

## Faculty Information

**Name:** Jennifer Myers  
**E-Mail:** [jsmyers@odessa.edu](mailto:jsmyers@odessa.edu)  
**Phone:** 432-335-6505  
**Office:** ET 159

<i>Office Hours</i>	
<b>Campus Office Hours:</b>	Monday: 9:00 a.m. to 11:30 a.m.  Tuesday: 9:00 a.m. to 11:00 a.m.  Wednesday: 9:00 a.m. to 11:30 a.m.  Thursday: 9:00 a.m. to 11:00 a.m.  Friday: 9 a.m. to 10 a.m.
<b>Online Office Hours:</b>	Same as above

### About Your Instructor

*Hello all!! My name is Jennifer Myers and I have been teaching at Odessa College for about two years. I have my Bachelor of Arts in Telecommunications from Texas Tech University, my Masters of Science in Criminal Justice Administration from UTPB, and I am currently pursuing a PsyD in Psychology, Criminology, and Justice Studies. I spent almost eight years with the Odessa Police Department as a Crime Scene Technician and about a year and a half with the Department of Justice working for the US Attorney's Office. In my spare time, I enjoy reading, working out, listening to music, and working on my house. I look forward to working with all of you this semester.*

### Preferred Method of Communication:

*It is probably quickest to get in touch with my by emailing me at [jsmyers@odessa.edu](mailto:jsmyers@odessa.edu) or texting me at 432-978-0020. You may also visit me in my office during office hours or make an appointment to see me at a time different than my office hours. You may also call me on my office phone at 432-335-*

6505.

### **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

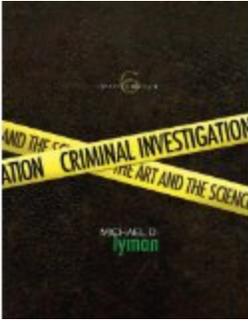
provide clear information about grading policies and assignment requirements in the course syllabus, and  
communicate any changes to assignments and/or to the course calendar to students as quickly as possible.

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):**



Criminal Investigation: The Art and the Science, 6th Edition

Author: Michael D. Lyman

### **Hardware:**

*This class will be delivered in a face-to-face and Blackboard format. A computer and the necessary peripherals are required.*

### **Software:**

*No special software is required for this course, though the student will want to have access to a general word document program.*

### **Websites:**

*Any relevant website that I would like for you to use for a reference will be provided within the weekly course modules.*

### **Information About the Course**

#### **Course Description**

This course will examine investigative theory; collection and preservation of evidence; sources of information; interview and interrogation; uses of forensic sciences; case and trial preparation.

#### **Course Student Learning Outcomes**

- 1. The student will understand how to conduct a criminal investigation.*
- 2. The student will be able to report orally and in writing the various concepts and material covered in the course through a case presentation.*

3. *The student will examine real evidence of a crime and determine the cause, time, and consequences. The student will understand how their observations and gathered data will contribute to a criminal investigation.*

4. *The student will work in a collaborative group in order to understand differing perspectives and analysis of content and material in the course.*

5. *The student will be able to problem solve when confronted with controversial issues.*

6. *The student will have an understanding of how a criminal investigation serves a larger function in the effectiveness of the Criminal Justice System.*

### **Course Prerequisites:**

*There is no prerequisite for this course.*

### **Course Topics:**

1. *Week 1 / Module 1 (Monday, March 24th to Sunday, March 30th)*

*Chapter 1: Fundamentals of Criminal Investigation*

*Chapter 2: The Crime Scene: Field Notes, Documenting, and Reporting*

2. *Week 2 / Module 2 (Monday, March 31st to Sunday, April 6th)*

*Chapter 3: Processing the Crime Scene*

*Chapter 4: Identification of Criminal Suspects: Field and Laboratory Processes*

3. *Week 3 / Module 3 (Monday, April 7th to Sunday, April 13th)*

*Chapter 5: Legal Issues in Criminal Investigation*

*Chapter 6: Interviews and Interrogations*

4. *Week 4 / Module 4 (Monday, April 14th to Sunday, April 20th)*

*Chapter 9: Death Investigations*

5. *Week 5 / Module 5 (Monday, April 21st to Sunday, April 27th)*

*Chapter 10: Robbery*

*Chapter 11: Assault and Related Offenses*

6. *Week 6 / Module 6 (Monday, April 28th to Sunday, May 4th)*

*Chapter 14: Theft-Related Offenses*

7. Week 7 / Module 7 (Monday, May 5th to Sunday, May 11th)

Chapter 18: Preparation for Court

8. Week 8 / Module 8 (Monday, May 12th to Thursday, May 15th)

Final Project Presentations

Final Exam Review

Final Exam

### Grading

<i>Type of Assignment</i>	<i>Percentage/Points</i>	<i>Learning Objective</i>
<b>Weekly Quizzes</b>	20%	1 - 6
<b>Key Terms Assignments</b>	20%	1 - 6
<b>Binders</b>	10%	1 - 6
<b>Class Assignments</b>	15%	1 - 6
<b>Final Project</b>	15%	1 - 6
<b>Final Exam</b>	20%	1 - 6
<b>100%</b>		<b>TOTAL</b>

### Grading Scale:

“A” = 90-100

“B” = 80-89

“C” = 70-79

“D” = 60-69

“F” = 0-59

### 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.

**As a student, I understand that I will have the opportunity to provide feedback on my experience in this course through an end-of-course Student Evaluation of Instruction (SEI).**

## **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 a timely manner.

### **Original Effort**

The work submitted for this course must be original work prepared by the student enrolled 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 learning.

**For online submissions, 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 students with pertinent information and status reports. Assignments submitted electronically need to follow the file-type requirements provided by the instructor.

## Attendance Policy

Students are expected to attend class regularly. I strongly encourage logging into Blackboard at least once a day to check for announcements, assignment changes, etc. I can track your log in activity and see how much time you spend within this Blackboard course. Your participation in this class will play a large part in your success within this course.

## AVID

For specific AVID strategies as they apply to assignments, please check your detailed course schedule below. Each week, you will have Guided Lecture Notes. These Guided Lecture Notes serve as an AVID strategy that will be used quite heavily throughout this course.

## Grade Inquiry

It is the responsibility of the student to keep track of assignment submissions and grades. At any point, you are welcome to meet with the instructor to discuss your academic progress. Contact the instructor to schedule an appointment.

## General Course Requirements

Attend class and participate.

Contribute and cooperate with civility.

**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 as soon as possible. Extensions will be allowed at the instructor's discretion. You must communicate your emergency with me immediately for me to consider providing an extension. If you do not communicate your need for an extension within a timely manner, an extension WILL NOT be granted. Please note that technical or computers issues are not an excuse for late work.**

## Incomplete Policy

An 'Incomplete' grade may be given only if:

The student has passed all completed work

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.

An Incomplete form is submitted

## Course Schedule

### Course Schedule

*(Tentative and Subject to Change)*

Date:	Instructional Approach: (*denotes AVID strategies)	Topic:	Assignment:
3/24	Cornell Notes* 10-2 Lecture*	Chapter 1: Fundamentals of Criminal Investigation	1. Work on Chapter 1 Key Terms
3/25	Cornell Notes* 10-2 Lecture*	Finish Chapter 1	1. View video: The Scene of the Crime (55 minutes) Complete video worksheet
3/26	Cornell Notes* 10-2 Lecture*	Begin Chapter 2: The Crime Scene: Field Notes, Documenting, and Reporting	1. Work on Chapter 2 Key Terms 2. Begin assignment #1; Field Notes, Photographs, and the Crime Scene Sketch
3/27	Cornell Notes* 10-2 Lecture*	Finish Chapter 2	1. Complete assignment #1; Field Notes, Photographs, and the Crime Scene Sketch 2. Take Quiz #1 Online. Quiz #1 will cover chapters 1 and 2 and will be open from Friday 3/28 at 8:00 a.m. to Sunday 3/30 at 11:30 p.m.

3/31	Cornell Notes* 10-2 Lecture*	Chapter 3: Processing the Crime Scene	1. Work on Chapter 3 Key Terms
4/1	Cornell Notes* 10-2 Lecture*	Finish Chapter 3	1. Watch Video: Evidence and Forensics: Due Process (30 minutes) Complete video worksheet
4/2	Cornell Notes* 10-2 Lecture*	Chapter 4: Identification of Criminal Suspects: Field and Laboratory Processes	1. Work on Chapter 4 Key Terms 2. Watch Video: Fingerprints 3. Begin Assignment #2: The Crime Scene Search and Collection of Evidence
4/3	Cornell Notes* 10-2 Lecture* Binder Check #1*	Finish Chapter 4	1. Finish Assignment #2: The Crime Scene Search and Collection of Evidence 2. Take Quiz #2 Online. Quiz #2 will cover chapters 3 and 4 and will be open from Friday 4/4 at 8:00 a.m. to Sunday 4/6 at 11:30 p.m.
4/7	Cornell Notes* 10-2 Lecture*	Chapter 5: Legal Issues in Criminal Investigation	1. Work on Chapter 5 Key Terms
4/8	Cornell Notes* 10-2 Lecture*	Finish Chapter 5	1. Watch Video: An Overview of Investigative Interviewing (62 Minutes) Complete

			Video Worksheet
4/9	Cornell Notes* 10-2 Lecture*	Chapter 6: Interviews and Interrogations	1. Work on Chapter 6 Key Terms 2. Begin Assignment #3: Conducting the Interview
4/10	Cornell Notes* 10-2 Lecture*	Finish Chapter 6	1. Finish Assignment #3: Conducting the Interview 2. Take Quiz #3 Online. Quiz #3 will cover chapters 5 and 6 and will be open from Friday 4/11 at 8:00 a.m. to Sunday 4/13 at 11:30 p.m.
4/14	Cornell Notes* 10-2 Lecture*	Chapter 9: Death Investigations	1. Work on Chapter 9 Key Terms
4/15	Cornell Notes* 10-2 Lecture*	Continue Chapter 9	1. Watch video: Forensic Death Investigations: What Every Officer Should Know: In the Line of Duty, Volume 12 (32 minutes) Complete video worksheet
4/16	Cornell Notes* 10-2 Lecture*	Continue Chapter 9	1. Begin Assignment #4: The Death Investigation
4/17	Cornell Notes* 10-2 Lecture*	Finish Chapter 9	1. Finish Assignment #4: The Death Investigation 2. Take Quiz #4 Online. Quiz #4 will cover chapter 9

			and will be open from Friday 4/18 at 8:00 a.m. to Sunday 4/20 at 11:30 p.m.
4/21	Cornell Notes* 10-2 Lecture*	Chapter 10: Robbery	1. Work on Chapter 10 Key Terms
4/22	Cornell Notes* 10-2 Lecture*	Finish Chapter 10	1. Watch Video: Domestic Violence: The Prosecution: In the Line of Duty (32 minutes) Complete Video Worksheet
4/23	Cornell Notes* 10-2 Lecture*	Chapter 11: Assault and Related Offenses	1. Work on Chapter 11 Key Terms 2. Begin Assignment #5: The Assault Investigation
4/24	Cornell Notes* 10-2 Lecture* Binder Check #2*	Finish Chapter 11	1. Finish Assignment #5: The Assault Investigation 2. Take Quiz #5 Online. Quiz #5 will cover chapters 10 and 11 and will be open from Friday 4/25 at 8:00 a.m. to Sunday 4/27 at 11:30 p.m.
4/28	Cornell Notes* 10-2 Lecture*	Chapter 14: Theft Related Offenses	1. Work on Chapter 14 Key Terms
4/29	Cornell Notes* 10-2 Lecture*	Continue Chapter 14	1. Watch video: Stolen Goods: Crime Inc. – The Underground Economy (44 minutes) Complete video worksheet

4/30	Cornell Notes* 10-2 Lecture*	Continue Chapter 14	1. Begin Assignment #6: The Burglary Investigation
5/1	Cornell Notes* 10-2 Lecture*	Finish Chapter 14	1. Finish Assignment #6: The Burglary Investigation 2. Take Quiz #6 Online. Quiz #6 will cover chapter 14 and will be open from Friday 5/2 at 8:00 a.m. to Sunday 5/4 at 11:30 p.m.
5/5	Cornell Notes* 10-2 Lecture*	Chapter 18: Preparation for Court	1. Work on Chapter 18 Key Terms
5/6	Cornell Notes* 10-2 Lecture*	Finish Chapter 18	1. Finish Chapter 18
5/7	Mock Crime Scene (Part of Final Project)	Mock Crime Scene (Part of Final Project)	Mock Crime Scene (Part of Final Project)
5/8	Cornell Notes* 10-2 Lecture* Binder Check #3*	Work on Case Presentation	1. Work on Case Presentation 2. Take Quiz #7 Online. Quiz #7 will cover chapter 18 and will be open from Friday 5/9 at 8:00 a.m. to Sunday 5/11 at 11:30 p.m.
5/12	Work on Case Presentation (Final Project)	Work on Case Presentation (Final Project)	Work on Case Presentation (Final Project)
5/13	Case Presentation (Final Project)	Case Presentation (Final Project)	Case Presentation (Final Project)
5/14	Final Exam Review	Final Exam Review	*Bring your binder to class. We will

			work through the final exam review. You will need your notes and past quizzes.
5/15	Final Exam	Final Exam	Final Exam

**Student Learning Outcomes (SLOs)**

<b>Student Learning Outcome(s)</b>	<b>Core Objectives (CO's)</b>
<p><i>1. The student will understand how to conduct a criminal investigation.</i></p> <p><i>2. The student will be able to report orally and in writing the various concepts and material covered in the course through a case presentation.</i></p> <p><i>3. The student will examine real evidence of a crime and determine the cause, time, and consequences. The student will understand how their observations and gathered data will contribute to a criminal investigation.</i></p> <p><i>4. The student will work in a collaborative group in order to understand differing perspectives and analysis of content and material in the course.</i></p> <p><i>5. The student will be able to problem solve when confronted with controversial issues.</i></p> <p><i>6. The student will have an understanding of how a criminal investigation serves a larger function in the effectiveness of the Criminal Justice System.</i></p>	<p><i>Critical Thinking Skills - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information</i></p>

<p>2. The student will be able to report orally and in writing the various concepts and material covered in the course through a case presentation.</p> <p>4. The student will work in a collaborative group in order to understand differing perspectives and analysis of content and material in the course.</p>	<p><i>Communication Skills</i> - to include effective development, interpretation and expression of ideas through written, oral and visual communication</p>
<p>3. The student will examine real evidence of a crime and determine the cause, time, and consequences. The student will understand how their observations and gathered data will contribute to a criminal investigation.</p> <p>5. The student will be able to problem solve when confronted with controversial issues.</p>	<p><i>Empirical and Quantitative Skills</i> - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions</p>
<p>1. The student will understand how to conduct a criminal investigation.</p> <p>4. The student will work in a collaborative group in order to understand differing perspectives and analysis of content and material in the course.</p> <p>6. The student will have an understanding of how a criminal investigation serves a larger function in the effectiveness of the Criminal Justice System.</p>	<p><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</p>
<p>1. The student will understand how to conduct a criminal investigation.</p> <p>3. The student will examine real evidence of a crime and determine the cause, time, and consequences. The student will understand how their observations and gathered</p>	<p><i>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences to ethical decision-making</p>

<p><i>data will contribute to a criminal investigation.</i></p> <p><i>6. The student will have an understanding of how a criminal investigation serves a larger function in the effectiveness of the Criminal Justice System.</i></p>	
<p><i>1. The student will understand how to conduct a criminal investigation.</i></p> <p><i>3. The student will examine real evidence of a crime and determine the cause, time, and consequences. The student will understand how their observations and gathered data will contribute to a criminal investigation.</i></p> <p><i>6. The student will have an understanding of how a criminal investigation serves a larger function in the effectiveness of the Criminal Justice System.</i></p>	<p><i>Social Responsibility - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities</i></p>

**Program-Level Student Learning Outcomes (SLOs)**

<b>Program-Level Student Learning Outcome(s)</b>	<b>Course Learning Outcomes</b>	<b>Specific Assignment</b>
<p><i>Upon completion of the program, students will be able to investigate a crime scene from commission of the crime to filing of charges on the suspect.</i></p>	<p>1 - 6</p>	<p>Weekly quizzes, Key Terms assignments, class assignments, final project, final exam</p>
<p><i>Upon completion of the program, students will be able to report on the ethical considerations of the criminal justice system and the impact of crime on society.</i></p>	<p>1 - 6</p>	<p>Weekly quizzes, Key Terms assignments, class assignments, final project, final exam</p>
<p><i>Upon completion of the program, students will be able to report on</i></p>	<p>6</p>	<p>Weekly quizzes, Key Terms assignments,</p>

<i>how the American judicial system functions within the criminal justice system.</i>		class assignments, final project, final exam
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## 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	Online <a href="#"><u>Click here.</u></a>

	courses.	
<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="#"><u>Click here.</u></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="#"><u>Click here.</u></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	Online <a href="#"><u>Click here.</u></a>

	the information here.	
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## 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</b>	<a href="http://www.odessa.edu/dept/ssc/">http://www.odessa.edu/dept/ssc/</a>

<b><i>Additional Help and Information</i></b>	
<b><i>Live Online Assistance / Chat</i></b>	<a href="#">Click Here</a> (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.)

**Equipment and Services Provide**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</a>

		<a href="#">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>