To the Student:

Welcome to online learning at Ivy Tech!

We are glad that you have included online learning as part of your educational experience at Ivy Tech Community College. Whether you are enrolled in an online class, are viewing a class via videoconference, or are enrolled in a hybrid online and face-to-face course, online learning can help provide you with the classes you need in a flexible format.

This handbook has been designed to help you navigate the online learning experience. There are many differences between online learning and regular face-to-face education, and this handbook will help you understand those differences.

If you are an Ivy Tech Region 13 student, the Instructional Design Center at the Sellersburg Campus is the office that is responsible for helping faculty and students with online learning. Please do not hesitate to contact our office if you need assistance or have general questions. You will find our contact information on page 25 of this handbook.

We wish you the best in your online learning courses!

Sincerely,

Lacie Crone

Lacie Crone RN, MSEd, CCRN, CPN, CLNC
Online Technologies Coordinator
Ivy Tech Community College – Region 13

Please note that all information in this handbook is subject to change.

Material in this version of the handbook is valid for 2012.
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Introduction to Online Learning
Getting started in your online learning class can be a stressful, even confusing task. Unlike taking a class face-to-face on campus, you may never meet your instructor in person, and you may never meet any of your classmates. Online learning can often seem like you’re on your own.

This guide is meant to help you navigate what you need to do to get successfully started with your online class. This guide is specifically meant for students in the Sellersburg Region. If you’re a student in another region, you’ll find some great information, but you may need to find information specific to your region.

Meeting with an Advisor
If you are considering online learning, before you register it is highly recommended that you speak with an academic advisor. Your advisor can help you determine if an online learning course is right for you. Your advisor may speak with you about your learning style, your personal preferences when it comes to learning, and other areas that may help determine if you are a good candidate for distance learning. Your advisor is an important part of your educational success!

What Online learning at Ivy Tech is NOT
Online learning has progressed a long way since its earliest forms, where students would take correspondence courses – a school would mail all materials to students, and students would mail assignments and exams back when those items were completed. Students might have had a year or so to complete a single course. Online learning has progressed since then, from courses delivered by radio broadcast or one-way satellite television broadcasts. Today, classes are delivered to students through online learning systems such as Blackboard, Internet based real time videoconferencing, even mixtures of online and on-campus learning.

Ivy Tech provides online learning classes in three ways – online via Blackboard, videoconference, and a “hybrid” format of on-campus and online learning. Ivy Tech does not offer correspondence courses or other courses that allow the student to take more than a standard semester to complete.

What is critical for students to know about their online learning course, especially online courses, is that in every course there are weekly assignments due. Students enrolled in an online course, for example, cannot log in to the class and start the class at any time during the term; the class begins on the first day of the term and students are expected to participate in the class from the beginning to the end. Students who do not participate in the first two weeks of the class term can actually be dropped from the class for non-attendance!

Online learning at Ivy Tech is not a passive experience. As a student in online learning classes, you will be expected to engage your instructor and classmates from day one of the course. Your success in online learning classes depends on you!
Registering with Campus Connect
Campus Connect (http://cc.ivytech.edu) is the web portal for Ivy Tech Community College. Registration with Campus Connect is required for you to be able to access the Blackboard Learning System, your course schedule, your final grades, and your Ivy Tech e-mail.

If you’ve not yet registered with Campus Connect, you will need to get online and go to http://cc.ivytech.edu to access the portal.

Campus Connect offers a self-service account setup. When you set up your account, you will have access to not only your online classes, but also your Ivy Tech e-mail and other online student services.

To set up your account for the first time, click on First Time users start here. You will see the Acceptable Use Policy page.
You must agree to the Acceptable Use Policy to continue setting up your account. You will then need to fill in your student information. This information is based on the address and personal information you submitted to the College on application.

After you successfully enter your personal information, you will need to set up your security questions. You will need to enter information for all six questions. If you ever forget your account information, you will need to successfully answer three of six questions.

After you setup your account, Campus Connect will provide you with your username and allow you to create your own system password. You will then have the opportunity to log in to Campus Connect.

Once you log in to Campus Connect, you will see the Campus Connect **Home** screen.
In the upper right hand corner, you will see the e-mail icon. Clicking here will take you to your Ivy Tech e-mail account. You will log in using the same username and password that you used to log in to Campus Connect.

**NOTE:** You should regularly check your Ivy Tech e-mail account as all college-related email will be sent to your Ivy Tech account!

**Your Ivy Tech E-mail Account**

All Ivy Tech students have an e-mail account that is accessible through Campus Connect. Here are a few things you should know about your Ivy Tech e-mail:

- Your Ivy Tech e-mail account is where *all* official communication from the College to you will be sent. This includes e-mail from your instructors.
- Ivy Tech student e-mail *cannot* be forwarded to a different e-mail address, nor can it be downloaded to an e-mail reader such as Microsoft Outlook or Mozilla Thunderbird.
- Students are limited to 15 MB of mail storage, so mailboxes must be cleaned out regularly to ensure continued receipt of e-mail.
- E-mail accounts that exceed 15 MB of storage will be *disabled* and students must contact the Ivy Tech Statewide Helpdesk to regain access. They will state “Out of Quota”.

It is *strongly recommended* that as a student, you use your Ivy Tech e-mail to communicate with your instructor or other college staff. Your instructor is under *no obligation* to send e-mail to you at any address other than your Ivy Tech e-mail address.

**YOU ARE RESPONSIBLE FOR CHECKING YOUR IVY TECH E-MAIL ON A REGULAR BASIS.**

If you do not check your Ivy Tech e-mail on a regular basis (at least once per day), you may miss important information from your instructor(s) or the College.
PLEASE NOTE THAT IVY TECH EMAIL AND BLACKBOARD MESSAGES ARE TWO SEPARATE SYSTEMS

If your instructor communicates with you within Blackboard “messages”, then you will need to access the Messages under the Communication section in your Toolbox within the Blackboard Course.
Blackboard

Blackboard is the online learning system used by Ivy Tech Community College. All courses – including on-campus courses – have a course site on Blackboard. It is important that you as a student enrolled in an online learning course learn how to use the Blackboard system.

The website to Blackboard is: https://online.ivytech.edu. After you have accessed Blackboard, you will see the My Blackboard 9.1 page for Blackboard. In this section, each Blackboard tab will be explained. You may need to access some of the other tabs in the upper right-hand corner of the Blackboard site to access information.

A Note about Browsers:

Most web browsers will access Blackboard. (Please do not use AOL – it does not work). Internet Explorer does not generally work well with Blackboard. When at all possible, use Firefox. (www.mozilla.com for the free download)

Mac users should use the Mozilla Firefox or Apple Safari browser.

Users of Linux should use Mozilla Firefox.

Blackboard Tabs

When you log into Blackboard, you will see a series of tabs across the top of the screen.

A brief description of what is included in each tab follows.
The My Blackboard 9.1 Tab

The My Blackboard 9.1 page will list the courses you are enrolled in, important system announcements, and any organizations that you may belong to. There are also links to useful tools that you can use to make sure your internet browser is ready for Blackboard, as well as links to important websites and information.

Hot Links

On the left hand side of the My Blackboard 9.1 page you will see a menu called Hot Links. Several important links that you may need are available. The links are:

- **Testing Site Info** – A list of all Ivy Tech and Ivy Tech-affiliated campuses and learning centers where you may take your course exams.
- **Campus Connect Login** – Opens the login screen for Campus Connect in a new browser window.
- **LockDown Browser Installation Link** – For classes that require students to use the Respondus LockDown Browser for course exams, this is where students can download the software for free (downloading only available if you’re using Internet Explorer).

Browser Settings

In the top-center of the My Blackboard 9.1 page you will see a tool called Browser Settings. This tool can help you find out if your browser is set up correctly for Blackboard. It is highly recommended that you run this test before attempting to access your classes!

To test your browser, click the Test Browser button. This will open a new webpage that will check your browser settings.

The tests will let you know if your browser supports required and optional components for Blackboard. You can also run tests to see if your browser allows pop-up windows and alerts. You can also read information about the components Blackboard utilizes and information for users who are accessing Blackboard off of the Ivy Tech campus.
My Courses

Located under the Browser Settings area is My Courses. In this area you will find links to your courses’ sites on Blackboard. You will also see any recent announcements that have been posted to the course sites. You may click on any of the links to access your courses.

At the beginning of each semester, you may note that your classes from the previous semester (if applicable) are still present. Those courses will be removed from your menu by Blackboard during the mid-point of the semester after those courses began.

My Communities

As a student, you may or may not be a member of a Blackboard Organization. Organizations are similar to courses, except that organizations are not removed from the system after a semester, and you must be added by the person who runs the organization site.

A note about organizations...if you are a member of a student organization at Ivy Tech and you don’t see an organization on Blackboard for your group, that is because student organizations and Blackboard Organizations are not one and the same. If your student organization wants an organization on Blackboard, please ask your faculty advisor to contact the Online learning Coordinator.

The Courses Tab

When you click on the Courses tab in Blackboard, you will see a list of your courses with additional information.

Course Search

In the Course Search area, you can browse the entire course catalog – you can search for classes, instructors, and more. The classes must be present on Blackboard to be searched for.

Course List

This is a list of the courses you are currently enrolled in. You can click on the name of the course to go to the course site, learn the name of your instructor, see any recently posted announcements, check for any tasks due, and see if there are any calendar events (such as due dates).

Institution Discussion Boards

If you are having problems with Blackboard or just want to comment on the system, you can click on the Student and Faculty Help link. Ivy Tech online learning staff across the state, as well as faculty and other students read the discussion boards and can offer help and advice. You are welcome to post any questions, comments, or concerns to this board!
The Community Tab

The Community tab lists the individual Blackboard organizations that you may be a member of.

Organization Search
In the Organization Search area, you can see if there is an organization on Blackboard that you would like to be a member of. The organization must be present on Blackboard to be searched for.

My Organizations
This lists the organizations that you are a member or a leader of. Click on the organization name to access the organization’s site.

Organization Catalog
This allows you to browse the individual organizations on Blackboard. This is similar to the Organization Search.

The Virtual Library Tab

Ivy Tech offers a virtual library for all students enrolled at the College. To enter the specific virtual library for your campus, click the name of your campus. There are also specific resources for distance learners.

This virtual library allows you to search for books, magazine articles, journal articles, and more. In addition, the virtual library offers full-text newspaper, journal, and magazine articles that you can use in your research papers, as well as electronic books! The virtual library also offers research and writing guides and a way for you to contact a librarian if you need assistance.

A Little Note:
You can find information on how to use the Virtual Library at the main Sellersburg Ivy Tech campus. If you need to learn how to use the Virtual Library, please ask one of the librarians about Virtual Library training or help documents or by calling (812) 246-3301 Ext. 4138.

The Click for Help Tab

At some point you may help with your class – you may be unsure of how to post to the course discussion board or how to use some of the software that works with Blackboard. That is where the Click for Help tab can offer assistance to you.

As a student, you will see the Student Help menu under Click for Help. This menu includes video tutorials, quick guides for Blackboard and other programs, a link to the Ivy Tech Helpdesk, program downloads, and a list of known issues. The most common issues and questions are addressed in the Student Help menu. It is highly suggested that you view the contents of this menu before calling your instructor, Online learning Coordinator, or the Helpdesk about any problems that you may be experiencing.
Book Orders

The BookNow program allows students to purchase textbooks online, easily and immediately after completing their online registration. Once the student has registered, he/she will click on the "BookNow" link, and will be taken to the Follett website. All required and recommended course materials that correspond to the student’s schedule will appear and are available for purchase.

NOTE: Recommended materials are NOT used in the course, and are strictly OPTIONAL for purchase.

Benefits that Ivy Tech students receive:

- Students are provided with an all-in-one online solution, making it easier for them and saving time.
- Students who use BookNow have the first opportunity to purchase used textbooks
- Recommended and required readings can be purchased for any class, and are available in new and used conditions.
- NO MORE LONG LINES AT THE BOOKSTORE.

BookNow can be used by any student at anytime by following these steps:

1. First, login to Campus Connect
   - Click on "Student Services" Tab
   - Click on the link "Students click here to" in the "Online Student Faculty Box" (this takes you to Self Service Banner (SSB))
   - Click on "Student Tab"
   - Click on "Registration"
2. Next, register for your courses.
3. At the end of registration you will be able to click on the link
   - "Purchase Books at eFollett" which display at the bottom of the page
4. You will be taken to the bookstore website where the textbooks for the courses you registered for will be featured. At this time you can select which textbooks you would like to purchase. If you do not wish to purchase a textbook you can uncheck the box "Buy This Item".
5. Once you have determined the textbooks you would like to purchase click on "Add to Cart and go to Cart". You are then taken to your shopping cart. From there you can still remove a textbook out of your cart by clicking "delete". You can also update the quantity of textbooks you wish to purchase.
6. Next you will select if you would like your textbooks replaced if a New or Used textbook is unavailable. If the store runs out of Used textbooks it will replace your textbook with a New textbook. The same will apply if the store runs out of New textbooks. They will replace your textbook with a Used textbook if inventory permits. Once you have selected your replacement preference Click "Checkout"
7. You will then need to "Login" or "Register" on the bookstore site.
8. After you login/register, you will select your Delivery Option and have the opportunity to add comments.
9. You will be taken to the Payment Options page where you enter your payment information. Click "Continue Checkout" where you will be taken to your Order Review page 10. Once you click "Complete My Order" you will be taken to a Thank You page and a confirmation email will be sent.
Other Common Book Ordering Questions and Answers

- **If my book is back-ordered, or if I’d prefer to buy from a retailer I know will send my books overnight, am I able to order from another book seller?**
  You could, but it is not recommended. Some books have other materials bundled (packaged) with them, so if you order the book from another party, you may not get all the materials required for the course. If you do not get all the materials you need, you’ll need to find a way to get the other content that is required for the course.

If your book is back-ordered, let you instructor know **immediately**.

- **I’d prefer to buy a used book. Are there any potential problems with this?**
  It depends on the class and the book. For many classes, buying a used book is not only OK, but it will save you a lot of money.

  You must watch out for a couple of things. Did the used book originally come with a CD or DVD, but now that disk is gone? Is a code for a publisher’s website in the used book? The reason you must be careful when purchasing a used book is because your course may require you to use the media that was packaged with the book, or sign in to a website provided by the publisher. Plus, you may not know if your book will require a CD or special code until the first day of class.

  If you need a new disk or website access code, that **will** cost you extra as you will need to order those from the publisher. That could elevate the cost of your book to the point where the initial savings from buying a used book are now gone. You are better off purchasing a new book for certain courses.

- **I’m enrolled in a two-way videoconference class. Do I order my book from the Online Bookstore?**
  Yes. Just make sure you enter the campus that is teaching your two way video class, or the appropriate Course Reference Number (CRN), when you are selecting the course for this textbook.

- **What about hybrid classes? Are books for those classes sold at the Online Bookstore?**
  Yes. Books for hybrid classes are listed by their Course Reference Number (CRN) or the campus where the course is being taught. Be sure to select that campus when searching for your textbook.
Testing Information
Your online class may require you to take exams in a proctored environment. What this means is that you must take the exam in a controlled environment, and you may have restrictions on what you can have with you while you take your exam. You may be allowed a combination of scratch paper, a calculator, and/or course notes, or you may not be allowed to have anything with you at all.

Other sites:  [http://wwwcc.ivytech.edu/distance-learning/distance-testing-centers.html](http://wwwcc.ivytech.edu/distance-learning/distance-testing-centers.html)

In the Sellersburg Region, there are several locations where you may take your exams:

<table>
<thead>
<tr>
<th>Assessment/Testing Center</th>
<th>Ivy Tech Community College – Sellersburg</th>
<th>Room #G23</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sellersburg, IN 47172</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: (812) 246-3301 Ext. 4156</td>
<td></td>
</tr>
<tr>
<td></td>
<td>E-mail: <a href="mailto:distancetesting-sellersburg@lists.ivytech.edu">distancetesting-sellersburg@lists.ivytech.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

For all assessments for online classes at Ivy Tech locations, appointments are required. Sometimes same-day appointments are available. **There are no fees for Ivy Tech exams taken at Ivy Tech testing locations!**

There are several other proctoring sites in and around Region 13. Those include the following:

<table>
<thead>
<tr>
<th>CORYDON</th>
<th>PAOLI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrison County LifeLong Learning Center</td>
<td>Community Learning Center of Orange County</td>
</tr>
<tr>
<td>101 Hwy 62 W, Suite #104</td>
<td>1075 N. Sandy Hook Road, Suite #2</td>
</tr>
<tr>
<td>Corydon, IN 47112</td>
<td>Paoli, IN 47454</td>
</tr>
<tr>
<td>(812) 738-7736 FAX (812) 734-0798</td>
<td>(812) 723-4171 Ext. 4181 FAX (812) 723-5722</td>
</tr>
<tr>
<td>Email: <a href="mailto:distancetesting-corydon@lists.ivytech.edu">distancetesting-corydon@lists.ivytech.edu</a></td>
<td>Email: <a href="mailto:distancetesting-paoli@lists.ivytech.edu">distancetesting-paoli@lists.ivytech.edu</a></td>
</tr>
<tr>
<td><a href="http://www.harrisonlifelonglearning.com">www.harrisonlifelonglearning.com</a></td>
<td><a href="http://www.clcinfo.org">www.clcinfo.org</a></td>
</tr>
</tbody>
</table>

With all testing sites, please call and arrange a testing time before arriving to take an exam!

Other Testing Locations
If you live in Indiana, and are enrolled in an Ivy Tech course, you may take your exam at any Ivy Tech Community College location at no charge. Additionally, organizations such as the Purdue Cooperative Extension Service, College Cooperative Southeast, and other learning centers across Indiana do offer proctoring services to Ivy Tech students. For a list of testing locations statewide in Indiana, please visit [http://www.icn.org/services_and_resources/test_proctoring.html](http://www.icn.org/services_and_resources/test_proctoring.html).
Co-enrolled students (students who are primarily enrolled at another college or university, but are also enrolled in classes at Ivy Tech) and students enrolled at Ivy Tech through the Indiana College Network may elect to take their exams on their home campus instead of at an Ivy Tech location. Students wishing to do this should contact their home campus’ testing center to determine if they can take their Ivy Tech exams at that location.

Other acceptable proctoring locations may include other colleges and universities within and outside of Indiana, military learning centers, public libraries, local schools, churches, corporate training centers, for-profit learning centers (such as Sylvan), and more. Should you choose an alternative means of proctored testing, you will need a contact person. Provide his/her name, address, business e-mail, and other information to your instructor. You should not ask a family member or close friend to serve as your exam proctor. Should you choose a proctoring location other than an Ivy Tech campus, as a student you are responsible for paying any testing fees that are charged.

Having Your Tests Sent to Your Proctor
Many instructors at the beginning of the semester will ask you to provide information on where you want to take your exams. They will keep this information on record and send the tests to your selected exam proctor.

If you are enrolled in a class from Ivy Tech Community College’s Terre Haute campus, however, you must order your exams from that campus directly. Visit http://assignments.ivytech7.cc.in.us/testing/ to order exams. You must allow 72 hours (or 3 business days) for your exam to be sent to your proctor. If you have difficulties with the Terre Haute test ordering system, please contact the Terre Haute campus Testing Center directly. Please visit their website at http://www.goivytech.net/cets/testing.html or call (800) 377-4882 ext. 2447 or ext. 2404.

If your test has not been received by your proctor, contact your instructor immediately.

Exam Due Dates
It is your responsibility to make sure you have your exams taken by the deadline set by your instructor. Check your syllabus for all exam due dates. Failure to take your exam on time may result in a score of 0.

Should you miss an exam due to illness, inclement weather, or other reason, please contact your instructor to request an extension.
Testing and Academic Honesty

One of the reasons some tests are proctored is to ensure the integrity of exams. Regrettably, some students choose to exhibit dishonest behavior by cheating when taking an exam in the proctoring center.

The Testing Center staff members have the right to confiscate unauthorized materials that are brought in to the exam area. Crib sheets, notes, and other paper may be removed by the test proctor. Students who bring cell phones in to an exam and are observed using the phone during the exam may be asked to remove the cell phone from the testing area and place it in a secure location during the duration of the exam. Other observed behaviors, including opening web pages to look up information, may be documented by the staff.

Should Testing Center staff observe dishonest behavior, they will allow the student to complete the exam. However, the staff will complete an Academic Dishonesty Report that will be sent to the instructor. The instructor has the right to act upon this report for disciplinary proceedings against the student who is alleged to have been cheating on his/her exam.

Testing – Reasonable Accommodation

If you need reasonable accommodation due to a disability, including screen readers, or even just some extra time on exams, please make sure that your campus’ Disability Services Coordinator provides documentation to your instructor. Students who only need extra time on exams due to a learning disability do not need to make special arrangements with a testing center – the instructor, however, must make sure that the correct length of time allowed for the exam is listed on the proctoring form they will send to the testing center.

For students who need screen readers or other assistance, the exam proctor may be the Disability Services Coordinator or his/her designate. Please talk with the Disability Services Coordinator to make sure that it is appropriate that your instructor sends your proctoring forms to the Disability Services Coordinator instead of the Testing Center.

**Sellersburg’s Disability Services Coordinator is:**
Sarah Richards, (812) 246-3301 Ext. 4179, Email – srichards19@ivytech.edu
Getting Started With Your Online Class
Here is a quick checklist to help you get started with your online class from Ivy Tech:

- Log in to Campus Connect and download your class schedule.
- Check your Ivy Tech e-mail to look for any messages from your instructor(s). Take time each day to check your Ivy Tech e-mail.
- Before your class begins, log into http://online.ivytech.edu and log in to Blackboard using your Campus Connect username and password. There you can complete the online orientation to Distance Learning.
- On the first day of class, log in to Blackboard. The courses that you are enrolled in will appear in the My Courses box on the first day of class.
  - Click on a course name to access that class’ Blackboard site.
  - For each class, take the time to explore the course site.
    - Find the class syllabus and other course information.
    - View the material found in each menu item.
  - Download your course syllabus and calendar.
  - Make note of all assignments due during the first week of class and their due date.
- If your instructor asks you where you will take your exams, provide him/her with the testing center where you will complete any assessments.
- Complete an assignment during the first two weeks of class to ensure your continued enrollment in the class.

If you complete no assignments during the first two weeks of class, you may be **dropped** from your class for non-attendance. Simply logging in to your class is not recognized by Ivy Tech as class attendance.

If you are dropped from a class but you did complete assigned work, contact the Online learning Coordinator immediately.
**Videoconference (Two-Way) Classes**

You may be required to enroll in a videoconference, or two-way video, class. If the class originates in Sellersburg, check your class schedule and report to the room noted on your schedule on the first day of class.

If you are enrolled in a class originating in another region, follow these steps:

- Contact the Online learning Department at (812) 246-3301 Ext 4215 to see if your class is on the room schedule.
- On the first day of class, arrive no less than 15 minutes before your class is scheduled to begin. You will receive training on how to use the videoconferencing equipment in the classroom.

**Videoconference Course Tapes/Disks**

If you are enrolled in a course being taught by videoconference, if there is a technical failure of the equipment on campus, or if the campus is closed due to inclement weather or another reason, you will be able to obtain a taped copy of the class you missed. In this case, the Online learning Coordinator will contact their counterpart at the campus where your class originates. Then, you may obtain the recording from the Online learning Coordinator after the tape or disk arrives, and you may view it at your leisure. These are only available onsite. Schedule an appointment to watch the CD/Video.

If you miss class due to illness or other reason, to get a copy of the disk or tape, you must get the permission of your instructor to obtain the taped course. Please contact your instructor **BY E-MAIL** and ask for permission to view the recording, and request that the recording be sent to your Online learning Coordinator. If you get permission to view the recording, you will be notified by the Instructional Design Center when the disk or tape arrives.
Videoconference Courses: Break Schedules and Summer Classes
At this time, Ivy Tech does not have set schedules for Summer Session start/end dates, nor are there set dates for Fall or Spring Breaks that are the same throughout the Ivy Tech system.

If you are enrolled in a videoconference course originating at another region, it is your responsibility to know when that region’s course start dates are, and when their breaks are held. If your class meets during a break observed by the Sellersburg campus, you will still have access to your classroom so you may view your class. If your summer class begins before the Sellersburg Summer Session begins, you will have access to a classroom to view your class.

Please remember: As a Sellersburg student, even if the Sellersburg campus is on Spring Break, for example, if the campus where your course originates is not on Spring Break you are still required to attend class.

Hybrid Courses (50%+ Blackboard Content)
Hybrid courses are very similar to videoconference courses. If you are enrolled in a hybrid course, you will be required to come to campus on a regular basis (once per week or once every two weeks) to meet with your classmates and instructor.

Typically, the majority of your coursework will be online. You may be required to submit all assignments, take exams and quizzes, and read course materials on Blackboard.

**It is critical that you attend on-campus course sessions.** On-campus sessions may include labs and group work that are an important part of your course. Please check your course schedule to determine the date, time, and location of the on-campus portion of your course.

Similar to online courses, you should log in to your hybrid course’s site on Blackboard on the first day of class. Your syllabus, course calendar, and other materials should be online.

If you enroll in a hybrid course originating outside of the Sellersburg region, you will need to determine where the on-campus hybrid course meeting locations are. E-mail your instructor to get specific information if you are not sure where your class will be meeting.

**If your course is a hybrid videoconference and online class** – please contact Instructional Design at (812) 246-3301 Ext. 4215 to make sure your class is on the schedule for viewing. Please review the videoconference course information on pages 20 and 21 of this manual for more specific information about videoconference courses.
SOFTWARE/HARDWARE NEEDS

Students that take online classes should have a good internet connection. DSL, Cable, Satellite is preferable. Dial-up modems can work but required much more diligence and patience from the student.

Listed below are standard free software downloads that every student should have loaded, so as to best view their course materials:


Tips and Tricks
Purchase a 1 or 2 GB USB Flash drive ($5-$15). Use this as a storage/transfer device. Especially if you have a slower connection, go to a site with a faster internet speed (Sellersburg campus, local library, learning center, etc) and download all your class documents. This will allow you greater flexibility to work on your coursework when your connection may not be optimum.
# Common Problems & Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution(s)</th>
</tr>
</thead>
</table>
| Course is not listed on Blackboard.                                   | Classes do not appear on Blackboard until the day the course begins. Refer to your course schedule.  
If your course has not started and you are no longer registered for the course, contact the **Registrar’s Office**.  
If you registered for a course but on the first day the course is not listed, and the course is not on your schedule, you may have been dropped for non-payment. Contact the **Cashier’s Office**.  
If the semester has begun and your course no longer appears after several weeks, you may have been dropped for non-participation. Contact your **instructor**. |
| Unable to use discussion board while using Microsoft Vista and Firefox browser. | If your operating system is Microsoft Vista, please use **Internet Explorer 7** as your web browser.                                                                                                           |
| Locked out of my Ivy Tech electronic mail account.                    | Contact the Statewide Helpdesk at (877) 489-8324 or complete a help ticket at https://helpdesk.ivytech.edu/createissue.php.                                                                                     |
| Tried to take a lengthy exam but when I finished it, I was logged out of Blackboard and I could not submit it. | Blackboard automatically logs users out after 3 hours of inactivity. If you are taking a test that last 3 hours or more and do not change pages or have any other contact with Blackboard except for answering questions on the exam, Blackboard will time out. Save the answer to each question by clicking the **Save** button next to each question.  |
| Lost internet connection during a quiz or exam and now I’m locked out and cannot complete it! | **Assessment or Testing Center:** Ask the proctor to contact the Help Desk. The Help Desk will reset your exam.  
If you take a quiz or exam away from an Ivy Tech campus or affiliated center, you must contact your **instructor** and notify them of the issue. |
<p>| I purchased a used math book and now I need a code for MyMathLab (or similar program). | Contact your <strong>book publisher</strong> or the <strong>bookstore</strong>.                                                                                                                                                    |
| I am having trouble with MyMathLab (or similar program).               | Contact the <strong>book publisher’s technical support</strong>.                                                                                                                                                       |
| My web browser does not display Blackboard correctly.                 | Refer to page 9, and run the <strong>Test Browser</strong> feature on the <strong>My Blackboard 9.1</strong> page on Blackboard.                                                                                                     |
| There is no content in my online course.                              | Contact your Online learning Coordinator immediately.                                                                                                                                                |
| Cannot access exam or quiz.                                           | Contact your instructor. If test is being taken in a on-campus testing center, also contact the Online learning Coordinator.                                                                                |
| Instructor cannot read papers I have submitted.                       | This may be a compatibility problem between your word processor and your instructor’s program. Save all documents as <strong>Rich Text Format</strong>, or <strong>RTF</strong>; unless instructed not to do so by your instructor. RTF documents can be read by nearly any word processor. |
| What To Do When…                                                      | <strong>What to Do</strong>                                                                                                                                                                                             |
| Issue                                                                 |                                                                                                                                                                                                          |
| Have emailed or called instructor but no response.                    | Instructors have 2 <strong>business</strong> days to respond to email or <strong>call</strong>.                                                                                                                                     |</p>
<table>
<thead>
<tr>
<th>Issue</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have not received textbook yet that was ordered from the Statewide Bookstore.</td>
<td>Please allow at least one week for shipping after your order is placed.</td>
</tr>
<tr>
<td></td>
<td>✓ Order Inquiries: <a href="mailto:1076txt3@fheg.follett.com">1076txt3@fheg.follett.com</a></td>
</tr>
<tr>
<td></td>
<td>✓ CANCEL your order: <a href="mailto:1076txt2@fheg.follett.com">1076txt2@fheg.follett.com</a></td>
</tr>
<tr>
<td></td>
<td>✓ All Other Inquiries: <a href="mailto:1076mgr@fheg.follett.com">1076mgr@fheg.follett.com</a></td>
</tr>
<tr>
<td>Quiz, assignment, or exam that was supposed to be present on Blackboard is not there.</td>
<td>Inform your instructor immediately, and let him/her know which item you cannot access.</td>
</tr>
<tr>
<td>A fellow student in my class made an inappropriate comment about a thread I posted on the discussion board.</td>
<td>Talk to your instructor about the issue as soon as possible. Your instructor can remove the inappropriate comment from the discussion board, and have a meeting with the student who made the comment.</td>
</tr>
<tr>
<td>Campus is closed due to weather (or other reason) and I cannot attend my videoconference class.</td>
<td>The Online Learning Coordinator will request a recorded copy of the class from that day. Contact the Online Learning Coordinator to arrange a time to pick up and/or view the recorded class.</td>
</tr>
<tr>
<td>My course requires me to have access to software that is not present on campus.</td>
<td>You need to inform your instructor of this problem as once. Contact your Online Learning Coordinator to confirm the software is not on campus. If the software is specialized and is not present on your home campus, it may not be possible for you to complete the class.</td>
</tr>
<tr>
<td>I received a final grade for my online class that I do not think was accurate.</td>
<td>As the student, you must initiate contact with your instructor as soon as possible. Contact your instructor by phone or email to set up an appointment to discuss your grade. Your instructor can elect to modify your grade or not based on the meeting you have.</td>
</tr>
<tr>
<td></td>
<td>If you do not agree with your instructor’s decision, you must contact your instructor’s supervisor in writing and appeal this decision.</td>
</tr>
<tr>
<td></td>
<td>You may include your campus’ Online Learning Coordinator in all correspondence.</td>
</tr>
<tr>
<td>I had a rough start in my current online course and noticed there is a late-start version of the same course. I’d like to change classes!</td>
<td>Make an appointment with your academic advisor and discuss this situation with them. If you choose to change classes, you will need to complete a drop/add form with the Registrar’s Office (or online on Campus Connect).</td>
</tr>
<tr>
<td>I have a learning disability and my quizzes on Blackboard are only 30 minutes long. I need more time. What should I do? If I exceed the quiz time I see a red “!” and not my score!</td>
<td>Ask your campus Disability Services Coordinator to provide your instructor with documentation that gives you additional time to take quizzes. The instructor does not have to do anything to change the length of time, but he/she will have to grade your quiz separately. Don’t worry – if you exceed the 30 minute limit you will not be kicked out of the quiz!</td>
</tr>
<tr>
<td>What if I have a physical limitation and need special devices to help me take this class, such as screen readers or captioning?</td>
<td>Talk to your Disability Services Coordinator to discuss options on using assistive software or devices to aid you in the class.</td>
</tr>
</tbody>
</table>
## Who to Contact

<table>
<thead>
<tr>
<th>Instructor issues</th>
<th>Lacie M. Crone, RN, MSEd, CCRN, CPN, CLNC</th>
<th>812-246-3301, Ext. 4355</th>
<th><a href="mailto:lcrone@ivytech.edu">lcrone@ivytech.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Online Technology Coordinator</td>
<td></td>
<td>Blackboard IM: lcrone</td>
</tr>
<tr>
<td>Blackboard Technical Issues</td>
<td>Kim Pelsor</td>
<td>812-246-3301, Ext. 4215</td>
<td><a href="mailto:kmeldor1@ivytech.edu">kmeldor1@ivytech.edu</a></td>
</tr>
<tr>
<td></td>
<td>Online Technology Technician</td>
<td></td>
<td>Blackboard IM: kpelsor1</td>
</tr>
<tr>
<td>Pearson (MyITLab, MyMathLab, My_Lab)</td>
<td>Beth Ludwig</td>
<td>Email: <a href="mailto:beth.ludwig@pearson.com">beth.ludwig@pearson.com</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone Number</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide Online learning Bookstore</td>
<td>(812) 298-2551</td>
<td><a href="http://www.ivytech.bkstr.com">http://www.ivytech.bkstr.com</a> (use online contact form)</td>
</tr>
<tr>
<td>Help Desk</td>
<td>(877) 489-8324</td>
<td><a href="http://helpdesk.ivytech.edu">http://helpdesk.ivytech.edu</a> (To submit help ticket)</td>
</tr>
<tr>
<td>Sellersburg Campus Registrar</td>
<td>(812) 246-3301</td>
<td>Please call</td>
</tr>
<tr>
<td>Sellersburg Campus Cashier</td>
<td>(812) 246-3301</td>
<td>Please call</td>
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