

# Fall 2014 Departmental Syllabus for BCIS 1405

---

**Name:** Professor Cheri Whalen  
**E-Mail:** cwhalen@odessa.edu  
**Phone:** 432-528-3975  
**Office:** NOT ON CAMPUS

<i>Office Hours</i>	
<b>Campus Office Hours:</b>	None
<b>Online Office Hours (2 hours/week):</b>	Tuesday 8 PM – 10:30 PM I am not online on Sundays

## **About Your Instructor**

My name is Cheri Whalen and I will be your instructor for Fall 2014, August 25 – October 20. An enthusiastic, creative, and passionate educator, mentor and advisor who believes that learning occurs through innovation outside the limitations of a classroom.

Specializations: Online learning engagement and innovation. Advanced academic computer science teacher with College Board training in computer science, with expertise teaching Java programming curriculum.

### **Educational Credentials:**

M.S., Computer Science, University of Texas of the Permian Basin, Odessa, TX, 2009. 21 additional Education Master's credit hours

B.S., Computer Science, University of Texas of the Permian Basin, Odessa, TX, 2002.  
Texas Certified Teacher, Computer Information Systems and Mathematics, Grades 8-12

Programming: Web programming in Html, ASP, PHP, JavaScript, CSS, and C# and Cross Platform Object Oriented Programming in Java, C++, Python, MIT Scratch Specialized Programming

Areas: Java, RobotC (Carnegie Mellon) and LabView (National Instruments)

Areas of interest: Instructional Technologies, E-Learning, VLE (Virtual Learning Environment), AVID Methodologies, Software Engineering, Artificial Intelligence, Website Design, Technology Trainer, Human Computer Interaction, Technology Facilitator

Applications: Microsoft Office Suite, Adobe CS6, Microsoft VISIO, Microsoft IIS, SmartBoard Technologies, LiveBinders, Blackboard, Joomla Content Manager System

Personal Projects: Designed and implemented the Computer Lab Training System at the University of Texas of the Permian Basin from user-centered concept model to live site. Wrote the content of the Lab Assistant Module focusing on teaching lab assistants through a series of automated tutorials. Designed the web based system using CSS, Html, xml, ASP, IIS, MS Visio, MS Access, Adobe DreamWeaver, and HyperCam. The published paper includes concept model, use cases, and site map.

**Preferred Method of Communication:**

The best way to communicate with me is via phone or email. Also, check in Blackboard three times a day for announcements, including any changes in the course schedule due to instructor illness or conference attendance. Online appointments with me may also be scheduled. Blackboard is the preferred way to send/receive emails from me and I will send all correspondence to student via Blackboard.

**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 Saturdays. I am not online Sundays;
- 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 assignments within 2 weeks of the due date.

## Textbook Information and Required Hardware/Software

---

**Textbook(s):**

*There are 2 book bundle options you may choose from when purchasing your book from the book store. (choose to purchase one of these options not both)*

**Option 1**

- Microsoft Office 2013: First Course, New Perspectives (hard copy of the book)
- Discovering Computers: Technology in a World of Computers, Vermaat (hard copy of the book)
- SAM 2013 Access code
- Evaluation copy of MS Office 2013

**Book bundle ISBN: 9781305134348**

**Option 2**

- Microsoft Office 2013: First Course, New Perspectives (ebook)
- Discovering Computers: Technology in a World of Computers, Vermaat (ebook)
- SAM 2013 Access code
- Evaluation copy of MS Office 2013

**Book bundle ISBN: 9781305242340**

You may also purchase the books online at [Purchase Books Online](#) (1<sup>st</sup> Option)

**Hardware:**

**Ear buds** – purchase these if you would like to be able to listen to the training lectures in class.

**Software:**

- MS Office 2013 or Office 365; older versions of MS Office are not acceptable. Click here to download Office 365 as a 1 month free download <http://office.microsoft.com/en-us/try/>.

Click here to purchase Office 365 for \$80.00 <http://office.microsoft.com/en-us/university/> . You must have an Odessa College student ID to receive the software at this price.

- SAM 2013
- Alice Software, [www.alice.org](http://www.alice.org) (this is freeware)
- Jing Software, <http://www.techsmith.com/jing.html> (freeware, must be downloaded on your own computer)
- Collaborate, found in your Blackboard course located under the **Communications** link. This will be used to assist you with tutoring and online office hours.

**Computer Browsers:**

- Mac users should use Firefox
- PC users may use any browser except IE10

**Note\*** You cannot take assessments in SAM 2013 from a hand held devices.

**Websites:**

- You will access course materials for this course by logging into **Blackboard** at <https://blackboard.odessa.edu/webapps/login/>.

Students, if you have problems logging onto Blackboard, please call the Student Success Center at 335-6673 for assistance.

- You will access **SAM 2013** by logging into <http://sam.cengage.com/Login.aspx?ReturnUrl=%2f>. Click here for SAM 2013 login help  
<http://sam.cengage.com/Content/InstructionFiles/Help/LoginHelp/SAM%20Login%20Help.htm>
- You will use both Blackboard and SAM 2013 to access course materials for this class. Please logon to Blackboard first and click on the **Start Here** Module.

**!** Students, if you have problems logging into SAM 2013, please contact the SAM help desk at <http://poweron.cengage.com/magellan/TechSupport/login.aspx> for assistance or call 800.354.9706 Mon. through Thurs. 8:30 AM to 9 PM EST and Fri. 8:30 AM to 6 PM EST. If you encounter any technical issues, you must receive a case number in order for your instructor to track any issues you may have. Failure to provide your instructor with a case number will result in you not getting the help you need.

## 2-Week Free Trial of SAM 2013

---

From August 25 – September 7<sup>th</sup>, you will be able to use the SAM 2013 software without registering /buying the access code. This is designed to give you sufficient time to purchase all course material needed for the course; you **STILL** have to purchase the SAM 2013 access code to pass this class.

On September 8<sup>th</sup>, you will be required to register your SAM 2013 access code to continue your work and access your grades. In short, buy your SAM 2013 code no later than September 7<sup>th</sup>, or you will not be able to access your work. You will need to purchase both your books and SAM 2013 access code to be successful in this class.

## Campus Computer Labs

---

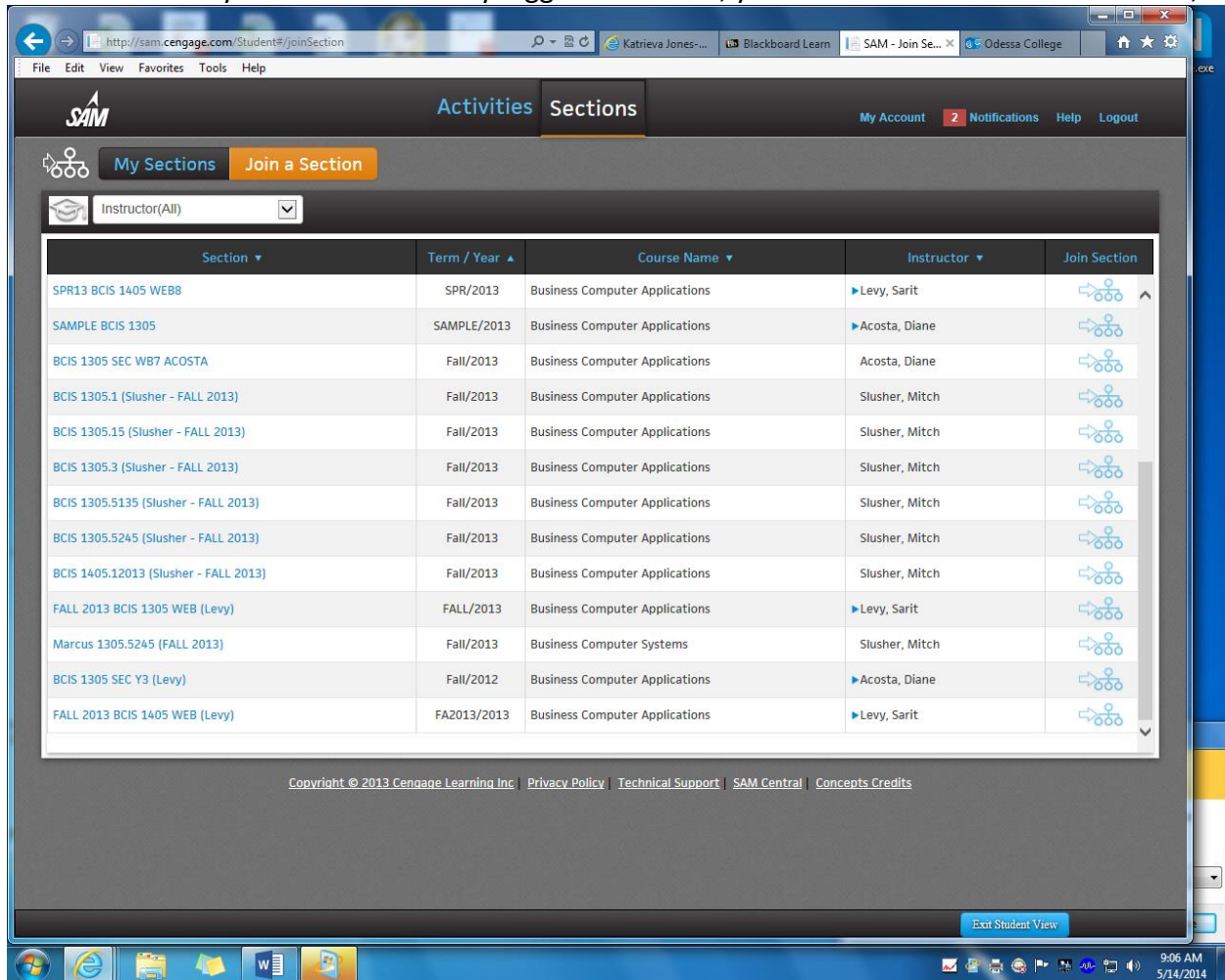
Should you experience technical difficulties with your personal PC or should need access to a computer; computer labs can be found in the library or the Composite Technology in CT136. The library computers are available Monday –Friday till 10:00pm and Saturdays and Sundays. All other labs are available Monday – Friday only.

## Registering Your SAM 2013 Access Code

---

1. Purchase the SAM 2013 access code, it looks like a piece of card board with numbers printed on it.

2. Go online to <http://sam.cengage.com/Login.aspx> and click the **new user** button.
3. Enter your 8 digit institution key (for Odessa College), which is **T2033323**
4. Enter your 18 digit key code ( this is the SAM access code you purchased)
5. Enter your personal information and include your **student ID**. If you do not include your student ID you may not be able to save your grades.
6. Once you have successfully logged onto SAM, you will a screen that looks like this,



7. Click Join a Section and Join the section you registered for, the course number should be on your registration form or in WebAdvisor
8. Click the Join Section icon on the right to join your SAM course and view course content.

## Information About the Course

## Course Description

Computer terminology, hardware, software, operating systems, and information systems relating to the business environment. The main focus of this course is on business applications of software, including word processing, spreadsheets, databases, presentation graphics, and business-oriented utilizations of the Internet. Keyboarding proficiency is highly recommended. Lab fee required.

## Course Prerequisites:

*None*

## Course Topics:

<i>Course Topics</i>	
<b>Getting Started</b>	Assignment: Student Questionnaire Survey: Online Readiness Discussion Question#1: Introduce Yourself Video: Navigating SAM 2013 Video: Navigating Blackboard
<b>Module Word:</b>	<ol style="list-style-type: none"><li>1. Creating and Editing a Word</li><li>2. Navigating and Formatting a Document</li><li>3. Creating Tables and a Multipage Report</li><li>4. Enhancing Page Layout and Design</li></ol>
<b>Module Excel:</b>	<ol style="list-style-type: none"><li>1. Getting Started with Excel</li><li>2. Formatting Workbook Text and Data</li><li>3. Calculating Data with Formulas and Functions</li><li>4. Analyzing and Charting Financial Data</li></ol>
<b>Module Access:</b>	<ol style="list-style-type: none"><li>1. Creating a Database</li><li>2. Building a Database and Defining Table Relationships</li><li>3. Maintaining and Querying a Database</li><li>4. Creating Forms and Reports</li></ol>
<b>Module PowerPoint:</b>	<ol style="list-style-type: none"><li>1. Creating a Presentation</li><li>2. Adding Media and Special Effects</li></ol>
<b>Module Capstone Project</b>	Capstone Project (Research Assignment)

<b>Module Discovering Computers</b>	Computer literacy quizzes
<b>Module Discussion Questions/Blogs and Journals</b>	Blogs
<b>Final Exam</b>	Comprehensive exam in SAM 2013

## Grading

---

Type of Assignment	Points	Learning Objectives
<b>SAM 2013 Projects (4 total) and SAM 2013 Exams (15 total)</b>	20	2,7
<b>Blogs (4 total)</b>	10	2,3,4,6,7
<b>Participation/Attendance</b>	10	
<b>Capstone Project (Research Assignment)</b>	20	1,2,3,4,5,6,7
<b>Discovering Computer: Quizzes (12 total) AND Other Assignments (2 total)</b>	15	1,5
<b>Final Exam</b>	25	1,3,4,5,6
	<b>100</b>	<b>TOTAL</b>

### Grading Scale:

"A" = 89.5-100

"B" = 79.5-89

"C" = 69.5-79

"D" = 59.5 - 69

"F" = 0-59

### Grading Policy:

Please understand that this is a required course for the CIS/CS program in order to prepare you for the IT field. Quality work and active participation is expected and not to be negotiated. 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 graded assignments within 5 business days.

### SAM 2013 Projects

You will have projects over Word, Excel, PowerPoint and Access. You will have 3 attempts at passing each project; I will take the highest of the 3 grades. Projects are not timed.

## **SAM 2013 Exams Found under Type (SAM Path)**

You will have exams over Word, Excel, PowerPoint and Access. You will have 1 attempt at passing each SAM Path. Each exam will have a **Pre-Test->Training** (to review questions missed on the pre-test and ->**Post-Test** that will allow you take re-take questions you missed on the pre-test. **Your Post-Test Exam is the only grade that will be counted.** Pre-tests grades do not count! Exams are not timed.

## **Office 2013 Tutorials Trainings from your MS Office Book and Trainings in SAM**

You are not required to complete Tutorials or Trainings from your book or within SAM 2013 software; however, it is recommended that you walk through these trainings as they will prepare you for graded work in SAM 2013, such as Projects and Exams.

## **Discovering Computer Chapter Quizzes, Final Exam & Online Readiness Survey may found in SAM under Type (Exam)**

Chapter Quizzes will come from your book and trainings in SAM 2013. You will have 12 chapter quizzes. You will have 3 attempts at passing each quiz; I will take the highest of the 3 grades. Quizzes are not timed. Quizzes can be found in SAM.

\*Blackboard Assignments, Blogs, Course Instructions, Videos, Research Assignment, group assignments etc. may be found in Blackboard. Your grades will be stored in SAM 2013.

# 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.

### Course Alignment with Industry Standards

(Insert Here)

### 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 (doc or docx).**

### 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 \_\_\_\_\_ absences before a loss of \_\_\_\_\_ point(s) \_\_\_\_\_. Not Applicable to this online course.

### 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

---

*(Tentative and Subject to Change) all work is due by 11:59pm on the posted due date*

Week of	Module (Find items in this folder)	Topic	Assignment	Due Date
August 25 – August 31	Module 1	Read syllabus, student expectations, etc.	Video: Navigate Blackboard/Quiz	8/27
		Blackboard Video: Navigate Blackboard/Quiz		
		Chapter 1 Quiz-Digital Literacy: Introducing a World of Technology	Quiz	8/27
		Chapter 6 Quiz- Inside Computers and Mobile Devices		
		Blackboard Video: Navigate SAM 2013/Quiz	Video: Navigate SAM 2013/Quiz	8/29
		Chapter 4 Quiz-Programs and Apps: Using Software at Work, School and Home	Quiz	8/31
		Blog in Bb* Introduce Yourself (found in Blackboard)	Introduce Yourself Blog	8/31
September 1 – September 7	Module 2	Word Project Trainings 1-4 in SAM OR Reference Tutorials in your Office 2013 book.	Word 1-3 Book Tutorials (Not a Grade)	Not a Grade
		Review Word Chapters 1-4	MS Word 1-4 Project	9/7

		Word Exams 1-4	Word Exam 1 Word Exam 2 Word Exam 3 Word Exam 4	9/7
		Chapter 7 Quiz: Input and Output	Quiz	9/7
		Excel Project Trainings 1-4 in SAM OR Reference Tutorials in your Office 2013 book.	Excel 1-3 Book Tutorials (Not a Grade)	Not a Grade
		Review Excel Tutorial Chapters 1-4	MS Excel 1-4 Project	9/7
		Excel Exams 1-4	Excel Exam 1 Excel Exam 2 Excel Exam 3 Excel Exam 4	9/7
		Chapter 2 Quiz-The Internet: Accessing, Searching ,Sharing and Communicating	Quiz	9/7
		Chapter 8 Quiz Digital Storage: Preserving on Media and in the Cloud		
<b>Labor Day- Campus Closed</b>				
September 8 – September 14	Module 3	<u>Capstone Project</u> (Research Assignment) <b>Review</b> the 5 components of the project: <ol style="list-style-type: none"> <li>1. Comp Configuration Blog</li> <li>2. Form Factor Blog</li> <li>3. Excel expenditures worksheet</li> <li>4. Project Specs sheet</li> <li>5. PowerPoint Presentation</li> </ol> Discuss the Research Project Components  Create a <b>selection report</b> -Select a group leader, recorder, and delegate jobs; who's responsible for which component and when is the 1 <sup>st</sup> draft due.	<b>Selection Report due</b>	9/14
		Chapter 9 Quiz-Operating Systems: Managing, Coordinating, and Monitoring Resources	Quiz	9/14
		Chapter 5-Digital Safety and Security: Identifying Threats, Issues, and Defenses	Quiz	9/14
<b>WEDNESDAY OCTOBER 1, 2014</b>				

September 15 – September 21	<b>Mid Term Averages Posted- September 16</b> *Includes all grades from August 25 – September 14			
	Module 4	Access Project Trainings 1-2 in SAM or Reference Tutorials in your Office 2013 book.	Access 1-2 Book Tutorials (Not a Grade)	Not a Grade
		Review Access Chapters 1-2	MS Access 1 -4 Project	9/22
		Research Assignment (Continued)		
		Access Exams 1-4	Access Exam 1 Access Exam 2 Access Exam 3 Access Exam 4	9/22
		Chapter 10 Quiz-Communications and Networks	Quiz	9/22
September 22 – September 28	Module 5	Blog in Bb* Understanding Cloud Risks	Understanding Cloud Risks Blog	9/28
		PowerPoint Project Trainings 1-2 Reference Tutorials in your Office 2013 book.	PowerPoint 1-2 Book Tutorials (Not a Grade)	9/28
		Review PowerPoint Chapters 1-2	MS PowerPoint 1-2 Project	
		PowerPoint Exams 1-2	PowerPoint Exam1 PowerPoint Exam 2	
		Journal in Bb* Game Devices and Software Development Life Cycle Blog, relates to chapter 3 and the programming assignment.  Research Assignment (Continued)	Game Devices: Blog	9/28
	Module 6	Chapter 12 Quiz -Information Systems and Program Development  Chapter 3 Quiz-Program Applications Research Assignment (Continued)	Quiz	10/5
September 29 – October 5	Module 6	Download software <a href="http://www.alice.org">www.alice.org</a> and following instructions printed in Blackboard Research Assignment (Continued)	Alice Computer Programming Assignment	10/5
		Make up Week	Make up exams/work As approved by your instructor	10/12
October 5- October 12	Make up Week	Make up exams/work As approved by your instructor		10/12
October 13 – October 15	Module 7	Research Assignment Due	Research Assignment Due	10/14

		Chapter 11 Quiz-Information and Data Management		
		SAM 2013 Comprehensive final exam covering Word, Excel, & PowerPoint	SAM 2013 Final Exam	10/15

## Course Objectives

---

1. Identify the components of a computer system.
2. Use common applications.
3. Explain the impact of computers on society.
4. Identify computer careers.
5. Identify fundamental programming structures.
6. Develop ideas with appropriate support and attribution.

## Learning Outcomes

---

Outcome	ICO
2,3,6	<i>Critical Thinking Skills</i> - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
1,2,3,4,6	<i>Communication Skills</i> - to include effective development, interpretation and expression of ideas through written, oral and visual communication
	<i>Empirical and Quantitative Skills</i> - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
2,5,7	<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

	<i>Social Responsibility</i> - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities
3,6	<i>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences to ethical decision-making

## 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 an unadministered test.
- The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test.
- Substituting for another student, or permitting another student to substitute for one's self, to take a test.
- Bribing another person to obtain an unadministered test or information about an unadministered test.

- "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 WebAdvisor, 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. **No longer attending 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 for Participants of Collaborate sessions. Any Collaborate user, whether first-time or experienced, would benefit from reviewing the information here.	Online <a href="#">Click here.</a>

**Student E-mail Support**

**How do I set up, access, or 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>	SUB 204N in the Student Union Building
<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?

<b>Main Number</b>	432-335-6640
<b>FAQ Service</b>	LibAnswers: <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 and Online
Specialized databases not available online for free	Research	On Campus and Online
Magazines, newspapers, & scholarly journals	Research	On Campus and Online
Computers	Research & word processing	On Campus
Selected textbooks for short-term use	Course work	On Campus
Trained staff	Answer "where do I find?"	On Campus and Online
Tutorials	Tips for research strategies	On Campus and Online
Photocopiers, VHS/DVD players, FAX service	For course work	On Campus

Quiet study areas	For course work	On Campus
-------------------	-----------------	-----------

### Student Success Center (SSC) / AVID Center

#### 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>

#### 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 and Online <a href="#">Click here for more information.</a>
Student Information Seminars (SIS)	Demo email, Blackboard and SSC resources	On Campus and Online <a href="#">Click here for more information.</a>
Study Skills	Tools needed to succeed	On Campus and Online <a href="#">Click here for more information.</a>
Basic Technology	To navigate classes, email, etc.	On Campus and Online
Plato Web	Practice for TEAS test and basic math, science, etc.	On Campus and Online <a href="#">Click here for more information.</a>
Project T.I.E.	Practice for GED/COMPASS	On Campus and 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>

### Veterans Support

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

<b>Main Number</b>	432-335-6833
<b>Campus Location</b>	204M (Help Center) in the Student Union Building
<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>