

Name: Adjunct Instructor - Mrs. Annie Littlefield
E-Mail: alittlefield@odessa.edu
Phone: 432-638-4214

<i>Office Hours</i>	
Campus Office Hours:	(Not on campus)
Online Office Hours:	I prefer an email if at all possible.

About Your Instructor

I retired from Odessa College after almost 30 years. I have been instructing as an adjunct in the OSH Department for the past 7 1/2 years and taught in the Criminal Justice department for 6 years. I have an AAS in Occupational Safety & Health Technology and an AAS in Law Enforcement/Criminal Justice.

Preferred Method of Communication:

You can e-mail or call me using the information above and I will try to respond in 24 hours but not more than 48 hours. I will communicate through Blackboard if I will be unobtainable for longer.

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**



Hardware/Software Requirements

Computer:

A minimum of 64 MB RAM, 1 G of free disk space, 150 MHz or higher recommended, a monitor capable of at least 800 x 600 resolution

Peripherals: Speakers to be able to listen to audio files.

Software: Anti-virus software is highly recommended for students and instructors. Online courses involve much file sharing, which increases your risk of computer virus infection. Anti-virus software will help protect your computer in case of exposure to a computer virus.

Other software: You are required to submit assignments typed in Microsoft Word document, and I will ask you to view course content that is in the form of Microsoft Word. In this case, you must have access to Microsoft Word (2003), and documents must be sent in that format.

There will be audio/video files in the course for which you will need [Windows Media Player](#) or [QuickTime](#) or [Real Player](#).

Internet connection: 56 K modem or better

Browser and settings:

Microsoft Internet Explorer 6" (IE 6) works best with Blackboard on computers running the Microsoft Windows operating system.

Java and Cookies must be enabled. To enable Java:

1. In Internet Explorer 6, go to the "Tools" menu and choose "Internet Options".
2. Choose the "Privacy" tab and move the slider to "Medium" (which is the default setting) to enable Cookies.

3. To enable Java (if not installed, first see next item "Java Plug-in for Windows..." or Java Plug-in for Macintosh" below), while remaining in the "Internet Options" window choose the "Advanced" tab.
4. Scroll down until you see the "Java (Sun)" item and check the box beside "Use Java...".
5. Click "OK".
6. You may need to close your browser and all other applications and restart your computer before this setting takes effect.

Textbook(s): None

Websites: Multiple websites to view but are listed in that weeks course information and others you will have look up.

Information About the Course

Course

Title: OSHT 2488 – Internship

Course Dates: August 24, 2015 –December 10, 2015

Course Credits: 4 credits

Prerequisites – None

Course Catalog Description:

Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/ industry. Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry. This is a work-based, learning experience which will enable the student to apply specialized occupational theory, skills, and concepts. Institutional Core Objectives (1, 2, 4, 5, 6)

Successful Online Learner: The following statement describes certain attributes of the most successful online learners as taken from an online education workshop attended by some members of our department “The successful online student can work fairly well independently, engaging the course materials with minimal intervention on the part of the instructor. The student who needs significantly more input from the instructor and is not willing or able to engage in collaborative discussions and activities with peers is less likely to succeed online.”

Email Information for non-assignments: For general email questions or comments please use the following format:

Title your email with the following in the subject area: OSHT 2488 – Week # and brief description of message.

Always include your name in body of the email message. I won't recognize you by your email address. **If your name is not in the message it will be returned to you unanswered.**

Importance of Email Rules: Why does OC require you to use the student email account instead of your regular email account? One reason is that messages from companies such as Yahoo, Google, AOL, and others commonly end up getting filtered out and placed in a junk folder. Also, using the OC email helps to protect the faculty from receiving email which contains viruses, Trojan horses, worms, etc. that may damage our computers. The IT department has access to both student and faculty email accounts and not to your regular email account, so they can aid students in the event of a problem. While this policy may seem inconvenient to you it is in place for your protection and ours.

I know the email rules may seem cumbersome to you at first, but keep in mind that I have multiple students in my various courses at any given time. If half of the students send me a message missing a name, title, course, or some other basic information, I would either have to look up the information or send an email asking for clarification. This would require many unnecessary hours of extra emailing, just to get basic information that should have been included in the header or subject area. I'm not sure about you, but I don't have an extra couple of hours in my day. **It is for this reason that received email messages that do not follow the email rules will be returned to you unanswered with an explanation of what needs to be added.**

Dropping the Course: If you consider dropping this course, please discuss your reasons with me prior to withdrawing from the course. Students who began their college experience as freshman in the fall of 2007 or later can only withdraw from 6 classes in their entire undergraduate college career. **If you stop participating and fail to withdraw from class by the last day, I will not drop you and you will receive an "F" for the course. If you quit participating after 4 weeks and want to try to get caught back up, it probably is not going to happen. I do not like to play catch-up on your falling behind unless you can prove it was a medical emergency.**

Review of Online Exams: Unfortunately, there is no way for me to make the exams available to online students for review. Due to the way BlackBoard features operate, doing so would compromise the integrity of the tests in this course.

Course Topics:

Student form/Agreement, Introduction: Getting To Know Me, Student Goals with Supervisor advisement, Essential Skills, Resume with Cover Letter, Positive People Skills, Conflict/Resolutions, Problem Solving Techniques, Soft and Hard Skills, Teamwork With Performance and Outcomes, Completion Paperwork, Special Topics Paper, and Reaction Paper.

As a student in OSHT 2488 - Internship at Odessa College, each student will be able to accomplish the following actions:

Course Objectives/End-Of-Course Outcomes: (As per WECM), at the end of this course, student(s) will be able to:

1. apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws,
2. interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry
3. demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills,
4. appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

Course Schedule

(Tentative and Subject to Change)

Course Calendar: August 24 - December 10, 2015 (If you are to receive a certificate or graduate at the end of this course, be sure to get with the chair person to finalize your paperwork.)

Assignment Discussion Due Date:

- Late submissions will greatly affect your grade so be mindful of the due dates. (A person who is consistently late with submissions is not necessarily an "A" student even though the work is exceptional). The correct use of the English language and grammatical errors will also affect your grade.

- Assignments are due by Saturday of each week unless stated. Check your announcements and Bb emails frequently.

Week 1: Aug. 24 - Read carefully. Student Internship Paperwork - Start Now Tasks

Week 2: Aug. 31 - Getting to Know Me

Week 3: Sept. 7 - Communication Skills

Week 4: Sept. 14 - Goals

Week 5: Sept. 21 - Essential Skills

Week 6: Sept. 28 - Resume and Cover Letter

Week 7: Oct. 5 - Mock Interview

Week 8: Oct. 12 - Positive People Skills

Week 9: Oct. 19 - Conflicts & Problem Solving

Week 10: Oct. 26 - Work on Mock Interview - Teamwork

Week 11: Nov. 2 - Performance & Outcomes (JSA) Teamwork

Week 12: Nov. 9 - Teamwork with Performance Outcomes

Week 13: Nov. 16 -

Week 14: Nov. 23 - Finalize student paperwork submissions (time sheet and supervisor's evaluation)

Week 15: Nov. 20 - Special Topics Paper (IF YOU ARE TO GRADUATE, THIS MUST BE TURNED **THIS WEEK, NO EXCEPTIONS**).

Week 16: Dec. 7 - Week 16 Reaction Paper (IF YOU ARE TO GRADUTE, **THIS MUST BE SUBMITTED TO ME NO LATER THAN TUESDAY NIGHT - NO EXCEPTIONS** (Final day is Thursday and I must have all grades in by noon.)

No Exams will be given.

Grading

Type of Assignment	Percentage Points	(ICO's) Institutional Core Objectives Learning Outcomes (1,2,4,5,6) Learning Objective: Student will be able to:
Discussion Board, Papers and Final Homework is usually due by Saturday of each week except the	Range from 5 to 20 Points	Core Objectives

Final week.		
Week 1: Writing	5 points	(1,2,5,6) follow directions for class assignment in a timely manner.
Week 2: Discussion and Email	5 points	(1,2,4,5) submit a correct student form, post in discussion with replies, compose behavioral interview questions and submit properly.
Week 3: Discussion	5 points	(1,2,4) understand and develop basic knowledge in several communication skills such as writing, verbal, hard/soft skills, and word definitions, post to discussion area and replies.
Week 4: Writing	5 points	(1,2,4,5,6) work effectively with supervisor to identify and assist in preparing 5 goals or objectives, to be completed during this course time, which will benefit the student and company.
Week 5: Discussion	5 points	(1,2,4,6) gain knowledge regarding such areas as time management, decision making skills, workplace problems/conflicts and access websites containing information about resumes and cover letters, post to discussion and reply.
	5 points	(1,2,5,6) provide a worthy resume and cover letter and submit in a timely

Week 6: Resume with Cover Letter		manner.
Week 7: Discussion/Teamwork	5 points	(1,2,5,6) Mock Interview Process
Week 8: Discussion/	5 points	(1,2,5,6) consider the difference between personality and character traits, discuss critical thinking processes, post to discussion and reply.
Week 9: Discussion/Teamwork	5 points	(1,2,4,5,6) discuss ethical behavior, post to discussion and reply, and participate in a mock interview with a fellow student in a specified time limit.
Week 10: Written/Participation/Teamwork	5 points	(1,2,4,5,6) actively participate in the mock interview process within a specified time limit
Week 11: Teamwork/Performance participation	5 points	(1,2,4,5) (Possible JSA): follow instructions for completion, consider application, designate a course of action and report the results.
Week 12: Discussion	5 points	(1,2,4,5,6) discuss issues concerning performance issues - management/employee, post and reply in discussion area.
Week 13	----	----
Week 14: Student performance evaluation	5 points	(4,5,6) process correct final student paperwork (time sheet and Supervisor Evaluation.

Week 15: Written evaluation	up to 15 points	(1,2,5) create a well written essay (3 pages) on a safety topic of the student's own choosing, ranging from personal to international information which shall include proper documentation for that informaton if used (plagiarism).
Week 16: Written	up to 20 points	(1,2,5) (Final) - prepare a concise an effective document evaluating the entire internship by commenting on course topics, the information gathered through assignments, discussion board and/or on the job education, and what beneficial information have you garnered that can possible be used in the future.
#####		TOTAL : 100

Grading Scale:

“A” = 90-100

“B” = 80-89

“C” = 70-79

“D” = 60-69

“F” = 0-59

Grading Policy:

Please understand that this is a required course for the Occupational Safety and Health Technology program. Quality work and active participation is expected and not to be negotiated. You will be evaluated by the thoroughness of the contents of the assignments and discussions.

LATE SUBMISSIONS WILL DRASTICALLY REDUCE YOUR OVERALL GRADE SO BE CAREFUL. PLAN AND WORK AHEAD TO MAKE SURE ALL WORK IS SUBMITTED ON TIME.

As a general policy, grades or assignments will be graded outside of class. You can expect feedback on assignments usually within a weeks time.

Odessa College's Institutional Core Objectives (ICOs): Learning Outcomes

Critical Thinking Skills - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information

Communication Skills - to include effective development, interpretation and expression of ideas through written, oral and visual communication

Empirical and Quantitative Skills - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions

Teamwork - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal

Personal Responsibility - to include the ability to connect choices, actions and consequences to ethical decision-making

Social Responsibility - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

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.

"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*)

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 and complete weekly assignments "on-time" and check very regularly for any correspondence between the instructor and/or students in your Blackboard emails.

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

Create engaging online information composed of different subject matter, participation among fellow students and co-workers using information from this learning experience to improve the student success both personally and institutionally.

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. Excessive absences will be grounds for disciplinary action. Assignments that are more than 2 weeks late will result in a drastic point reduction for the assignment(s). If over 4 weeks, no work will be accepted. I will not play catch-up with you. Procrastination on your part does not make an emergency on my part. You will lose those points.

AVID

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

Grade Inquiry Policy

It is the responsibility of the individual taking this course to **maintain accurate track of assignment times, submissions and grades**. There is always an opportunity during the semester to call the instructor to discuss your academic progress. All grades are final.

General Course Requirements

Attend class and participate.

Contribute and cooperate with civility.

Submit assignments on time. Late work will result in losing points. Any work over 4 weeks late 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:

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.

Institutional Core Objectives (ICOs)

Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/ industry. Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry. This is a work-based, learning experience which will enable the student to apply specialized occupational theory, skills, and concepts. (ICOs 1, 2, 4, 5, 6)

Capstone learning experience for the Occupational Safety and Health Technology Program.

Description of Institutional Core Objectives (ICO's)

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

Advisory Committee, the Coordinating Board has approved guidelines for a core curriculum for all undergraduate students in Texas.

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

Course Objectives  

Course Objectives:

Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry. This is a work-based, learning experience which will enable the student to apply specialized occupational theory, skills, and concepts. A learning plan is developed by the college and the employer. A learning plan is developed by the college and the employer.

Learning Outcomes



Outcome	ICO
LIST LEARNING OUTCOMES HERE THAT WILL ALIGN WITH ICO'S	<i>Critical Thinking Skills</i> - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
	<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
	<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>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences to ethical decision-making
	<i>Social Responsibility</i> - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

Odessa College Policies

Tuition Discounts

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

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

Academic Policies

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

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

Scholastic Dishonesty

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

"Cheating on a test" shall include:

Copying from another student's test paper
Using test materials not authorized by the person administering the test.

Collaborating with or seeking aid from another student during a test without permission from

the test administrator.

Knowingly using, buying, selling, stealing or soliciting, in whole or in part, the contents of 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. 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	Online Click here.

	courses.	
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 instructions, and training and resources area.	Online Click here.
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

Learning Resources Center (LRC; Library)

How do I contact the Learning Resource Center?

Main Number	432-335-6640
FAQ Service	LibAnswers: http://libanswers.odessa.edu
Contact a Specific OC Librarian	Pat Quintero at 432/335-6350 or pquintero@odessa.edu Donna Clark at 432/335-6645 or dclark@odessa.edu Carolyn Petersen at 432/335-6641 or cpetersen@odessa.edu
LRC Services and Guidelines Website	https://www.odessa.edu/dept/library/services/index.htm

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.

Main Number	432-335-6673
Campus Location	1st floor of the Library
Website with Additional Help and Information	http://www.odessa.edu/dept/ssc/
Live Online Assistance / Chat	Click Here <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 Click here for more information.
Student Information Seminars (SIS)	Demo email, Blackboard and SSC resources	On Campus and Online

		Click here for more information.
Study Skills	Tools needed to succeed	On Campus and Online Click here for more information.
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 Click here for more information.
Project T.I.E.	Practice for GED/COMPASS	On Campus and Online Click here for more information.
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 Click here for more information.
Smart thinking	Online tutoring service. Connect with an e-structor and interact with a live tutor.	Online Click here for more information.

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