course and user profile information within Blackboard is not visible to anyone without a Blackboard account. Guest access to courses is not allowed.
  - Blackboard's *Privacy Options* feature allows users to control the release of personal information, and allows students to block communication from other students on a course-by-course basis.
  - Students enrolled in distance education courses are expected to communicate with instructors via the messaging system contained within the Blackboard learning management system. This is to ensure privacy associated with the unique login and password attached with the student.
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It is the policy of the Alabama Community College System Board of Trustees and Snead State Community College, a postsecondary institution under its control, that no person shall, on the grounds of race, color, disability, sex, religion, creed, national origin, or age, be excluded from participation in, be denied benefit of, or be subjected to discrimination under any program, activity, or employment.