

# Clovis Community College

## Online Course Guidelines

### **ABOUT THIS DOCUMENT:**

This document contains information that applies to all online courses. For specific course information and policies, you should refer to the syllabus that is available within the online course.

### **STARFISH:**

Clovis Community College uses Starfish Early Alert as a communication tool between students, faculty and campus support services. Throughout the term, you may receive emails in your CCC email account from Starfish regarding your course grades or academic performance. These emails are intended to help you be successful in your CCC courses. Please open the emails and follow the recommendations. Additionally, to make sure you are receiving the support you need, your instructor or your advisor may ask to meet with you to discuss your course progress or refer you to a campus service.

To access Starfish, log into Canvas and click the Starfish link. To learn more about Starfish, visit “Starfish for Students” at [www.clovis.edu/students/starfish.aspx](http://www.clovis.edu/students/starfish.aspx). If you need assistance with Starfish, email the help desk at [helpdesk@clovis.edu](mailto:helpdesk@clovis.edu).

### **WITHDRAW:**

If you are unable to attend the required sessions or complete the assignments and quizzes/tests successfully for a course, you should withdraw from the class after you have spoken with your instructor and academic advisor. **Instructors do not withdraw students.** Dual credit students must contact their high school counselor.

### **ONLINE COURSE ATTENDANCE:**

In an online course, “attendance” is recorded when you log into class AND do at least one other action (such as turning in an assignment or posting a message). Simply logging in is not enough to count as “attendance.” Attendance is required at all sessions in each course for which the student is enrolled. Consult the college catalog for specific information regarding limits for absences. Students on financial aid and VA programs may have additional attendance requirements or restrictions. Check with the Financial Aid / VA Office for more information.

### **CCC E-MAIL:**

All CCC students have a CCC email account. It is set up when students enroll. Campus-wide messages and important information go to your CCC email inbox. To access student email, log onto [Pathway](#), and click the Student Icon on the top-right.

**QUALIFIED STUDENTS WITH DISABILITIES:**

Qualified students who have a disability that may require some special arrangements in order to meet course requirements should contact the Office of Accessibility and Resources (OARS) at 575-769-4099 in the Dr. H. A. Miller Student Services Center as soon as possible to ensure that their needs are appropriately met. In an effort to ensure students have the support necessary to be successful, Clovis Community College has an Early Alert Referral Program through Starfish. Instructors may make a referral for students that could benefit from additional support outside the classroom. Students may also request a referral.

**ONLINE TUTORING:**

CCC offers free online tutoring in most academic subjects. Access TutorMe through [Pathway](#) for a live online session with a professional tutor.

**BASIC NEEDS STATEMENT:**

It can be difficult to fully participate and maintain focus on your classes when you face challenges with basic needs such as adequate living space, access to food, reliable transportation, childcare, and other necessities. These challenges may impact your personal and academic success. Talk to your instructor or contact the Department of Diversity, Equity, and Inclusion at 575-769-4184 for assistance in finding the resources you need.

**COPYRIGHT:**

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**SAFEGUARDS:**

Back up all work on an external drive (flash drive, thumb drive, etc.); computers are not infallible. It is the student's responsibility to ensure that his/her computer is functioning properly.

**NETIQUETTE:**

Netiquette is using good manners in cyberspace. Since most of our communication will be in text, be sure your words express the proper tone. Remember e-mail can be read by anyone. Making personal attacks or sending threats is unacceptable and will be reported per the guidelines up to and including administrative withdrawal from the course. Whether you are in a chat room, writing an e-mail or posting to a discussion area, remember to use proper netiquette and be considerate of others. If you would like to read more on the subject of netiquette, use the links below.

<http://www.iwillfollow.com/email.htm>

<http://www.albion.com/netiquette/corerules.html>

Rude, disrespectful, or verbally abusive messages will not be tolerated at any time under any circumstances. Sometimes we write email messages when we are upset and then hastily click

“send.” It is important to control that urge. The Student Code of Conduct can be found in its entirety in the [Student Handbook](#). **Students may be administratively withdrawn for netiquette violations.**

#### **ACADEMIC DISHONESTY:**

Academic dishonesty includes plagiarism and other forms of cheating behavior as described in the college catalog. Academic dishonesty is unacceptable at Clovis Community College and in this course. Students committing acts of academic dishonesty shall be penalized by the assignment of lowered or failing grades on assignments and/or for the entire course, depending upon the instructor’s evaluation of the severity of the dishonest act. Consult the [college catalog](#) for more information on the institutional policy on academic integrity.

#### **EMERGENCY ALERT:**

Since our class is online, service interruptions are very unlikely. However, in case of campus closure, a recording will be placed on the switchboard (575-769-2811) and the CCC website ([www.clovis.edu](http://www.clovis.edu)) to announce the cancellation of classes or closure of the college. Students may sign up for text and email alerts at [www.clovis.edu/getrave](http://www.clovis.edu/getrave).

#### **TECHNOLOGY REQUIREMENTS**

Canvas is designed for maximum compatibility and minimal requirements. It is recommended to use a computer that is 5 years old or newer. Please [click here](#) to see basic computer specifications for Canvas.

#### **TECHNICAL SUPPORT:**

CCC Help Desk support is available by emailing [helpdesk@clovis.edu](mailto:helpdesk@clovis.edu) or by calling 575-769-4969. Be sure to visit the [Canvas Student Orientation](#) site if you need help navigating our online classroom. You may also find answers to common questions / problems on [Canvas FAQs](#). To see the Help Desk’s hours of operation, please visit [www.clovis.edu/helpdesk](http://www.clovis.edu/helpdesk).

#### **COMPUTERS ON CAMPUS:**

Computers for student use are available on campus in the [Center for Student Success](#) (Room 171) or the [Library](#). Staff will not instruct and/or tutor students regarding assignments. When in doubt, CONTACT YOUR INSTRUCTOR. Students needing tutoring assistance should go to the [Tutoring Center](#) (Room 415A).

#### **PROCTORING INFORMATION:**

Most online courses require a proctor for exams. The following are CCC approved proctor options:

- [CCC's Testing Center](#) (No fee for CCC students // ID required)
  - Due to the high volume of proctoring requests, the CCC Testing Center recommends students make an appointment for all exams. Call the Testing Center at 575-769-4088 for more details or to make an appointment.
- [Respondus](#) (no fee // webcam required // one form of photo ID required // requires lockdown browser to be downloaded)
- Military Education Centers (may have a fee // DoD ID required)
- Testing Centers at other Colleges / Universities (may have a fee // ID required)

If you live within 50 miles of Clovis, NM, it is recommended you take your proctored exam via CCC's Testing Center. Respondus is the preferred proctoring service if you live 51+ miles from Clovis, NM. However, you may use any of the above proctor options as well depending on local restrictions. Students with a valid DoD ID card may use a military education center, if desired.

It is the student's responsibility to find a suitable proctor, make testing arrangements, and pay any associated fees for proctoring services. Be aware that ALL proctors require a valid photo ID, some proctors charge a fee, and some proctoring options require a webcam.

Dual credit students should contact their instructor for special instructions.

Students must report their proctor choice to their instructor. Please refer to your syllabus and instructor's directions for more details, deadlines, and further information. If you need CCC's Proctor Approval Form, it is [linked here](#).