



LGLA 1345

Civil Litigation

Kayla Zeigenbein

Faculty Information



Name: Kayla Zeigenbein

E-Mail: kzeigenbein@odessa.edu

Phone: 432-335-6485

Office: Sedate Hall Room 216

Office Hours

Campus Office Hours and Online Office Hours:

Monday-9:30 – 12:30

Tuesday-9:30 – 12:00

Wednesday-11:00-12:00

Thursday-9:30-12:00

Friday-8:30 – 9:30

About Your Instructor

I am a graduate of West Texas State University with a BBA in Administrative Services with a Paralegal Certificate. I have been a Certified Legal Assistant since 1984. I worked as a paralegal for the law office of Todd, Barron, Thomason & Hudman, P.C. for over 20 years.

Preferred Method of Communication:

The best way to communicate with the course instructor is via email at kzeigenbein@odessa.edu. Check on Blackboard regularly for announcements, including any changes in the course schedule due to instructor illness or conference attendance. Appointments with the instructor may also be scheduled.

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):

Civil Litigation Process and Procedures, 5th Edition, Goldman/Hughes, Pearson 2015

Hardware:

Computer with speakers.

Technical requirements: internet access, ability to send and receive email, ability to browse the internet, must have media (itunes, quicktime or windows media player)

Software:

Microsoft Word. Internet Explorer or Firefox for browsing the internet. Firefox (free) must be used to view videos.

Information About the Course

Course Description

Presents fundamental concepts and procedures of Civil Litigation with emphasis on the paralegal's role.

Course Prerequisites

There are no prerequisites for this course.

Course Topics:

Dates	Topics	Competency	ICO
8/24-8/30	Chapter 1 The Paralegal in Civil Litigation	<ul style="list-style-type: none"> • Describe the role of the paralegal in civil litigation. • List and describe the necessary skills for a litigation paralegal. • List and describe the tasks performed by the civil litigation paralegal 	1,2, 5
8/24-8/30	Chapter 2 Ethics and Professional Responsibility	<ul style="list-style-type: none"> • Analyze situations to determine if they involve the unauthorized practice of law. • Describe the ethical obligation owed by managing and supervising attorneys of appropriate hiring, delegating, and supervising members of the legal team. • Understand the concept of conflict of interest for the legal profession. • Explain what is considered confidential under the ethical guidelines. • Explain the rationale for the obligations of candor and fairness in litigation 	1,2,5,6
8/24-8/30	Chapter 3 Litigation Management and Technology	<ul style="list-style-type: none"> • Explain the use of technology in civil litigation and case management. • Describe the function and elements of electronic database software. • Explain how case management software systems can enable the legal team to work on cases more efficiently. • Explain the reasons for the use of software for managing litigation cases. • Explain the role of office management software in the operation of the law office. 	1,2,3
8/24-9/6	Chapter 4 The Court System, Settlement, and Alternative Dispute Resolution	<ul style="list-style-type: none"> • Identify and describe the sources of American law. • Understand the need to prove the elements of a cause of action and remedies available. • Describe the elements necessary to establish jurisdiction and venue for a particular court. • Describe the courts in the federal and state court systems. • Describe the advantages of settling a lawsuit before trial. • Create the documents for making a demand for settlement. 	1,2,5

		<ul style="list-style-type: none"> • Prepare the documents for settling and terminating a lawsuit. • Describe the methods of alternative dispute resolution 	
8/24-9/6	Chapter 5 Causes of Actions and Litigation Strategies	<ul style="list-style-type: none"> • Describe the litigation strategies and options for recovering damages. • Describe the elements that must be proven in tort litigation and potential defenses. • Describe the elements necessary to prove a breach of contract claim and potential defenses. • Describe the purpose and proof necessary to recover monetary damages or equitable relief. 	1,2,5
8/24-9/13	Chapter 6 Evidence	<ul style="list-style-type: none"> • Define evidence and explain why some evidence is not used in trial. • Use the Federal Rules of Evidence to find relevant rules of evidence. • Describe and distinguish admissible from inadmissible evidence. • Distinguish among the types of tangible evidence. • Describe witness testimony and how credibility of a witness is challenged. • Identify types of hearsay evidence and the important exceptions to the hearsay rule. 	1,2,5
8/24-9/13	Chapter 7 Interviews and Investigation in Civil Litigation	<ul style="list-style-type: none"> • Explain the importance of the initial contact with clients and witnesses. • Explain the considerations and steps in preparing for an interview of any client or witness. • Describe the skills needed to successfully conduct a client or witness interview. • Explain how expert witnesses are sued in litigation. • Explain the steps in conducting an investigation of a claim. 	1,2,3,5
8/24-9/13	Chapter 8 Pleadings: Complaint, Summons, and Service	<ul style="list-style-type: none"> • Select the appropriate court rules for preparing pleadings in civil litigation. • Describe the impact of the statute of limitations on the commencement of a lawsuit. • Draft a complaint and a summons. • Determine the rules for filing and 	1,2,5

		<p>serving the initial pleadings.</p> <ul style="list-style-type: none"> • Create a timeline for litigation. • Determine when amended or supplementary pleadings may be required 	
8/24-9/20	Chapter 9 Motions Practice	<ul style="list-style-type: none"> • Prepare a motion in proper format. • Explain how lawyers may use motions during the pleading phase of a case. • Explain how lawyers may use motions to compel opponents to comply with rules of court and evidence. • Describe the use of motions to terminate a case before trial. • Explain how motions may be used at the end of a trial. 	1,2,5
8/24-9/20	Chapter 10 Pleadings: Responses to Complaint	<ul style="list-style-type: none"> • Determine what pleadings the defendant can file in response to the complaint. • Draft an answer to the complaint with affirmative defenses, a counterclaim, and a cross-claim. • Prepare, file, and serve a third-party complaint and summons. • Explain the result of not properly responding to the complaint. 	1,2,5,6
8/24-9/27	Chapter 11 Introduction to Discovery	<ul style="list-style-type: none"> • Define discovery and explain its purposes in litigation. • Describe how the Federal Rules of Civil Procedure and Rules of Evidence define the scope of discovery in federal court. • Describe the forms of discovery permitted under the Federal Rules of Civil Procedure. • Explain the sequence and timing of discovery under the mandatory disclosure Rules in Federal Court. • Describe the court methods for ensuring compliance with discovery rules. 	1,2,5
8/24-9/27	Chapter 12 Issues in Electronic Discovery	<ul style="list-style-type: none"> • Define electronic discovery; explain how technology has changed the discovery process. • Describe the different electronic document formats and the reasons for using them in litigation. • Describe the electronic discovery 	1,2,3

		<p>process.</p> <ul style="list-style-type: none"> • Explain how the courts have implemented the federal rules on electronic discovery. • Explain how predictive coding technology can ease the burden of electronic discovery. • Understand the ethical issues and the procedures in protecting confidential or privileged information. • Explain the effect of inadvertent disclosure of confidential information 	
8/24-10/4	Chapter 13 Interrogatories and Requests for Production	<ul style="list-style-type: none"> • Define interrogatories and requests for production of documents and things and understand the best use of each. • Discuss the discovery time frame and how it may be modified. • Draft questions and answers for interrogatories. • Prepare requests and responses to requests for production. • Understand the new requirements related to electronic discovery 	1,2,5
8/24-10/4	Chapter 14 Depositions	<ul style="list-style-type: none"> • Identify the types of depositions. • Understand the ways in which deposition testimony can be used. • Schedule depositions of parties and witnesses. • Prepare a case file, clients, and witnesses for depositions. • Describe how to review a deposition transcript and prepare a digest of the testimony. 	1,2,5
8/24-10/11	Chapter 16 Trial Preparation- Postdiscovery to Pretrial	<ul style="list-style-type: none"> • Identify and distinguish between legal and factual issues for trial. • Prepare a pretrial memorandum. • Describe the purpose of a trial brief. • Describe the purpose of doing a cost-benefit analysis of a lawsuit. • Explain how to prepare clients and witnesses for trial. • Prepare exhibits for trial presentation. • Explain the purpose and procedure of jury investigation. • Organize a trial notebook. • Obtain a continuance of a trial date. 	1,2,5
8/24-10/11	Chapter 17	<ul style="list-style-type: none"> • Distinguish between evidentiary and 	1,2,5,6

	Trial	<p>non-evidentiary phases of a trial.</p> <ul style="list-style-type: none"> • Describe the early trial proceedings. • Describe the presentation-of-evidence phase of a trial and the role of the paralegal in this phase of the trial. • Describe the concluding phase of a trial. 	
8/24-10/11	<p>Chapter 18</p> <p>The Electronic Courtroom and Trial Presentation</p>	<ul style="list-style-type: none"> • Describe the electronic courtroom • Interact with courthouse information technologists to plan for the use of equipment at trial. • Understand the use of presentation graphics programs. • Create a basic electronic presentation. • Explain the use of trial presentation programs. 	1,2,5

Grading

<i>Type of Assignment</i>	<i>Percentage/Points</i>	<i>Learning Objective</i>
Chapter Review Questions	30%	Use terminology relating to fundamental concepts; identify field of law; discuss topics relating to the Paralegal profession and career options; and analyze the ethical considerations of the paralegal
Vocabulary Quizzes	10%	
Discussion Board	10%	
Chapter Tests	30%	
Final Exam	20%	
	100%	TOTAL

Grading Scale:

"A" = 90 - 100
"B" = 80 - 89
"C" = 70 - 79
"D" = 60 - 69
"F" = below 60

Grading Policy:

Please understand that this is a required course for the Paralegal Studies program in order to prepare you for the fundamentals of legal terminology. 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 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.

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 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

Curriculum aligns with the Certified Paralegal Exam administered by NALA.

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. Logging into blackboard is the equivalent to attending class. Students are expected to login at least every 3 days. Failure to login regularly can be detrimental to your grade.

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 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

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.
3. An Incomplete form is submitted

Course Schedule

4. *(Tentative and Subject to Change)*

Dates	Topics	Competency	ICO
8/24-8/30	Chapter 1 The Paralegal in Civil Litigation	<ul style="list-style-type: none"> • Describe the role of the paralegal in civil litigation. • List and describe the necessary skills for a litigation paralegal. • List and describe the tasks performed by the civil litigation paralegal 	1,2, 5
8/24-8/30	Chapter 2 Ethics and Professional Responsibility	<ul style="list-style-type: none"> • Analyze situations to determine if they involve the unauthorized practice of law. • Describe the ethical obligation owed by managing and supervising attorneys of appropriate hiring, delegating, and supervising members of the legal team. • Understand the concept of conflict of interest for the legal profession. • Explain what is considered confidential under the ethical guidelines. • Explain the rationale for the obligations of candor and fairness in litigation 	1,2,5,6
8/24-8/30	Chapter 3 Litigation Management and Technology	<ul style="list-style-type: none"> • Explain the use of technology in civil litigation and case management. • Describe the function and elements of electronic database software. • Explain how case management software systems can enable the legal team to work on cases more efficiently. • Explain the reasons for the use of 	1,2,3

		<p>software for managing litigation cases.</p> <ul style="list-style-type: none"> • Explain the role of office management software in the operation of the law office. 	
8/24-9/6	<p>Chapter 4</p> <p>The Court System, Settlement, and Alternative Dispute Resolution</p>	<ul style="list-style-type: none"> • Identify and describe the sources of American law. • Understand the need to prove the elements of a cause of action and remedies available. • Describe the elements necessary to establish jurisdiction and venue for a particular court. • Describe the courts in the federal and state court systems. • Describe the advantages of settling a lawsuit before trial. • Create the documents for making a demand for settlement. • Prepare the documents for settling and terminating a lawsuit. • Describe the methods of alternative dispute resolution 	1,2,5
8/24-9/6	<p>Chapter 5</p> <p>Causes of Actions and Litigation Strategies</p>	<ul style="list-style-type: none"> • Describe the litigation strategies and options for recovering damages. • Describe the elements that must be proven in tort litigation and potential defenses. • Describe the elements necessary to prove a breach of contract claim and potential defenses. • Describe the purpose and proof necessary to recover monetary damages or equitable relief. 	1,2,5
8/24-9/13	<p>Chapter 6</p> <p>Evidence</p>	<ul style="list-style-type: none"> • Define evidence and explain why some evidence is not used in trial. • Use the Federal Rules of Evidence to find relevant rules of evidence. • Describe and distinguish admissible from inadmissible evidence. • Distinguish among the types of tangible evidence. • Describe witness testimony and how credibility of a witness is challenged. • Identify types of hearsay evidence and the important exceptions to the hearsay rule. 	1,2,5
8/24-9/13	Chapter 7	<ul style="list-style-type: none"> • Explain the importance of the initial 	1,2,3,5

	Interviews and Investigation in Civil Litigation	<p>contact with clients and witnesses.</p> <ul style="list-style-type: none"> • Explain the considerations and steps in preparing for an interview of any client or witness. • Describe the skills needed to successfully conduct a client or witness interview. • Explain how expert witnesses are sued in litigation. • Explain the steps in conducting an investigation of a claim. 	
8/24-9/13	Chapter 8 Pleadings: Complaint, Summons, and Service	<ul style="list-style-type: none"> • Select the appropriate court rules for preparing pleadings in civil litigation. • Describe the impact of the statute of limitations on the commencement of a lawsuit. • Draft a complaint and a summons. • Determine the rules for filing and serving the initial pleadings. • Create a timeline for litigation. • Determine when amended or supplementary pleadings may be required 	1,2,5
8/24-9/20	Chapter 9 Motions Practice	<ul style="list-style-type: none"> • Prepare a motion in proper format. • Explain how lawyers may use motions during the pleading phase of a case. • Explain how lawyers may use motions to compel opponents to comply with rules of court and evidence. • Describe the use of motions to terminate a case before trial. • Explain how motions may be used at the end of a trial. 	1,2,5
8/24-9/20	Chapter 10 Pleadings: Responses to Complaint	<ul style="list-style-type: none"> • Determine what pleadings the defendant can file in response to the complaint. • Draft an answer to the complaint with affirmative defenses, a counterclaim, and a cross-claim. • Prepare, file, and serve a third-party complaint and summons. • Explain the result of not properly responding to the complaint. 	1,2,5,6
8/24-9/27	Chapter 11 Introduction to Discovery	<ul style="list-style-type: none"> • Define discovery and explain its purposes in litigation. • Describe how the Federal Rules of Civil Procedure and Rules of Evidence 	1,2,5

		<p>define the scope of discovery in federal court.</p> <ul style="list-style-type: none"> • Describe the forms of discovery permitted under the Federal Rules of Civil Procedure. • Explain the sequence and timing of discovery under the mandatory disclosure Rules in Federal Court. • Describe the court methods for ensuring compliance with discovery rules. 	
8/24-9/27	<p>Chapter 12</p> <p>Issues in Electronic Discovery</p>	<ul style="list-style-type: none"> • Define electronic discovery; explain how technology has changed the discovery process. • Describe the different electronic document formats and the reasons for using them in litigation. • Describe the electronic discovery process. • Explain how the courts have implemented the federal rules on electronic discovery. • Explain how predictive coding technology can ease the burden of electronic discovery. • Understand the ethical issues and the procedures in protecting confidential or privileged information. • Explain the effect of inadvertent disclosure of confidential information 	1,2,3
8/24-10/4	<p>Chapter 13</p> <p>Interrogatories and Requests for Production</p>	<ul style="list-style-type: none"> • Define interrogatories and requests for production of documents and things and understand the best use of each. • Discuss the discovery time frame and how it may be modified. • Draft questions and answers for interrogatories. • Prepare requests and responses to requests for production. • Understand the new requirements related to electronic discovery 	1,2,5
8/24-10/4	<p>Chapter 14</p> <p>Depositions</p>	<ul style="list-style-type: none"> • Identify the types of depositions. • Understand the ways in which deposition testimony can be used. • Schedule depositions of parties and witnesses. • Prepare a case file, clients, and witnesses for depositions. 	1,2,5

		<ul style="list-style-type: none"> Describe how to review a deposition transcript and prepare a digest of the testimony. 	
8/24-10/11	Chapter 16 Trial Preparation- Postdiscovery to Pretrial	<ul style="list-style-type: none"> Identify and distinguish between legal and factual issues for trial. Prepare a pretrial memorandum. Describe the purpose of a trial brief. Describe the purpose of doing a cost-benefit analysis of a lawsuit. Explain how to prepare clients and witnesses for trial. Prepare exhibits for trial presentation. Explain the purpose and procedure of jury investigation. Organize a trial notebook. Obtain a continuance of a trial date. 	1,2,5
8/24-10/11	Chapter 17 Trial	<ul style="list-style-type: none"> Distinguish between evidentiary and non-evidentiary phases of a trial. Describe the early trial proceedings. Describe the presentation-of-evidence phase of a trial and the role of the paralegal in this phase of the trial. Describe the concluding phase of a trial. 	1,2,5,6
8/24-10/11	Chapter 18 The Electronic Courtroom and Trial Presentation	<ul style="list-style-type: none"> Describe the electronic courtroom Interact with courthouse information technologists to plan for the use of equipment at trial. Understand the use of presentation graphics programs. Create a basic electronic presentation. Explain the use of trial presentation programs. 	1,2,5

Course Outcomes

Outcome	ICO
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Use terminology relating to fundamental legal concepts; identify fields of law; discuss topics relating to the Paralegal profession and career options; and analyze the ethical considerations of the paralegal.

(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

(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

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; 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*)

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. 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
Blackboard Help for Students	Website with a searchable list of topics on how to navigate and use Blackboard for online courses.	Online Click here.
Blackboard On Demand Learning Center for Students	This website provides an extensive list of short tutorial videos for student activities performed in Blackboard.	Online Click here.
Blackboard Collaborate: First Time Users	If you have never used Blackboard Collaborate before, this website provides a system requirements check, configuration	Online Click here.

	instructions, and training and resources area.	
Blackboard Collaborate: Essentials for Participants	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 Click here.

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. 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?

Main Number	432-335-6861
Campus Location	SUB 204N in the Student Union Building
Email	Becky Rivera-Weiss - brivera@odessa.edu
Website	To find out more about services provided by the Special Populations office, please visit: http://www.odessa.edu/dept/counseling/disabilities/index.htm

MURRY H. FLY LIBRARY

Main Number	432-335-6640
Email	library@odessa.edu
Campus Location	1 st floor of the Learning Resources Center (LRC)
Website with Additional Help and Information	http://www.odessa.edu/dept/library Ask A Librarian: https://www.odessa.edu/dept/library/askalibrarian.htm

Equipment and Services Provided:

The Murry H. Fly Library, located in the Learning Resources Center, is a full-service academic library whose mission is to provide research and other educational resources to the Odessa College community.

Super Search, the library's centralized search engine, offers easy access locating materials in the library's collection. The following resources are available through the library.

- **Books, Videos, CDs** – 30,000+ books and 4,000+ media holdings
- **Ebooks** – 50,000+
- **Specialized databases** for current students – 60+
*Remote access requires OC login
- **Magazines, newspapers, & scholarly journals**
- **Interlibrary loan services** of material from participating Texas libraries
- **Online Tutorials**
*Tips for research strategies
- **Computers for online research, homework, and printing**
- **Selected textbooks** for short-term use in the library only
- **Photocopier and FAX service** – There is a charge associated with these services
- **VHS/DVDs** – in library use only
- **Quiet study rooms** for individual and group study
*Must check in at the main desk
- **Larger meeting rooms** – for events, educational workshops, and group computer use. Reservations required

TUTORING SERVICES

Odessa College provides tutoring services to assist students in meeting their academic and career goals. The College strives to provide new and updated resources and services at no charge to OC students. Computers provide Internet access, Microsoft Office, and software resources to assist OC students in improving their reading, writing, and mathematical skills.

Appointments are preferred, but walk-ins are accepted as availability allows. Tutoring services are offered in a number of locations on and off campus. For more information or to make an appointment:

- **Student Success Center**, located in the Learning Resources Center, provides support for a variety of academic subjects as well as TSI test prep, AVID, study skills training, workshops, assistance with Blackboard, student email, OC portal, student orientation tours, and more.

Main Number	432-335-6878
Email	studentsuccesscenter@odessa.edu
Campus Location	1st floor of the Learning Resources Center (LRC)

Website with Additional Help and Information	http://www.odessa.edu/dept/ssc/
Live Online Chat Assistance	Click Here Subject to availability. (If no one is currently available, call or email)

- **Math Lab**, located on the second floor of the Wood Math and Science building, provides support for all math-related tutoring

Math Lab Main Number	432-335-6537
Email	mymathlab@odessa.edu
Campus Location	Wood Math and Science building, Room 201
Website with Additional Help and Information	http://www.odessa.edu/dept/ssc/math_lab.htm Provides support for all math related tutoring

- **Synapse Lab**, located on the third floor of the Wood Math and Science building, provides support for all science-related tutoring

Synapse Lab Main Number	Coming soon
Email	SynapseLab@odessa.edu
Campus Location	Wood Math and Science building, Room 308
Website with Additional Help and Information	http://www.odessa.edu/dept/biology/tutoring.htm Provides support for all science related tutoring

- **Writing Center**, located on the first floor of Wilkerson Hall, provides support for all writing-related tutoring

Writing Center Main Number	Coming soon
Email	writingcenter@odessa.edu
Campus Location	Wilkerson Hall, 106
Website with Additional Help and Information	Coming soon Provides support for writing related tutoring

- **Offsite tutoring services** are available in the Rodeo and Agriculture Graham Center located in Gardendale
- **Online tutoring** is available 24/7 through Upswing, which will start Fall II, a web-based, student-friendly service

Veterans Support

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

Main Number	432-335-6833
Campus Location	204M (Help Center) in the Student Union Building
Email	Gloria Rangel - grangel@odessa.edu
Website	To find out more about services provided by the Veteran's Outreach office, please visit: http://www.odessa.edu/dept/counseling/veterans/index.htm