

# Strategies for Success 0171 Course Syllabus

**Fall 2014**

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## Office Hours (Location: Saulsbury Campus Center, Room 214)

### Campus Office Hours:

Mon-Thurs: 8:00 am - 12:30 pm & 2:30 pm - 5:30 pm

### Online Office Hours:

Tues/Wed: 6:00 pm - 8:00 pm (or by appointment)

## About Your Instructor

*My name is Rodney Hernandez. I am a Native Texan, born in Big Spring, Texas. I came to Odessa College in September 1988 and have worked various different areas in Student Services for the past 25 years. I am currently a Student Success Coach and look forward to serving as your academic advisor as you pursue your educational goals here at Odessa College. In addition to teaching the freshman Strategies for Success course at Odessa College, I am also an Adjunct Instructor for the Psychology Department and have been teaching Psychology since 1991. I received my Bachelors of Business Administration degree at Hardin-Simmons University in Abilene, Texas on May 1983 and my Master's Degree at Hardin-Simmons University in August, 1986. I also recently completed my Associates in Applied Science degree in Occupational Safety and Health Administration here at Odessa College and serve as an Adjunct instructor for the OSHA Department. I hope that your time here at Odessa College is a fulfilling and rewarding experience and that you will allow me to make your transition from high school to college a pleasant experience.*

## Preferred Method of Communication:

*The best method of contact to reach me is via email. I will check email on a regular basis should you need help or have any questions. If you have something urgent that requires immediate attention, you are more than welcome to text me at (432) 924-8523.*

### ***Expectations for Engagement for Instructor:***

*As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will*

- *provide my contact information at the beginning of the syllabus;*
- *respond to all messages within 24 hours if received Monday through Thursday, and within 48 hours if received Friday through Sunday; and,*
- *notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or for my supervisor) in case of during the time I am unavailable.*

*As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will*

- *provide clear information about grading policies and assignment requirements in the course syllabus, and*
- *communicate any changes to assignments and/or to the course calendar to students as quickly as possible.*

*As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will*

- *post grades for discussion postings within one week of the discussion thread closing.*
- *provide grades for major assignments within 2 weeks of the due date or at least 3 days before the next major assignment is due, whichever comes first.*

### **Textbook Information and Required Hardware/Software**

#### **Textbook(s):**

*No textbooks are required for this course.*

#### **Hardware:**

Preferred: Speakers, a webcam and/or a microphone to speak into for Collaborate meetings.

## **Software:**

A Tech Smith Relay account, Java (for using Collaborate), Adobe Reader (for viewing PDF articles in the course, and Power point viewer (free if you don't have Power point).

## **Websites:**

<https://oc.techsmithrelay.com/>

## **Information about the Course**

### **Course Description**

COLL 0171 – Strategies for Success (TSI section) is a one credit, 8 week hybrid/online course designed to provide students with the tools needed to persist and succeed at Odessa College. Topics covered in the course include: learning styles, study techniques, note-taking, test-taking, personal wellness and finance, effective writing and reading, time management, career and educational planning, and interpersonal skill development. Familiarize yourself with all of the Google applications available to you through your student Gmail account (Google Calendar, Google Drive, etc.); we will be using many of these applications throughout this course. Journals, quizzes, discussions, and assignments may be administered through Blackboard and your grades will be regularly updated in the gradebook (accessible through the Odessa College Portal). New and current Odessa College students with fewer than 12 hours are required to pass COLL 0171. The course does not satisfy requirements for any degree plan at Odessa College, has no prerequisites, is non-transferable, and satisfies one credit toward your total semester credit hours.

### **Supplies:**

You will be expected to bring a flash drive, pens/pencils, a planner or scheduling system, and a binder or organization system to class. Smart technology (tablets, computers, phones, etc...) in class is strongly encouraged.

### **Course Student Learning Outcomes**

*Insert specific course learning outcomes here in a numbered list. Any learning outcomes provided in the ACGM or GIPWE must be included here.*

## Course Prerequisites:

*There are no prerequisites for this course.*

## Course Topics:

1. *Faculty Mentor/Unwritten rules for College*
2. Academic Organization/Backwards Mapping
3. Reading, Writing and Cornell Notes
4. Studying & Test-Taking
5. Time MGMT/Goal-Setting
6. Degree Planning and Careers/Declare
7. Inquiry & Critical Thinking and Difference/Debate
8. Meet with Success Coach

Additional online Modules:

1. Financial Literacy
2. Personal Wellness
3. Transfer

## Grading

### Method of Evaluation:

Your final grade will be determined by scores in the following categories:

Attendance & Participation	Assignments & Online Work	Organization	Campus Involvement	Final Exam
10% (100 pts.)	30% (300 pts.)	30% (300 pts.)	10% (100 pts.)	20% (200 pts.)

### Standard score ranges:

900-1000 pts. = A

800-899 pts. = B

700-799 pts. = C

**699 pts. and under you will have to repeat this course.**

**\*Note: Students who do not complete the Mentor Assignment will not be eligible to pass this course regardless of current grade.**

## Grading Policy:

Please understand that this is a required course for all new students attending Odessa College in order to better prepare you to pursue your educational goals. Quality work and active participation is expected and is non-negotiable. As a general policy, grades will be taken in class. Any written assignments or tests will be graded outside of class. You can expect feedback on assignments within a week's time.

## **Student Course Participation**

**As a student, I understand that I am responsible for keeping up with the course. To help with this, I will**

- identify alternative computer and internet access in case my primary computer crashes or my internet service is unavailable;
- recognize that the college provides free wi-fi and computer labs during regular campus hours to help me with accessing my course; and,
- understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my equipment or service is unreliable.

**As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to**

- getting “kicked off” of the system during tests or quizzes;
- having trouble submitting assignments; and
- dealing with a traumatic personal event.

**As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with the course calendar. While my instructor is available for help and clarification, I will**

- seek out help from my instructor and/or from tutors;
- ask questions if I don't understand; and
- access my course several times during the week to keep up with assignments and announcements.

## **Course Policies**

### **Disclaimer**

This syllabus is tentative and subject to change in any part at the discretion of the instructor. Any changes will be in accordance with Odessa College policies. Students will be notified of changes, if any, in timely manner.

### **Original Effort**

The work submitted for this course must be original work prepared by the student enrolled in this course. Efforts will be recognized and graded in terms of individual participation and in terms of ability to collaborate with other students in this course.

## **Digital Protocol**

Cell phones must be placed on either *vibrate* or *silent* mode and are to be accessed in emergency cases only. The use of laptops or any other digital device is permitted in order to facilitate note-taking relative to instruction. Any written assignments will be submitted electronically on Blackboard. **The electronic recording of the time on Blackboard will be considered the time of assignment submission. Take necessary steps to ensure that your assignments are submitted on “Blackboard” time.** Back-up and/or additional copies of all assignments submitted is encouraged. **Computers/printers are available to OC students in the LRC (301-303); therefore, not having access to a computer due to technical issues (crash; corrupted files) will not be considered as an acceptable reason for not completing assignments.** If there is a loss of server connection with Odessa College due to maintenance, then an email will be sent to student with pertinent information and status reports. Assignments submitted electronically need to be **WORD documents.**

## **Attendance Policy**

Students are expected to attend class regularly. Attendance will be recorded using a “sign-in” sheet. Excessive absences will be grounds for disciplinary action, and will be determined on a case-by-case basis. If you are more than 15 minutes late to class or leave class early without notifying the instructor, this will count as an absence. Students are permitted three excused absences before a loss of points.

## **AVID**

This course has been identified as a course by Career, Technical, and Workforce Education as one in which teaching and learning strategies adopted by AVID will be implemented. As a student in the legal program, you will be expected to develop an understanding of the strategies, to model the strategies, to maintain fidelity of implementation, and to examine how these strategies may impact your effectiveness as a professional in your chosen area of occupation, either through coursework or practicum experience as outlined by the course instructor.

## **Grade Inquiry Policy**

It is the responsibility of the individual taking this course to maintain accurate track of assignment submissions and grades. There will be opportunities during the semester to meet with the instructor to discuss your academic progress. Contact the instructor to schedule an appointment. Class time will not be used for grade inquiries. All grades are final.

## General Course Requirements

1. Attend class and participate.
2. Contribute and cooperate with civility.
3. **Submit assignments on time. Late work will not be accepted. Medical and/or family circumstances that warrant an extension on assignments need to be presented to the instructor. Extensions will be allowed at the instructor's discretion.**

## Incomplete Policy

An 'Incomplete' grade may be given only if:

1. The student has passed all completed work
2. If he/she has completed a minimum of 75% of the required coursework. A grade of an "I" will only be assigned when the conditions for completions have been discussed and agreed upon by the instructor and the student.

## Course Schedule

Module	Learning outcome	Assignment/Points	Due Date
1. <b>Unwritten Rules/Faculty Mentor</b>	<ul style="list-style-type: none"> <li>• Students will recognize the difference between academic communication expectations versus personal/social communication expectations</li> <li>• Students will work collaboratively to synthesize a set of online class rules.</li> <li>• Students will articulate the differences between college expectations versus high school or work force expectations and be able to explain the importance of self-assessment and personal organizational skills.</li> <li>• Students will apply knowledge of campus resources by completing a virtual tour of the Learning Resource Center (LRC)</li> </ul>	<ul style="list-style-type: none"> <li>• Online quiz following in – class and online lecture (The grade is used for attendance purposes) (15 pts.)</li> <li>• In class participation (20 pts.)</li> <li>• <b>Social Contract (40 pts.)</b></li> <li>• End of module self-reflection paper (20 pts.)</li> <li>• End of section think-pair-share led by the instructor (20 pts.)</li> <li>• Virtual Library tour (20 pts.)</li> </ul>	9/01/14

<b>2. Academic Organization/Bacwards Mapping</b>	<ul style="list-style-type: none"> <li>Students will analyze their current method of organization for academic work and identify areas that need change.</li> <li>Students will design and employ an organizational system for course work</li> <li>Students will estimate and plan a time frame for major projects and assignments</li> <li>Students will predict future courses by planning a sample timeline for graduation.</li> </ul>	<ul style="list-style-type: none"> <li>Pre-built course quiz following online introduction video and lecture (The grade is used for attendance purposes) (15 pts.)</li> <li>Students journal about how efficient their current organization system is and areas that they could invite improvement in. (20 pts.)</li> <li><i>The Late Paper</i> (20 pts.)</li> <li>VARK Learning assessment – in class discussion</li> <li>Calendar submission with important test/project start and due dates (40 pts.)</li> </ul>	9/08/14
<b>3. Reading, Writing and Cornell Notes</b>	<ul style="list-style-type: none"> <li>Students will recognize the importance of reading with a purpose.</li> <li>Students will analyze written and verbal information and synthesize the information into clear organized notes.</li> <li>Students will be able to examine their current method of marking texts/taking notes and introduce new strategies to improve note taking efficiency and effectiveness.</li> </ul>	<ul style="list-style-type: none"> <li>Online course quiz following in class discussion and online lecture (The grade is used for attendance purposes) (15 pts.)</li> <li>VARK Learning assessment – in class discussion</li> <li>Reading Perspectives “House Story” discussion (20 pts.)</li> <li>Online and in class Cornell Notes Submission (40 pts.)</li> </ul>	9/15/14
<b>4. Studying &amp; Test-Taking</b>	<ul style="list-style-type: none"> <li>Students will identify testing variables they can control and testing variables that are out of their control.</li> <li>Students will be able to examine and identify causes of anxiety when it comes to major academic tests and projects.</li> <li>Students will collaborate with classmates to develop action steps to take when preparing for a major test or project.</li> </ul>	<ul style="list-style-type: none"> <li>Online quiz following online introduction video (The grade is used for attendance purposes) (15 pts.)</li> <li>Flipped class room assignment Test Anxiety discussion/Presentation (20 pts.)</li> <li>Students will submit a picture of their calendar with major test dates and study dates marked off. (40 pts.)</li> </ul>	
<b>5. Time MGMT/Goal-Setting</b>	<ul style="list-style-type: none"> <li>Students will discover the importance of time management and identify strategies to employ to effectively manage their time.</li> <li>Students will evaluate their time management habits and describe a strategic plan to develop a more efficient time management system.</li> <li>Students will show their system for managing time.</li> </ul>	<ul style="list-style-type: none"> <li>Online or in class quiz following lecture (10 pts.)</li> <li>Homework due in class - Students will submit a time audit worksheet briefly describing areas that they can improve on. (20 pts.)</li> <li>Students will submit a picture of their calendar. (40 pts.)</li> </ul>	9/22/14
<b>6. Degree Planning/Careers Declare</b>	<ul style="list-style-type: none"> <li>Students will be able to compare career options based on self-reflective career assessment tools</li> <li>Students will choose a degree plan and develop a graduation plan</li> <li>Students will be able to use campus tools to start looking at requirements for selected career paths</li> </ul>	<ul style="list-style-type: none"> <li>In class quiz following lecture (15 pts.)</li> <li>Students will complete two career self-assessments and complete the Career Options assignment. (20 pts.)</li> <li>Have students select a degree plan and map the classes they are planning on taking through graduation. 40 pts.)</li> </ul>	9/29/14
<b>7. Inquiry &amp; Critical Thinking/Difference and Debate</b>	<ul style="list-style-type: none"> <li>Students will be able to identify their personality traits and recognize how different personalities affect communication.</li> <li>Students will demonstrate healthy communication skills during a class debate.</li> <li>Students will assess past conflicts and develop a strategic plan to help</li> </ul>	<ul style="list-style-type: none"> <li>Course quiz following lecture (10 pts.)</li> <li>True Colors assessment (20 pts.)</li> <li>Current topic debate (20 pts.)</li> </ul>	10/06/14

	assist in future conflicts.		
<b>8. Meet with Success Coach</b>		<ul style="list-style-type: none"> <li>Students will need to set-up a time to meet with their success Coach to discuss academic /degree planning (60 pts.)</li> </ul>	10/13/14
<b>Module 8 Choice</b>	Chose one of the following to count for your Module 8 grade		10/15/14
<b>8.1 Financial Literacy</b>	<ul style="list-style-type: none"> <li>Students will be able to identify their personal spending habits and employee strategies to help manage their personal finances.</li> <li>Students will demonstrate basic budgeting skills.</li> <li>Students will be able to explain various options for paying for college.</li> </ul>	<ul style="list-style-type: none"> <li>Pre-built course quiz following online introduction video and lecture (The grade is used for attendance purposes) (5 pts.)</li> <li>Basic Budget assignment (20 pts.)</li> </ul>	
<b>8.2 Health</b>	<ul style="list-style-type: none"> <li>Students will be able to identify their current personal health habits</li> <li>Students will be able explain various resources available to help them with their health goals</li> </ul>	<ul style="list-style-type: none"> <li>Pre-built course quiz following online introduction video and lecture (The grade is used for attendance purposes) (5 pts.)</li> <li>Health Assignment (20 pts.)</li> </ul>	
<b>8.3 Transfer</b>	<ul style="list-style-type: none"> <li>Students will have the opportunity to learn about transferring by visiting the transfer center.</li> <li>Students will be able to demonstrate an understanding in the transfer process.</li> </ul>	<ul style="list-style-type: none"> <li>Pre-built course quiz following online introduction video and lecture (The grade is used for attendance purposes) (5 pts.)</li> <li>Transfer Assignment (20 pts.)</li> </ul>	
<b>Campus Involvement</b>		Students will need to attend 2 campus events to receive full credit. (50 pts. for each event for a total of 100 pts.)	10/15/14
<b>Final Exam</b>		Students will take an online final exam (200 pts.)	10/15/14
<b>Mentor Assignment</b>	<ul style="list-style-type: none"> <li>Students will be given the opportunity to meet and work with a faculty mentor.</li> </ul>	Self-reflective interview paper	10/15/14

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## Important

**Attendance Policy:** Any absences (excused or unexcused) will adversely affect your final course grade.

**Late Work Policy:** Some assignments will occur in class and cannot be made up afterward. Late work will be handled on a case-by-case basis.

**Drop Policy:** Students cannot drop COLL 0171 because it is an institutional requirement.

**Academic Dishonesty:** You are expected to do your individually-assigned work independently. Serious academic dishonesty will result in a failing grade for the course.

**Special Accommodations:** Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please contact me to discuss your accommodations

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## **General Education - Core Objectives (COs)**

1. Students develop a positive learning environment through community building.
2. Students understand the importance of goal-setting and write personal and academic goals.
3. Students manage time effectively and organize their academic materials to support academic success.
4. Students demonstrate the use of the Cornell note-taking system, including writing effective summaries.
5. Students improve their ability to read and write critically in order to access challenging text.
6. Students identify and understand their own learning preferences and learn to apply those in a variety of academic settings.
7. Students utilize effective study and test taking strategies.
8. Students develop higher-level inquiry skills as well as problem solving ability.
9. Students use the writing process to develop formal, academic writing.
10. Students acquire knowledge on health and wellness and apply strategies that promote individual wellness.
11. Students engage in educational planning and career exploration that will enable them to achieve their personal and professional goals.
12. Students become more knowledgeable and strategic in all areas of financial literacy.
13. Students connect to an ongoing learning community.
14. Students communicate and collaborate with faculty, staff, and peers.
15. Students understand and employ available campus resources to support their personal and academic success.

## **Description of Institutional Core Objectives (ICO's)**

Given the rapid evolution of necessary knowledge and skills and the need to take into account global, national, state, and local cultures, the core curriculum must ensure that students will develop the essential knowledge and skills they need to be successful in college, in a career, in their communities, and in life. Therefore, with the assistance of the Undergraduate Education Advisory Committee, the Coordinating Board has approved guidelines for a core curriculum for all undergraduate students in Texas.

Through the application and assessment of objectives within the institution's core curriculum, students will gain a foundation of knowledge of human cultures and the physical and natural world; develop principles of personal and social responsibility for living in a diverse world; and advance intellectual and practical skills that are essential for all learning. Appropriate Odessa College faculty periodically evaluates all of the courses listed in the descriptions on the following pages of this catalog and keys them to Odessa College's Institutional Core Objectives (ICOs), as defined by the Texas Higher Education Coordinating Board (THECB). (Source: *Odessa College Catalog of Courses 2012-2013, page 73*)

## Odessa College's Institutional Core Objectives (ICOs):

1. *Critical Thinking Skills* - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
2. *Communication Skills* - to include effective development, interpretation and expression of ideas through written, oral and visual communication
3. *Empirical and Quantitative Skills* - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
4. *Teamwork* - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
5. *Personal Responsibility* - to include the ability to connect choices, actions and consequences to ethical decision-making
6. *Social Responsibility* - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

## Learning Outcomes

Outcome	ICO
1,2,3,4,5,6	<i>Critical Thinking Skills</i> - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
1,3,4	<i>Communication Skills</i> - to include effective development, interpretation and expression of ideas through written, oral and visual communication
1,3,4	<i>Empirical and Quantitative Skills</i> - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
3,4	<i>Teamwork</i> - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
1,3,5	<i>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences to ethical decision-making
1,3,4	<i>Social Responsibility</i> - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

## Odessa College Policies

### Tuition Discounts

The “*First Course is Free*” discount waives standard tuition and fees for the first 3 credit hours taken at Odessa College. The discount applies to high school graduates taking their first class at Odessa College as well as transfer students taking their first class at Odessa College.

The “*Academic Progress Discount*” provides a 10% tuition discount upon completion of 30 credit hours until reaching 45 credit hours. It provides a 20% discount upon completion of 45 credit hours until reaching 60 credit hours. Student must maintain a 2.0 GPA to remain eligible for the discount.

### Academic Policies

Note that the OC Student Handbook states (page 32) that “[i]n cases of academic dishonesty, the instructor has the authority to impose appropriate scholastic penalties. Complaints or appeals of disciplinary sanctions may be filed in accordance with the college due process procedure. Copies of the college due process procedure are available in the office of The Director of Student Life (CC104).”

For more information on your rights and responsibilities as a student at Odessa College, please refer to the following: *The 411 of OC: Student Handbook 2012-2013; Student Rights & Responsibilities* <http://www.odessa.edu/dept/studenthandbook/handbook.pdf>

### Scholastic Dishonesty

Scholastic dishonesty shall constitute a violation of these rules and regulations and is punishable as prescribed by board policies. Scholastic dishonesty shall include, but not be limited to, cheating on a test, plagiarism and collusion.

#### **"Cheating on a test" shall include:**

- Copying from another student's test paper
- Using test materials not authorized by the person administering the test.
- Collaborating with or seeking aid from another student during a test without permission from the test administrator.
- Knowingly using, buying, selling, stealing or soliciting, in whole or in part, the contents of a test or exam that has not been administered.

- The unauthorized transporting or removal, in whole or in part, of the contents of a test or exam that has not been administered.
- Substituting for another student, or permitting another student to substitute for one's self, to take a test.
- Bribing another person to obtain a test that has not been administered or information about a test that has not been administered.
- "Plagiarism" shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means another's work and the unacknowledged submission or incorporation of it in one's own written work.
- "Collusion" shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. (Source: *Odessa College Student Handbook 2012-2013, page 29-30*)

## **Special Populations/Disability Services/Learning Assistance**

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Odessa College affirms that it will provide access to programs, services and activities to qualified individuals with known disabilities as required by **Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (ADA)**, unless doing so poses an undue hardship or fundamentally alters the nature of the program or activity. Disabilities may include hearing, mobility or visual impairments as well as hidden disabilities such as chronic medical conditions (arthritis, cancer, diabetes, heart disease, kidney disorders, lupus, seizure disorders, etc.), learning disabilities or psychiatric or emotional disabilities. A student who comes to Odessa College with diagnosed disabilities which may interfere with learning may receive accommodations when the student requests them and submits proper documentation of the diagnosis. A Request for Accommodations form and guidelines for beginning the request process are available in the OC Help Center or on the Odessa College web site at <http://www.odessa.edu/dept/counseling/disabilities/index.htm>. The college strives to provide a complete and appropriate range of services for students with disabilities such as assistance with testing, registration, information on adaptive and assistive equipment, tutoring, assistance with access and accommodations for the classroom where appropriate. For information regarding services, students with disabilities should contact the Office of Disability Services in the OC Help Center located in Room 204 of the Student Union Building or call 432-335-6433. (Source: *Odessa College Catalog of Courses 2012-2013, page 52*)

## **Dropping a Course or Withdrawing from College**

Students wishing to drop a non-developmental course may do so online using Web Advisor, at the Wrangler Express, or Registrar's Office. A student wishing to drop a developmental course or withdraw from college should obtain a drop or withdrawal form from the Wrangler Express or the Registrar's Office. Students are encouraged to consult with instructors prior to dropping a class. Students may not completely withdraw from the college by use of the Web. Students must drop a class or withdraw from college before the official withdrawal date stated in the class schedule. Students who are part of the Armed Forces Reserves may withdraw with a full refund if the withdrawal is due to their being ordered into active duty. A copy of the student's orders must be presented to the Registrar's Office at the time of the withdrawal. For details, please contact the Office of the Registrar. **Failure to attend class does not automatically constitute withdrawal from that class, nor does a student's notification to an instructor that the student wishes to be dropped. Failure of a student to complete the drop/withdrawal process will result in a grade of "F."** (Source: *Odessa College Catalog of Courses 2012-2013, page 36*)

## **Student Support Services and Technical Support**

### **Blackboard Support**

#### **I can't log into my Blackboard Course, who do I contact?**

Contact the Student Success Center: 432-335-6673 or online at [https://www.odessa.edu/dept/ssc/helpdesk\\_form.htm](https://www.odessa.edu/dept/ssc/helpdesk_form.htm). The SSC can provide you with your Blackboard login name. If you are not sure what your password is, they can reset your password.

#### **I'm having a problem in my Blackboard Course, who do I contact?**

For any problem that you have in your online course, always contact your Instructor first. Refer to the Instructor's Contact Information area of the Syllabus for their preferred method of contact and the expected response time.

## Additional Blackboard Help Resources:

Service	Assistance Provided	Available
<b>Blackboard Help for Students</b>	Website with a searchable list of topics on how to navigate and use Blackboard for online courses.	Online <a href="#">Click here.</a>
<b>Blackboard On Demand Learning Center for Students</b>	This website provides an extensive list of short tutorial videos for student activities performed in Blackboard.	Online <a href="#">Click here.</a>
<b>Blackboard Collaborate: First Time Users</b>	If you have never used Blackboard Collaborate before, this website provides a system requirements check, configuration instructions, and training and resources area.	Online <a href="#">Click here.</a>
<b>Blackboard Collaborate: Essentials for Participants</b>	This website provides essential information.	Online <a href="#">Click here.</a>

## Student E-mail Support

### How do I set up, access, update my Odessa College Student E-mail account?

Go to this website and follow the directions on the page:

<http://www.odessa.edu/gmail/>.

### I can't access my student email! I forgot my password!

Contact the Student Success Center: 432-335-6673 or online at

[https://www.odessa.edu/dept/ssc/helpdesk\\_form.htm](https://www.odessa.edu/dept/ssc/helpdesk_form.htm). They can provide you with assistance in accessing your student email (created by OC) and can also assist with resetting your student email password. Make sure to have your student ID number available!

**Your Blackboard login name is associated with your OC created student email account. All Correspondence for this course will be submitted using your Odessa College student email address.**

## Support for Students with Disabilities

### How do I contact the Office of Special Populations?

<b>Main Number</b>	432-335-6861
<b>Campus Location</b>	Saulsbury Campus Center, Room 211
<b>Email</b>	Becky Rivera-Weiss - <a href="mailto:brivera@odessa.edu">brivera@odessa.edu</a>
<b>Website</b>	To find out more about services provided by the Special Populations office, please visit: <a href="http://www.odessa.edu/dept/counseling/disabilities/index.htm">http://www.odessa.edu/dept/counseling/disabilities/index.htm</a>

## Learning Resources Center (LRC; Library)

### How do I contact the Learning Resource Center?

	432-335-6640
<b>FAQ Service</b>	Library Answers: <a href="http://libanswers.odessa.edu">http://libanswers.odessa.edu</a>
<b>Contact a Specific OC Librarian</b>	Pat Quintero at 432/335-6350 or <a href="mailto:pquintero@odessa.edu">pquintero@odessa.edu</a> Donna Clark at 432/335-6645 or <a href="mailto:dclark@odessa.edu">dclark@odessa.edu</a> Carolyn Petersen at 432/335-6641 or <a href="mailto:cpetersen@odessa.edu">cpetersen@odessa.edu</a>
<b>LRC Services and Guidelines Website</b>	<a href="https://www.odessa.edu/dept/library/services/index.htm">https://www.odessa.edu/dept/library/services/index.htm</a>

### Equipment and Services Provided:

The Murry H. Fly Learning Resources Center (LRC) supports the college's curriculum resulting in a primary emphasis on each student's individual study and research needs. The faculty and staff work with the LRC's Technical Services and Public Services Departments in choosing materials to support all college programs. More than 59,000 books, 50,000 electronic books, 350 current periodicals, 6,700 media holdings, eight newspapers, and 60 databases are available to enhance the educational process.

Equipment/Services Available	Used For	Available
Books, videos, CDs	Research	On Campus/Online
Specialized databases not available online	Research	On Campus/Online
Magazines, newspapers, & journals	Research	On Campus/Online
Computers	Research	On Campus
Selected textbooks for short-term use	Course work	On Campus
Trained staff	Answer "where do I find?"	On Campus/Online
Tutorials	Tips for research	On Campus/Online
Photocopiers, VHS/DVD players, FAX	For course work	On Campus
Quiet study areas	For course work	On Campus

## Student Success Center (SSC) / AVID Center

### Equipment and Services Provided:

The purpose of the Odessa College Student Success Center is to provide assistance to students in meeting their academic and career goals. The SSC strives to continually provide new and updated resources that will empower all Odessa College students to succeed at OC and beyond.

Equipment/Services Available	Used For	Available
Tutoring by CRLA & Avid trained tutors	Understanding course work and motivation	On Campus/Online <a href="#">Click here for more information.</a>
Student Information Seminars (SIS)	Demo email, Blackboard and SSC resources	On Campus/Online <a href="#">Click here for more information.</a>
Study Skills	Tools needed to succeed	On Campus/Online <a href="#">Click here for more information.</a>
Basic Technology	To navigate classes, email, etc.	On Campus/Online
Plato Web	Practice for TEAS test and basic math, science, etc.	On Campus/Online <a href="#">Click here for more information.</a>
Project T.I.E.	Practice for GED/COMPASS	On Campus/Online <a href="#">Click here for more information.</a>
Student Orientation/Tour	Show individual students where their classes will be. SIS presentation	On Campus
M.O.R.E. Mentoring Program	Networking, tips to navigate college life successfully	On Campus <a href="#">Click here for more information.</a>
Smart thinking	Online tutoring service. Connect with an e-structor and interact with a live tutor.	Online <a href="#">Click here for more information.</a>

## How do I contact the Student Success Center?

*Appointments are preferred, but walk-ins will be served as soon as possible.*

<b>Main Number</b>	432-335-6673
<b>Campus Location</b>	1st floor of the Library
<b>Website with Additional Help and Information</b>	<a href="http://www.odessa.edu/dept/ssc/">http://www.odessa.edu/dept/ssc/</a>
<b>Live Online Assistance / Chat</b>	<a href="#">Click Here</a> <i>(If no one is currently available, please put your email and question(s) in the appropriate areas of the form and hit 'send.' Your question(s) will be addressed as soon as an SSC staff member becomes available.)</i>

## Veterans Support

### How do I contact the office for Veteran's Outreach?

<b>Main Number</b>	432-335-6833
<b>Campus Location</b>	Saulsbury Campus Center, Room 202B
<b>Email</b>	Gloria Rangel - <a href="mailto:grangel@odessa.edu">grangel@odessa.edu</a>
<b>Website</b>	To find out more about services provided by the Veteran's Outreach office, please visit: <a href="http://www.odessa.edu/dept/counseling/veterans/index.htm">http://www.odessa.edu/dept/counseling/veterans/index.htm</a>