Distance Learning Student Handbook
Snead State Community College

Snead State Community College
Boaz, Alabama
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Distance Learning Mission

Distance Learning at Snead State Community College is a campus-wide resource for faculty members and departments interested in promoting teaching excellence, improving student learning outcomes, and encouraging ongoing professional development and scholarly engagement. Distance Learning promotes and supports the innovative use of technology in teaching, advising, and mentoring students while emphasizing academic excellence within a supportive environment.

The Distance Learning Student Handbook is intended to serve as a reference guide for students taking distance learning courses.

Definitions

Accessibility - Accessibility means that people with disabilities can perceive, understand, navigate, interact, and contribute in a course. Accessibility in a distance learning course is determined by the features of the instructional technologies provided by the College and by the way that faculty members use those technologies to create materials and design courses.

Asynchronous - Literally means "not at the same time." Asynchronous tools, such as e-mail and discussion board, allow participants to communicate without all participants being online at the same time.

Class Attendance - Attendance in distance learning courses will be determined by the active participation of the student through the completion of class activities, such as the submission of an assignment, completion of an exam, attendance in an online chat, or the posting of a post to a discussion forum. Simply logging in to the course in the learning management system is not considered attendance.

Delivery Mode - The primary method or technology used to deliver instructional information to the student and used for communication between the instructor and the students. At Snead State Community College, courses are delivered in the following modes:

DL- Online courses are taught 100% online using a combination of asynchronous and synchronous activities providing greater flexibility of schedule and convenience of access to students, while allowing them to meet the same learning outcomes and level of rigor achieved in traditional courses. The delivery of online exams will follow College-approved processes, including the possibility of using authentication of online test takers or live local proctors. Some instructors administer exams at on-campus meetings, while others administer them online. Dates and times for any required on-campus exams will be published in the official class schedule.
**DL- Blended courses** take advantage of the best features of traditional classroom instruction and online education. Students meet face-to-face for 50% or less of the course and complete the rest of their coursework online. A blended course is not simply an online course that requires in-class exams. Blended courses allow faculty and students both the opportunity to build strong personal relationships through face-to-face interaction and the opportunity to explore new types of learning activities that were not possible in traditional courses. Dates, times and locations for face-to-face meetings will be published in the official class schedule.

**Traditional courses** are taught in a face-to-face classroom setting. Some traditional (on-campus) courses may require a significant amount of coursework, up to 49%, to be done online. The syllabus and other materials will be posted online and students may be asked to submit some work electronically. The Blackboard grade book will be used by all courses.

**Distance Learning (DL)** – Distance Learning (DL) includes fully online and blended courses and is a formal educational process in which the majority of the instruction (interaction between students and instructors and among students) in a course occurs when students and instructors are not in the same place. Instruction may be synchronous or asynchronous. Interaction between the instructor and the student is regular and substantive, and can be initiated by the instructor or the student.

**Learning Management System (LMS)** – Learning Management System (LMS) is a web-accessible software application that provides for the administration of course content, delivery of assessments, communication and collaboration between students and instructors, and the ability to track grades and other relevant performance data. Snead State Community College is currently licensing Blackboard Learn™ from Blackboard, Inc. as its learning management system.

**Synchronous** – Literally means “occurring at the same time.” Synchronous tools, such as text chat, require all participants to be online at the same time.

If you have any questions about the policies and procedures for distance learning, please contact the Director of Online Learning at 256-840-4124 or email DL@snead.edu for further clarification or information.
Overview of Distance Learning

Distance Learning focuses on utilizing technology and teaching methods to provide instruction to students outside the regular classroom and thereby should increase flexibility and scheduling options. Blended and online DL courses require that students have a computer and Internet access that meet at least minimum technical requirements as defined by the College. Additionally, DL courses require computer literacy skills, as well as self-discipline and motivation. Students register for Distance Learning courses in the same way they register for traditional courses.

Mission

The mission of the Distance Learning Program at Snead State Community College is to provide quality instruction through electronic technologies to enable students to attain their educational goals. Our strategic initiative is to acquire and support appropriate emerging technologies for curricular, instructional and administrative enhancement.

Statement of Congruence

The Distance Learning mission is congruent with the College mission because it facilitates student success and appeals to a diverse community where some students need online access to courses and programs.

Goals

1. To identify, provide, expand, and coordinate the development of quality courses and programs to meet the needs of students.
2. To support and encourage the internal development of the Distance Learning Program by promoting and providing guidelines for training and providing technical support.
3. To provide strategies for effective delivery of Distance Learning alternatives through the development of policies for consistency in Distance Learning.
4. To evaluate periodically and comprehensively every facet of the Distance Learning Program and to use these results to restructure and improve the program.

The purpose of Distance Learning (Blackboard) courses is to provide quality educational coursework through non-traditional means, allowing students to acquire knowledge in academic, professional and technical education, and skills for lifelong learning. Distance Learning students are entitled to all of the support services available to traditional students. Many of these services are provided to students online. For more information contact our Distance Learning office at (256) 840-4124 or send email to DL@snead.edu. The Distance Learning Office is located in the Administration Building of the main campus in Boaz, Alabama.

Snead State Community College is accredited by the Southern Association of Colleges and Schools.
Distance Learning Platforms

Course Delivery Systems

Blackboard is the learning management system and Camtasia is the lecture capture system utilized by Snead State Community College. The following policies and procedures pertain to the use and administration of these systems.

The Snead State Community College Computer Usage Policy subsumes these policies.

The Information Technologies (IT) department maintains and supports the technology platforms that are used to deliver online course materials.

Learning Management System

Blackboard is the learning management system used by Snead State Community College. Blackboard is a Web-based platform that provides faculty and students with features including:

- Content: This feature allows teachers to post articles, assignments, learning modules, videos etc.
- Calendar: Teachers can use this function to post due dates for assignments and tests.
- Assessments: This tab allows instructors to post quizzes and exams and allows students to access them anywhere there is a sufficient Internet connection.
- Assignments: This feature allows for assignments to be posted and for students to be able to submit assignments online.
- My Grades: Teachers must post grades on Blackboard for students to view. This feature allows students to view their grades in each class.

Upgrades

Blackboard upgrades that require significant downtime are conducted between academic terms with a minimum of one week’s notice. Large upgrades include:

- Blackboard service pack installations (if applicable)
- Blackboard version upgrades
- DL hardware upgrades

Emergencies

For emergency shutdowns, the Information Technology staff makes their best effort to provide at least a two hour notice to all Blackboard users that the system will be taken offline. The notice is sent out via campus email and in an announcement that is visible within Blackboard.
Student Information

Snead State Community College offers online courses (via the computer). The **Distance Learning Handbook for Students** is designed to acquaint you with our online program and provide you with the information you will need to be successful in your courses.

**Distance Learning Course Information**

Although many DL courses will not require a meeting on campus, some of the DL courses will have a required first class meeting on campus. Details about the first meetings can be found in the syllabus of each class.

Some courses are offered entirely online and do not have meetings on campus. You must follow the instructions found within the syllabus of each course and any instructions given within the course in Blackboard.

**Student FAQ’s (Frequently Asked Questions)**

*What is Distance Learning? Can anyone take these classes?*

Distance Learning courses are designed for students who desire flexibility and convenience in their studies. Our courses are fully accredited and are considered equivalent to on-campus courses. Anyone who is eligible to take regular courses on campus may enroll in Distance Learning courses. Consult the SCC Course Schedule, found within the college website, for registration information.

*Will I be required to attend class meetings on campus?*

This is determined by the instructor. Many instructors have on-campus meetings at the start of the semester, but some do not. Instructors teaching Distance Learning courses will provide you with a syllabus online (within Blackboard). The syllabus will include the course requirements and information about any on-campus sessions you will be expected to attend.

*How do students register for Distance Learning classes?*

Students register for Distance Learning classes (blended or online) in the same way that they register for any other class. That is, students apply to the College, take any required placement tests, meet with an advisor as necessary, and register for classes using the Snead State Community College website. For more information about the admission and registration process, click [http://www.snead.edu/future_students/registration.aspx](http://www.snead.edu/future_students/registration.aspx).

*How much do Distance Learning classes cost?*

Distance Learning courses, both blended and online, cost the same as any other Snead State course. That is, Snead State does not distinguish, for tuition purposes, between blended, online, and traditional classes.

*Can I take both Distance Learning classes and regular traditional classes?*

Yes! You can take a "mixture" of blended, online, and traditional courses to best suit your program and your schedule.
Are Distance Learning classes more difficult than traditional classes?

Distance Learning classes are the same as classes conducted in a traditional classroom in terms of objectives, readings, and assessments. The difference is only in the way the class is conducted. Distance Learning classes offer, of course, greater flexibility for those students who work, have families, and take other classes.

How are examinations administered?

Again, this is determined by the course instructor. Some instructors administer exams at on-campus meetings, while others administer them online. Your instructor will provide you with details.

Can I still use Snead State campus resources even if I take a blended or online class?

Most definitely! All resources available to Snead State Community College students are available to Distance Learning students.

Am I eligible for financial aid if I take Distance Learning classes?

Yes. In most cases, financial aid grants, loans, scholarships, and Veterans benefits may be used for Distance Learning classes. You may call our Financial Aid office at 256-840-4107 for more information.

Can I transfer Distance Learning classes to another institution?

Yes, in most cases. Snead State's Distance Learning courses are fully accredited, just as are its traditional courses, and so can be transferred to another institution. For more information about transferring from Snead State to another Alabama institution, visit the STARS (Statewide Transfer Articulation and Reporting System) website by clicking here. It is, of course, the student's responsibility to check with the institution to which he/she wants to transfer for full details. We advise you to check with a counselor at the school you plan to transfer to, so you are sure the course will be accepted. Many schools accept our courses, but some do not. (By the way, your transcript will not specify that the course you took was delivered in a Distance Learning format.)

What software and hardware do I need?

For specific information regarding software and hardware see Minimum Technical Requirements.

I don’t have a computer at home. Can I still take an online course?

Yes, as long as you’re sure you’ll have regular access to a computer that’s connected suitably to the Internet. Some of our students use computers they have at work. There are also computer labs on campus with Internet access (Like the Computer Lab in the McCain Student Success Center or in the Academic Support Center).

What kind of computer skills should I have?

In order to succeed in this type of course, you must be computer literate and have experience in computer communication. That is, you should have good word processing skills, and be familiar with sending and receiving email. You should also feel comfortable navigating the World Wide Web. It is very important that you have these skills before
enrolling in an online course, because it will take some time for you to become accustomed to the way an online course works. Before you know it, you will need to concentrate on the course material, and you won’t have much time to deal with technical matters.

I think I have the technical skills I need, but I’ve never taken a course like this. How do I know if this is right for me?

In order to succeed in a Distance Learning course, you must be self-motivated and be able to work well independently with minimum supervision. Distance Learning courses are every bit as challenging as on-campus courses. In fact, surveys conducted reveal that some students find Distance Learning courses more difficult. You do not meet regularly with your instructor in the classroom, so you must be able to manage your time effectively and stay on track with your coursework. It’s also important that you have strong reading, writing skills, and technical skills. Check the Technical Skills Self-Assessment section later in this Handbook. It will help you determine whether or not you’re technically ready for an online course.

Will I have to be online at a particular time?

Some instructors require students to be online at a particular time to take quizzes or exams, or to participate in chat sessions. You may contact your instructor for details.

What do I do if I can’t access my course online?

If for some reason you cannot access your course, then email or call your instructor or the Distance Learning Office. We will get in touch with our Information Technology Services department and resolve the problem. If you experience technical trouble, please contact Snead State’s help desk (256) 840-4180. Online support is also available at DL@snead.edu.

Will I have to buy books for the course?

You will most likely need to purchase or rent books for your classes. Your instructor will give you information (in the syllabus) about the text materials you’ll need for your course. They are available in the Snead State College Bookstore. The Snead State College Bookstore hours can be found on our website by clicking the following link: www.snead.bncollege.com.

What if I find I can’t continue in my course? Can I withdraw from it?

Yes, but in order to receive a “W” (Withdrawal), you must withdraw before the deadline. The deadline date can be found on our website. Please note that dropping a course is your responsibility. Your instructor is not responsible for dropping you from your course!

What if I have trouble with the course?

If you have academic trouble with a course, please contact your instructor either through email or by telephone. If you have trouble navigating a course, first review the orientation your instructor provides on the course home page. If you experience technical trouble, please contact Snead State’s help desk (256) 840-4180. Online support is also available at DL@snead.edu.

What about protecting my privacy as a student taking distance learning courses?
The Procedures for Protecting the Privacy of Students Enrolled in Distance Education Courses can be found by clicking the following link: click here for privacy statement.

Resources

Academic Advising

Advising services are available to traditional, non-traditional and distance learning students by contacting the McCain Student Success Center at 256-571-0600 or studentservices@snead.edu. Staff members housed within the McCain Student Success Center are readily available to assist students with intake advising as well as academic advising for those students who are majoring in General Education. Students are encouraged to meet with an advisor in the McCain Student Success Center before their first semester of enrollment. Academic advising for specific programs of study is done through faculty advising groups within each department. Students can contact any faculty member within the department of their particular area of study to receive advisement specific to their major. The staff in the McCain Student Success Center can assist students in determining which faculty advising group should be contacted for a student’s program of study. Advising sessions can be held in person, or via telephone conversations and/or e-mail correspondence. It is the student’s responsibility to make arrangements to meet with an advisor during the advisor’s scheduled office hours. The McCain Student Success Center staff is available to assist students Monday-Thursday, 7:30 a.m. – 6 p.m., and Friday, 8 a.m. – Noon.

Academic advising sessions are intended to assist students in developing educational plans to reach life goals. This includes but is not limited to the selection of courses for each semester. Academic advising is designed to assist students in recognizing and accepting responsibility for their own choices about their educational program. Through advising sessions, students become equipped to independently make educational decisions with confidence. Advising sessions can include, but are not limited to, the selection of courses for each semester, learning how to read a degree plan, and discussing career and educational options after completion of an Associate’s Degree.

Students pursuing Associate in Science transfer programs should come to each advising session with a printed copy of the Statewide Transfer Articulation Reporting System, commonly referred to as a STARS Guide. This guide is designed to inform students who attend Alabama community colleges about degree requirements, course equivalents, and other transfer information pertaining to specific majors at each state funded or assisted four-year College as well as select privately funded institutions. The STARS database, if used properly, can prevent the loss of course credit hours, can provide direction for the scheduling of course work, and can ease the transition from one College to another. Students may access the STARS database from the Snead State Community College homepage (www.Snead.edu) or at http://stars.troy.edu. More information about the STARS program can be obtained through the McCain Student Success Center.

Additional information on advising and Snead State’s Academic Advising policy can be found in the College Catalog.

Disability Support Services

Snead State Community College is committed to providing all students equal access to our programs. In accordance with the American Disabilities Act, Distance Learning courses, materials, and resources must be accessible to students with disabilities. Examples of Accommodations include extended time for tests, proctored exams, and electronic text books (when available). Students who would like to request Accommodations should contact the Office of Disabilities at
Students are encouraged to review the information on our website, which includes links to required forms and necessary documentation. Once required documentation has been submitted to the ADA Coordinator and reviewed, the student will be contacted to meet with the Coordinator to establish individualized accommodations. If the student is unable to come to the campus for a meeting, the meeting can be conducted over the phone, by email, or by traditional mail. Once the intake interview has been conducted, accommodations letters are prepared for the student to submit to their instructor(s).

Additional information is available on the Disability Support Services webpage:
http://www.snead.edu/academics/disability_support_services.aspx

**Testing Center**

The Testing Center can be used if an instructor requests that a student take an online test in a proctored environment, or if a student would like to come to campus to take an online test. Arrangements, with the Testing Center, should be made by calling 256-840-4165 or by emailing Ms. Tonya Shields at tshields@snead.edu. The Testing Center Office is located in Room 112, which is on the first floor, in the McCain Student Success and Career Center. The Testing Center operating hours are Monday through Thursday from 8:00 a.m. until 1:00 p.m.

For information regarding proctored testing click: http://www.snead.edu/future_students/testing/proctored_exams.aspx

**Library**

It is the policy of the Snead State Community College Library to provide equal library services to all patrons, whether on the main college campus, at satellite campuses, or online. The library adheres to the policies and guidelines of the Southern Association of Colleges and Schools (SACS) concerning online and Distance Learning students and students at satellite campuses as well as guidelines established by the Association of College and Research Libraries (ACRL).

Students at the Arab Center of Snead State Community College, as well as online students and dual enrollment students at area high schools, have access to all electronic books and online databases through the Internet with nothing more than their Student Identification Number required. Interactive forms are also available on the Library’s Website, which allow Distance Learning and satellite campus students to request all additional services of the Snead State Library, including print materials to be delivered the Arab Center or held at the Library for pickup, interlibrary loans, and items for purchase.

The Head Librarian will conduct bibliographic instruction for satellite campus and other off-campus classes at the request of the instructors of such classes. Additionally, a primary library orientation video is always available for viewing on the Library’s Website which duplicates for online students exactly the same information which is presented during in-person library orientation sessions provided by the Head Librarian. Other, more specific instructional videos are also available on the Library Website and are updated as needed.

The current web address for the Snead State Library Website is: www.snead.edu/library

The Head Librarian’s email address is: jmill@snead.edu
**Bookstore**

The College Bookstore is operated by Barnes and Noble. Purchases can be made at the Boaz location located in the Boaz Outlet Center or online at the Snead State Community College Bookstore site. Online ordering can be done at www.snead.bncollege.com. This will eliminate waiting in the checkout line or searching for books. Once your order is placed online, an email will be sent to you when your order is ready. You can pick up your order at the Boaz location, the Arab Site, or you may choose UPS delivery to your home or business. Online ordering assures the best chance at finding used text books.

If you come to the bookstore to purchase your books, be sure to bring a printed copy of your schedule and your student I.D.

Payment forms at the bookstore include: cash, check, credit cards, Barnes & Noble gift cards, and Financial Aid.

Pell Grant funds are available at the bookstore the week prior to the first day of class through Friday of the first week of class. Other forms of Financial Aid have extended charge dates. Check the bookstore website for details by clicking the following link: **www.snead.bncollege.com**.

The bookstore offers several money-saving options:
- Rentals
- E-books
- Used books
- Loose leaf and bundle packages

The bookstore also offers other items you may need or want as a Snead State student, such as:
Spirit clothing, backpacks, study guides, computers & accessories, graduation essentials, iPhone accessories, Nook devices & accessories, best-selling books, and GED & SAT Prep books.

The bookstore address is:

100 Elizabeth Street  
Boaz, Alabama 35957

The bookstore phone number is (256) 593-1861. Bookstore hours of operation are typically Monday – Friday 7:30 a.m. – 3:00 p.m. Check the website to verify these hours by clicking the following link: **www.snead.bncollege.com**.

**Computers on Campus**

If you’re on campus and need to use a computer with Internet access, then go to the Computer Lab located on the second floor in the McCain Student Success Center. This lab is SSCC’s central computer center serving students of all academic programs. For more information about the center, call the 256-571-0660 or visit the Student Service’s site at [http://www.snead.edu/index.aspx?id=656](http://www.snead.edu/index.aspx?id=656)
**Arab Instructional Site**

In addition to having one of the largest distance education programs in the State, Snead State also offers its students an instructional site in Arab. The Arab Site is a full-service center ready to serve students in the Arab, Guntersville, Brindlee Mountain and surrounding areas. Students can earn their Associate degree at our Arab Center in only four semesters. Options include taking evening classes concentrating in Business or General Education.

The Arab Instructional Site is open Monday-Thursday, 7 a.m. - 6 p.m. It's located at 261 South Main Street in Arab. The phone number is (256) 840-4116.

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**Academic Success Center**

The Academic Success Center (ASC) is part of Snead State Community College’s desire to create an atmosphere where every student feels connected to the College, understands that our purpose is to help them graduate, and has available services to help them progress towards graduation. The Academic Success Center provides academic support services free of charge to all Snead State Community College students. Individualized tutoring is available as well as on-line tutoring, group tutoring, career exploration software, and Student Success Workshops on topics such as Study Skills, Time Management, Note Taking, Resume Building, Blackboard Navigation, etc.

Programs and services offered through the ASC provide students with the individual and group opportunities needed to become successful active learners and assist students in developing independent learning techniques that will contribute to their academic and personal growth. Located behind the baseball field in the former Cosmetology building, the Academic Success Center is well equipped with a computer lab, individualized tutoring space, small and large group tutoring space, and space to simply relax and study on your own.

Academic success services are available to ALL Snead State students through the ASC! The ASC is open Monday - Thursday from 8 a.m. - 6 p.m. and on Fridays from 8 a.m. - noon. For more information, please contact Rachel Green, Coordinator of Career Advising and Tutoring, at rgreen@snead.edu or call 256-840-4151.
Tips for being a Successful Online Learner

Learning Responsibilities

The faculty, staff, and administration of Snead State Community College strive to provide a positive, enriching academic environment for each student. It is the student’s responsibility to:

- Within the first week of school, students should contact the instructor and visit the course site.
- Read the course syllabus and any other documents related to the course to be sure that they are aware of any and all instructor policies. Sign and return any Document of Understanding or Syllabus Verification if requested by the instructor.
- It is up to you, the student, to meet course schedules and deadlines without the instructor’s continued prompting.
- Use the communication procedures established by the instructor for submission of assignments and for completing course requirements.
- Notify the course instructor, in advance, if you are unable to meet any course schedules by the published submission deadline.
- Ask questions. If you don’t understand the instructions, assignments or learning materials, it is your responsibility to ask for help. Students who ask content related questions tend to retain the knowledge they have learned in the online classroom.
- Cite sources carefully. This is one of the simplest ways to prevent plagiarism.

Academic Dishonesty

Students of Snead State community College are expected to behave as responsible members of the college community and to be honest and ethical in their academic work. S SCC strives to provide students with the knowledge, skills, judgment, and wisdom they need to function in society as educated adults. To falsify or fabricate the results of one’s research; to present the words, ideas, data, or work of another as one’s own; or to cheat on an examination corrupts the essential process of higher education and is a disservice to the student and to Snead State. All members of the Snead State Community College community, students, faculty, and staff, share the responsibility and authority to challenge and make known acts of academic dishonesty. Further, students, faculty and staff should ensure that policies regarding academic integrity are clearly outlined in course materials, including course syllabi. For more information regarding Academic Dishonesty, please refer to:


Steps to Success

Success in a Distance Learning course depends on several important factors. When asked what it takes to be successful, students taking Distance Learning courses have identified the following steps:
Communicate
It is very important that you communicate with your instructor and with your classmates. Log on to your course site regularly, read the postings, and contribute your own ideas and opinions.

Don’t Fall Behind
Since you do not see your instructor as often as you would in a traditional on-campus class, it can be very tempting to procrastinate. Don’t fall prey to this! Log on regularly and complete your readings and assignments in a timely manner.

Speak up if you are having problems
If you are having technical difficulties or problems understanding something in the course, you need to let your instructor know. And, if you feel comfortable doing so, post your question/concern for others to see. That way, if your classmates are having the same trouble they will benefit too.

Be Courteous
Be polite to your classmates and respectful of their opinions. Keep in mind that meanings can be misinterpreted in an online environment, so word your postings carefully.

Group Projects & Netiquette

Group Projects
Group projects are usually meant to be worked on over a period of time, not a matter of hours. Group work left for the “last-minute” is generally completed by one person, not the group. Here are some guidelines to prevent the unbalanced load in a group project:

- Develop a communication plan with your group as soon as possible.
- Coordinate time. Don’t be unrealistic with other member’s time. They may be taking an online class because the course did not fit into their on-campus schedule. This may mean they have a job or family obligations. Take this into account.
Clearly define tasks each person is responsible for. Put it in writing and make sure each person in the group knows what the other person is responsible for and when the task is due.
Encourage your fellow group members. This keeps the project collaborative rather than competitive and keeps friction out of the group.

**Chat Netiquette**

- Enter the Chat on-time or before-time
- Say “hello” when you enter the room
- Make sure to read any assigned content on the topic before the assigned chat.
- Spend a few minutes seeing the current conversation in the room before you jump in with questions.
- Do not use emoticons (keyboard combinations that look like faces) or acronyms unless everyone knows what they mean.
- Do not use ALL CAPITAL LETTERS. This is considered yelling and is rude.
- Respect other’s opinions. If you do not agree with their chatter, express your opinion in a respectful manner.
- Be careful when interjecting humor and never insert sarcasm. Because there is no body language involved, and the other students or instructor may not know your personality, it is easy for them to take your remarks out of context. Any comments that can be viewed as offensive, sexist, or racially motivated will not be tolerated.

**Discussion Netiquette**

- Keep the discussion postings within the scope of the course material.
- Respect others opinions. We often learn when we hear an opinion that differs from our own.
- Respond to postings with which you disagree in an objective, respectful manner. Do not make personal or insulting remarks.
- College level communication is reflected in correct spelling and grammar. If you intend to post a long comment in a discussion, you may want to prepare it in a word processing program, review it for spelling and grammar and then copy and paste it into the conversation. You can use Ctrl + C to copy and Ctrl + V to paste the message.
- Break long messages into paragraphs for easier reading.
- Do not use emoticons (keyboard combinations that look like faces) or acronyms unless everyone knows what they mean.
- Before you respond to a threaded message, read all the messages that pertain to the topic.
- Remember all postings may remain on the discussions boards until the professor removes them; so take seriously what you post.
Skills Needed for Distance Learning

Here’s a list of computer and Internet skills you should have before you enroll in an online course.

Computer Skills

- Cut/copy and paste within and between documents
- Use spell check
- Attach a document to an email message
- Paste text from your word processor into an email message
- Print documents
- Run two or more programs at once and move between them
- Open and close document and directory windows
- Find files that you create on your hard drive
- Send and receive email

Internet Skills

- Open an attachment to a message
- Find a web page using its address or URL
- Follow links from one web page to another
- Use the forward and backward buttons on the browser
- Print a web page
- Bookmark pages to access them later
- Use a search engine on the Internet (e.g. Google, Bing, etc.)
- Download documents or software from the Internet

Click Technical Skills Self-Assessment to see if you are technically qualified to take a distance learning course.

If you feel you need to improve your skills, consider taking a course in computer and Internet skills before you enroll in an online course. SSCC offers a variety of credit courses in these areas, and “not-for-credit” courses are offered through SSCC’s Community Education program.

Accessing Blackboard

Login Credentials
The Blackboard system is for use by the students, staff, faculty, and affiliates of Snead State Community College.

Blackboard Login Instructions for Students

1. On the first day of class, log on to the Snead web site at http://www.snead.edu
2. Click on the label "Blackboard."
3. Enter username and password as described below:
   Username: Use your S number
   Password: Use your birthdate (mmdyy)
5. After entering username and password, click the “Login” button or press “enter.” This will take students to the Blackboard screen, which will list the appropriate online course(s). To enter a course, click on the course title.

6. Once in the correct course, follow the given directions. Be sure to frequently (recommended daily) check your email for each course.

**Blackboard Login Tips**

Reasons why you may not be able to log on:

- You have requested to add a class, but you are not officially enrolled in the Student Services office. You will be able to log into the Blackboard system no later than the morning after you are officially enrolled and entered into the system.
- You are entering invalid login information.
- You forgot your password or have the CAPS lock key on.
- If your class is over and your instructor has disabled the site, you will no longer see a link to the course.
- If you have been dropped from the course, you'll no longer have a link to the class.
## Appendix A

### Student Services and Campus Resources

<table>
<thead>
<tr>
<th>Office</th>
<th>Location</th>
<th>Phone</th>
<th>Web</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookstore</td>
<td>Boaz Outlet Center</td>
<td>256.593-1861</td>
<td><a href="http://www.snead.bncollege.com">http://www.snead.bncollege.com</a></td>
</tr>
<tr>
<td>Business Office</td>
<td>Student Success Center, 1st Floor</td>
<td>256.593.5120</td>
<td><a href="http://www.snead.edu/about_us/college_departments/business_operations.aspx">http://www.snead.edu/about_us/college_departments/business_operations.aspx</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>256.571.0613</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>256.571.0690</td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td>Administration Building, 1st Floor</td>
<td>256-840-4173</td>
<td><a href="http://www.snead.edu/library.aspx">http://www.snead.edu/library.aspx</a></td>
</tr>
<tr>
<td>Arab Instructional Site</td>
<td>261 South Main Street in Arab</td>
<td>256.840.4116</td>
<td><a href="http://www.snead.edu/academics/arab_instructional_site.aspx">http://www.snead.edu/academics/arab_instructional_site.aspx</a></td>
</tr>
<tr>
<td>Academic Support</td>
<td>Academic Success Center</td>
<td>256.840.4151</td>
<td><a href="http://www.snead.edu/academics/tutoring.aspx">http://www.snead.edu/academics/tutoring.aspx</a></td>
</tr>
<tr>
<td>Distance Learning</td>
<td>Administration Building, 2nd Floor</td>
<td>256.840.4124</td>
<td><a href="http://www.snead.edu/current_students/online_education.aspx">http://www.snead.edu/current_students/online_education.aspx</a></td>
</tr>
</tbody>
</table>
Appendix B
Minimum Technical Requirements

Connection Speed
Online courses may require you to download/upload large files and may also include streaming audio and video both of which require faster connection speeds. To function properly, Blackboard requires a high-speed Internet connection (DSL, cable, etc.) If you use a dial-up connection, you may encounter difficulties when loading pages, especially during peak usage times. You will also find that both audio and video playback can be very choppy. Additionally, downloading or uploading assignments may take a long time.

Internet Connection Issues
In most online classes, students are required to be online to begin and to submit a Blackboard assessment (test, quiz or survey). If the student loses an Internet connection while taking a Blackboard assessment, this can prevent the successful submission of the assessment.

Wireless Connections
It is HIGHLY advisable to never take an assessment while using a WI-FI, wireless, etc. connection to the Internet.
The following tables highlight the new platform and browser configurations tested for SP 12 using the following support terms:

- **Certified**: Fully supported technology with highest level of testing before release.
- **Compatible**: Fully supported technology with minimal level of testing before release.
- **Unsupported**: Unsupported technology because it is either impossible or not tested.

### Microsoft Windows

<table>
<thead>
<tr>
<th></th>
<th>Internet Explorer 10</th>
<th>Internet Explorer 9</th>
<th>Internet Explorer 8</th>
<th>Firefox ESR¹</th>
<th>Firefox (Final Release Channel)²</th>
<th>Chrome (Stable Channel)³</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP (32-bit)</td>
<td>Unsupported</td>
<td>Unsupported</td>
<td>Compatible</td>
<td>Certified</td>
<td>Compatible</td>
<td>Compatible</td>
</tr>
<tr>
<td>Windows Vista (32-bit)</td>
<td>Unsupported</td>
<td>Certified</td>
<td>Compatible</td>
<td>Certified</td>
<td>Certified</td>
<td>Compatible</td>
</tr>
<tr>
<td>Windows Vista (64-bit)</td>
<td>Unsupported</td>
<td>Compatible</td>
<td>Compatible</td>
<td>Certified</td>
<td>Compatible</td>
<td>Compatible</td>
</tr>
<tr>
<td>Windows 7 (32-bit)</td>
<td>Unsupported</td>
<td>Certified</td>
<td>Compatible</td>
<td>Certified</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Windows 7 (64-bit)</td>
<td>Unsupported</td>
<td>Certified</td>
<td>Compatible</td>
<td>Certified</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Windows 8 (32-bit)</td>
<td>Compatible</td>
<td>Unsupported</td>
<td>Unsupported</td>
<td>Certified</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Windows 8 (64-bit)</td>
<td>Certified</td>
<td>Unsupported</td>
<td>Unsupported</td>
<td>Certified</td>
<td>Certified</td>
<td>Certified</td>
</tr>
</tbody>
</table>

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**Blackboard 9.1 SP12 (Service Pack 12) Compatibility Chart for a PC**
Blackboard 9.1 SP12 (Service Pack 12) Compatibility Chart for a MacBook

<table>
<thead>
<tr>
<th>Apple Mac OS</th>
<th>Safari 6.0.1</th>
<th>Safari 5.1</th>
<th>Safari 5.0</th>
<th>Safari 4.0</th>
<th>Firefox ESR¹</th>
<th>Firefox (Final Release Channel)²</th>
<th>Chrome (Stable Channel)³</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac OS X 10.6</td>
<td>Unsupported</td>
<td>Certified</td>
<td>Certified</td>
<td>Compatible</td>
<td>Certified</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Mac OS X 10.7</td>
<td>Certified (10.7.5)</td>
<td>Certified</td>
<td>Unsupported</td>
<td>Unsupported</td>
<td>Certified</td>
<td>Certified</td>
<td>Certified</td>
</tr>
<tr>
<td>Mac OS X 10.8</td>
<td>Certified (10.8.2)</td>
<td>Certified</td>
<td>Unsupported</td>
<td>Unsupported</td>
<td>Certified</td>
<td>Certified</td>
<td>Certified</td>
</tr>
</tbody>
</table>


² The Firefox Release Channel is the fully tested version by Mozilla and intended to be the most stable. This channel is updated roughly every six weeks. More information is available at [http://blog.mozilla.com/blog/2011/04/13/new-channels-for-firefox-rapid-releases/](http://blog.mozilla.com/blog/2011/04/13/new-channels-for-firefox-rapid-releases/).

³ The Chrome Stable Channel is the fully tested version by Google and intended to be the most stable as the name implies. This channel is updated roughly every 2-3 weeks for minor releases and 6 weeks for major releases. More information is available at [www.chromium.org](http://www.chromium.org).

⁴ The Mac OS X version of Chrome browser does not support Java 7.

**Your browser must be configured properly as follows:**

- JavaScript must be enabled
- Cookies must be enabled
- Pop-up blockers must be disabled
- Set Internet Explorer to Trust [https://snead.blackboard.com](https://snead.blackboard.com)

**Technologies Not Supported**

The following technologies are not supported in **SP 12**:

- Internet Explorer 6, 7, 11
- Firefox 1.x, 2.0, 3.0, 3.5, and 3.6
- Safari 2.0, 3.x and any version on Windows
- Windows XP 64-bit
- Mac OS X 10.3, 10.4, 10.5
- Java 5, although it may continue to work

**Browser Plug-ins**

You will need at least three browser plug-ins to use Blackboard: Adobe Reader, Adobe Flash Player, and the Java Runtime Environment plug-in. (You may need additional plug-ins if the course you are taking includes multimedia elements.)

To download and install the current versions of Adobe Reader and Adobe Flash Player:

2. Click the “Get Adobe Reader” button & install.
4. Click the “Get Adobe Flash Player” button & install.
5. Go to [Do I have Java](http://www.adobe.com/) to check what Java version you have installed.

Click the “Verify Java version” button & install if necessary.
## Minimum Technology Requirements (cont’d) for Online Courses

<table>
<thead>
<tr>
<th>Hardware/Platform</th>
<th>Microsoft Windows</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows XP, Vista, 7, or 8</td>
</tr>
</tbody>
</table>
| **Hardware** | 1.3GHz processor  
2 GB Ram  
80 GB (20 GB free) hard drive |
| **Browsers** | **Internet Explorer** | **Firefox** | **Chrome** |
| Windows XP | Internet Explorer 8 | Firefox 6.0 | Latest Stable Release |
| Windows Vista | Internet Explorer 8 or 9 | Firefox 6.0 | Latest Stable Release |
| Windows 7 | Internet Explorer 8 or 9 | Firefox 6.0 | Latest Stable Release |
| Windows 8 | Internet Explorer 10 | Firefox 6.0 | Latest Stable Release |
| **Internet Connection** | Cable or DSL connection (NOT Wireless) |
| **Adobe Reader** | The latest version of Adobe Reader |
| **Adobe Flash** | The latest version of Adobe Flash Player |
| **Adobe Shockwave** | The latest version of Adobe Shockwave Player |
| **Apple QuickTime** | The latest version of QuickTime |
| **MS Media Player** | The latest version of Windows Media Player |
| **Silverlight** | The latest version of Microsoft Silverlight |
| **Sun JRE** | Blackboard Learn requires the latest version of Sun Java. [http://www.java.com](http://www.java.com) |
| **MS Office** | MS Office 2010, minimum; MS Office 2013, recommended |

<table>
<thead>
<tr>
<th>Hardware/Platform</th>
<th>Apple Macintosh</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>Mac OSX 10.6-10.8</td>
</tr>
</tbody>
</table>
| **Hardware** | 1.3GHz processor  
2 GB Ram  
80 GB (20 GB free) hard drive |
| **Browsers** | **Safari** | **Firefox** | **Chrome** |
| Mac OSX 10.6 | Safari 5.0 or 5.1 | Latest Version | Latest Stable Release |
| Mac OSX 10.7 | Safari 5.1 or 6.0.1 | Latest Version | Latest Stable Release |
| Mac OSX 10.8 | Safari 5.1 or 6.0.1 | Latest Version | Latest Stable Release |
| **Internet Connection** | Cable or DSL connection (NOT Wireless) |
| **Adobe Reader** | The latest version of Adobe Reader |
| **Adobe Flash** | The latest version of Adobe Flash Player |
| **Adobe Shockwave** | The latest version of Adobe Shockwave Player |
| **Apple QuickTime** | The latest version of QuickTime |
| **MS Media Player** | [Flip4Mac WMV Components for QuickTime](http://developer.apple.com/java/) |
| **Silverlight** | The latest version of Microsoft Silverlight |
| **Sun JRE** | Blackboard Learn requires the latest version of Sun Java. [http://developer.apple.com/java/](http://developer.apple.com/java/) |
| **MS Office** | MS Office 2011 |
Appendix C
Technical Skills Self-Assessment

The following self-assessment is provided to help you determine if you possess the technical skills needed to succeed in an online course.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

1. Can you identify your computer’s operating system and version number?
2. Can you restart your computer if it becomes locked up?
3. Can you safely turn off your computer?
4. Can you explain the terms: icon, menu, window, click, select, drag, button?
5. Can you use the mouse to select and deselect text?
6. Can you use a mouse to open and close a program by clicking on an icon?
7. Can you use the “Start” button to open programs?
8. Can you choose a command from the menu?
9. Can you move, resize and close windows?
10. Do you know the difference between close and exit?
11. Can you use the scroll bars?
12. Can you switch between open windows?
13. Can you switch between open applications?
14. Can you create folders and move files?
15. Can you save a file and browse to locate a file?
16. Can you copy and paste text?
17. Can you rename files?
18. Can you download and install programs and plug-ins?
19. Can you connect to an Internet Service Provider (ISP)?
20. Can you open a web browser?
21. Can you create a bookmark or save a favorite webpage?
22. Can you copy a URL?
23. Can you use a search engine to locate information on the Internet?
24. Can you identify the browser and access Internet preferences or options?
25. Can you use email to create and send a message?
26. Can you attach files to an email message?
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>27. Can you reply to an email message?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>28. Do you understand and abide by standard Netiquette?</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>29. Can you open a word processing file?</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>30. Can you save a word processing file, and save as Rich Text Format (.rtf)?</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
<td>31. Can you edit and print a file?</td>
</tr>
</tbody>
</table>

**Evaluating Your Score**

**Your Total:**

How many of the above questions did you respond with a 'Yes'? Use the following scale to assess how technically prepared you are to complete an online course:

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>31 - 25:</td>
<td>Excellent More than likely you have the technical skills needed to succeed in online courses.</td>
</tr>
<tr>
<td>24 - 19:</td>
<td>Fair Contact the course instructor before enrolling to find out if your lack of certain skills will jeopardize your ability to complete the course.</td>
</tr>
<tr>
<td>18 or less:</td>
<td>Need improvement We recommend that you access coursework, workshops, or tutorials that will help you improve your basic computer and internet skills before enrolling in an online course.</td>
</tr>
</tbody>
</table>

For any questions pertaining to this self-assessment, please call 256-840-4180 or 256-840-4124 or email DL@snead.edu.

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The provisions of this handbook do not constitute a contract, express or implied, between Snead State Community College and any applicant, student, student’s family, faculty or staff member. Snead State reserves the right to change the policies, procedures, rules, regulations, and information in the handbook at any time. This handbook is a general information publication only and is a supplement to the Snead State Community College Catalog.

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It is the policy of the Alabama State Board of Education and Snead State Community College, a postsecondary institution under its control, that no person shall, on the grounds of race, color, disability, sex, religion, creed, national origin, or age, be excluded from participation in, be denied benefit of, or be subjected to discrimination under any program, activity, or employment.