TRINE UNIVERSITY

TRINE VIRTUAL CAMPUS
STUDENT HANDBOOK

Revised July 2011

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TRINE VIRTUAL CAMPUS STUDENT HANDBOOK

The Trine Virtual Campus Student Handbook is for orientation purposes to online courses. Please refer to the SPS Student Handbook for policies and procedures related to the University.

TVC CONTACT INFORMATION
The Trine Virtual Campus (TVC) was launched in 2009 as the next step in the strategic planning process for establishing a quality online experience for students at the main campus, remote campuses and for students outside the immediate service area. It is a collaborative endeavor, involving deliberate and coordinated planning by many academic, administrative, and support departments. To ensure the provision of totally online student services, the TVC actively collaborates with the following departments: Academic Technology, Library Information Services, Financial Aid, Registrar, Admissions, Business Office, Marketing, Information Technology, Advising, Career Services, Academic Support, and School of Professional Studies administrative support and branch campuses.

TVC faculty meet strict academic credentialing requirements and have applicable professional experience within their fields of study. They provide a rigorous academic experience while serving as mentors for students through support and individual attention. The student-faculty ratio is no greater than 15:1.

The TVC seeks to meet the needs of students through time and geographic flexibility and through offering courses and degrees in an alternate delivery mode.

CONTACT INFORMATION
Trine Virtual Campus
7602 Patriot Crossing
Fort Wayne, IN 46816

Eric Vitz, Director
Trine Virtual Campus & Public Safety Academy
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Brandon Speith, Student Support Specialist
Trine Virtual Campus & Public Safety Academy
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Minimum System Requirements

Student Laptop Policy

All School of Professional Studies students who are admitted for the Fall 2010 semester and all future semesters, will be required to have or purchase a laptop computer for use in the classroom. Current students (already admitted) will be required to have or purchase a laptop by no later than the Spring 2011 semester.

All laptops must (at a minimum) have the following specifications:

- Windows XP, Vista, or Windows 7 Operating System or Newer
- 2GHz Processor or Larger
- 1GB RAM or Larger
- 200MB Hard Drive or Larger
- Optical Drive
- Webcam
- Microsoft Office 2010
- 802.11 Wireless G or N Capable

Existing computer labs located at branch campuses will not be available after the Fall 2010 semester. In addition, existing computers will not be updated or replaced as issues are identified.

To assist students, all branch campuses will have wireless internet access available.

In addition, the Trine University bookstore will immediately begin selling a very affordable laptop computer. School of Professional Studies students who qualify may be able to use their financial aid money to purchase the laptop through the university bookstore. Students should contact the financial aid office for specific requirements and eligibility.

Student Support Specialists will ensure a "Laptop Policy - Statement of Understanding" is signed and filed in the student's file. The statement of understanding informs students that they are required to have or purchase a laptop. A copy of all signed statements should be forwarded to the Financial Aid Office.

Software for students

The software needed will be dependent upon a student's major.   Students are encouraged to check with his/her academic advisor for any major specific hardware or software requirements.

The software of choice for general use at Trine is Microsoft Office 2010. Through Trine University you can now purchase Microsoft software at a significant discount. Below is the link to the site and a comparison chart of the Microsoft Office suites available.

Microsoft Academic Software

Office Suite Comparison Chart

Note: The only Office Suites available through our agreement are Standard, Professional and Enterprise.

Students will be required to use antivirus software in order to access the University network and Internet.   This software is provided by the University at no charge to students. If students live on-campus and need antivirus software, please contact the Residential Network team at 260.665.4275 or help@trine.edu.

Contacting the Help Desk and the Moodle Help Desk

For Technical Assistance regarding Moodle, please contact:

Moodle Support

E-mail: Support-TrineUniversity@perceptis.com

For Moodle issues that are more complex, you may call the Support Center Staff at: 1-877-730-6240, or you can chat live at http://chat.perceptis.com/c/trine/

For all other technical issues, please contact:

Trine University Help Desk

Follow this link to use the online Live Help Desk through meebo: http://www.trine.edu/virtualcampus/about/default.cfm

E-mail: helpdesk@trine.edu

Phone: 1-260-665-4275

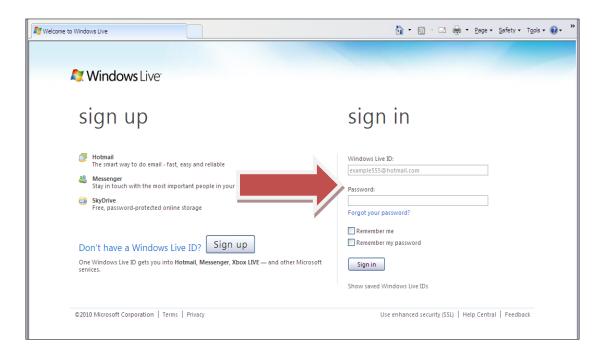Hours: Monday through Friday 8AM to 5PM with at least one technician on call during weekends.

Setting Up Your Trine E-mail Account

All Trine students have an e-mail account. Trine Virtual Campus staff, instructors, and main campus offices (billing, grades, financial aid, etc.) are to use students' Trine e-mail accounts for **ALL** online communications with students. It is extremely important for students to check this account regularly, and use it for all University related matters.

To activate your Trine e-mail account:

- Go to *http://home.live.com/*

- User Name: jasample11 (first initial, middle initial, last name, last two digits of year your account was created)
- Password: your date of birth (mmddyyyy) for the first use

  You may change your password after logging in under the Options tab.

You may also access your e-mail by going to www.trine.edu, clicking on *current students*, and then clicking on *student e-mail*.
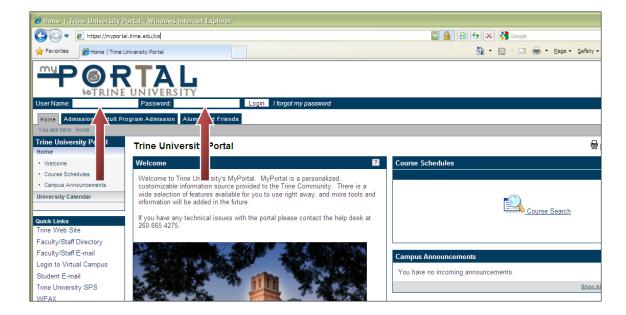
If you have difficulty accessing your account, please contact the Help Desk.

*The **ONLY** exception to using your student e-mail account is for communication WITHIN your Moodle courses that apply to subject/class related materials. In this case, you are to use the e-mail messaging system inside your course to contact your instructor. This helps your instructor keep track of class related materials, and can be tracked if you run into any issues regarding your courses.

Logging into Your Trine Student Account

All Trine students have a personal online account where they can access a course schedule, grades, GPA and hours, personal information, and student account for billing.

- Go to https://myportal.trine.edu/ics

- Enter your User Name
- Password: auto generated and sent to you with the subject "Trine's MyPortal Login Info"

    Once logged in you have the option to change your password under the "Personal Info" section.

If you have difficulty accessing your account, please contact the Help Desk.

Registering for Courses the First Time

The TVC Student Support Specialist will help you register for your courses the first term after you have been accepted to the University.

You will need permission from your Academic Advisor to register for online courses if you are a student at one of Trine University's other campuses (i.e. Main Campus).

Registering for Courses Online After Your First Session

Once you have been registered for classes once by the TVC Student Support Specialist, you will then be able to register for classes online any following terms as long as you register during Open Enrollment. Students will receive an Online Enrollment Invitation e-mail that provides your username and password and information on how to log on and use the online registration web site. Contact your Academic Advisor with any questions you have about courses you should take.

Before you can register online, you will need to register your Payment Option with the Business Office. You will be given a link to do so inside your Online Enrollment Invitation e-mail. After you select your payment option, click the "Record Selection" button and "Agree to Terms". You will then be able to log in and enroll in courses.

- If you have unresolved issues with the Business Office, you will be sent to a web page that tells you that you have an outstanding balance on your Student Account. You will need to contact the Business Office to resolve the issue prior to being able to register for courses. The Business Office can be reached at 260.665.4112

If you do not have any holds, you will see an informational page that indicates you are now able to register for classes.

- Click the link in your e-mail to access the online registration page.
- Enter the username and pin that was provided in your e-mail.
- Click the login button and you will be directed to the Welcome page.
- Select the "Course Search" option on the left hand side in the Academics menu.
- Select the correct term under the "Selected Term" drop down box.
- Click the "Change" button
- If you see a "Registration Open" message at the top of the screen, you are ready to start selecting your courses.
- Type in "Online" for your branch name. Online courses are divided into two sessions per term. You will need to decide if you want to take your course the first session, or the second session of a term. **Please note that not all courses are offered every term.** You may also search by Department using the Department drop down box if you desire.
- Select the course you want from the list shown.
  - o You may repeat the "Course Search" to add additional courses to your schedule.
- Click on the "schedule" link to see your completed schedule. Courses that have been added successfully will show a green button next to their name.
- Click the "Logout" button when you are finished.

*Please note: You cannot drop all of your courses. This would constitute a withdrawal from the University and it must be handled through the normal process with your Academic Advisor.

Ordering Textbooks and E-books

The following link can be used to access a tutorial for ordering your textbooks online: http://www.trine.edu/it/student/Bookstore.pdf or you may use the following steps:

- Go to www.trine.bkstr.com
- Click on "textbooks" in the column on the left side of the page
- Select your program (Branch) from the program drop down box
- Select your term (Spring, Summer or Fall) from the drop down box
- With your class schedule, select the department (subject on the registration form as in AC, BA, CS, LE…) from the drop down box
- You will then select your course number from the drop down box. If there is only one course number for the department your course number and section will automatically appear. If there is more than one section, you will need to choose your section. "OL" is for the online courses with Trine Virtual Campus. "OL1" is for the first session of a term, and "OL2" is for the second session of a term.

- Your textbook information and pricing will appear. You will have the option of selecting a new or used book. You will then add your selection to your cart. If you are adding more books to your order, please click on "Continue Shopping".
- In your cart, please review your purchase. It will ask "How would you like to receive your items?" For students needing books shipped, please choose "Ship". Click on "Checkout".
- Returning students must click on "Login" using their e-mail and password. New students will need to click on "Register".
- The Order Option screen will appear. Please verify that your billing and shipping addresses are correct. Check your substitution preference by checking the "Substitute Option". The bookstore will send you what you requested, either new or used textbooks, when available. Under "Payment Information", please enter your name.
  - For credit card users, please select "Credit Card" from the drop down box and proceed with entering your card number and expiration date.
  - For financial aid users, please select "Financial Aid" from the drop down box. Enter your Student ID Number in the "Account Number" box. You will not be able to proceed without entering your Student ID Number or Social Security number in the "Account Number" box.

  Once you have entered your information and verified your address, scroll down to the "Shipping Options". Please select "Ground Service". If you would like the bookstore to add notebooks, paper, binders, pens, etc., please enter that information in the "Special Instructions". Click on "Continue Checkout".

- The Order Review screen will appear. If all entries are correct, click on Complete My Order.
- An order number will appear. Please keep this number for your records. Please give the bookstore two business days to fill your order.

Please make sure that you order your texts as soon as you register for courses. This will help ensure that you receive your books before courses start.

If you have trouble ordering your textbooks online, or you have questions, you can e-mail Follett Bookstore at 0300mgr@fheg.follett.com or phone directly at 260-665-4153. Make sure to have your Student ID Number and Course ID numbers /names, along with Instructor names ready.

If your problems are technically oriented, contact the Help Desk.

Online Buyback

Sell your textbooks online – all day, every day.

- Go to www.efollett.com and click on the "Cash for Books" link.
- Choose "Sell Your Books Online".
- Find the ISBN on your textbook. This number is 10 or 13 digits and can usually be found on the lower part of the outside back cover. Now simply click the "Search" button. Based on several factors, you will be given the current book's value. If you accept the price and terms you will continue on to enter information concerning where to return

the books if buyback terms and conditions are met, as well as where you would like the check sent.

Working With Your Academic Advisor

Registration

Once you have been registered for your first session of courses, you will then be assigned an Academic Advisor. This person is an instructor who is responsible for guiding you through your choices of courses each semester. It is a good idea to be in touch with them during open registration periods so they can assist you in making the best course selections for your degree program.

If you decide to add or drop courses during a session, you must contact your advisor to fill out the appropriate paperwork. You will also be responsible for contacting the Financial Aid Department to determine if there will be any changes in your aid if you add/drop courses.

Changing Majors

If you decide to change majors, you will need to complete paperwork with your Academic Advisor that will then be processed with the registrar's office.

Degree Requirements

Your Academic Advisor will maintain a degree program matrix that lists the courses required to complete your degree, what courses you have taken and the grades you have received. Together you will review this form to ensure you stay on track with your degree.

Academic Advisor as a Resource

Your Academic Advisor is also available to assist you with questions and concerns you have. It is important that you make sure your Academic Advisor is aware of issues you are trying to resolve with other departments so information is not lost and all necessary paperwork can be maintained in your file. Your Academic Advisor is a valuable resource, and knows how to obtain information as necessary.

Make sure you have the appropriate information ready for your Academic Advisor when you contact him/her. Have your Student ID number available, along with course names and ID numbers, instructors' names, and copies of any correspondence pertaining to the issue you are attempting to get resolved.

If you are not sure who to contact about information in other areas of assistance, ask your advisor and they will link you to the correct representatives.

Beginning Online Courses through Moodle

Moodle is the official LMS for Trine University. In order to access coursework (i.e. syllabus, course calendars, etc.) you must have contacted your academic advisor for approval and registered for the courses.

Once you have filed the appropriate paperwork with your advisor, it will take 24 hours for you to be entered into the Moodle system. You will then be able to access the Moodle LMS by clicking the following link: www.trineonline.net.

Help Desk, tutorials, and support links are all available to you at: http://www.trine.edu/virtualcampus/moodle/tutorials/default.cfm.

In order to log on to Moodle, you will need your **trine ID** (ex: John C. Doe – jcdoe11) as the username.

For your initial Log on, please use your date of birth in **mmddyyyy** format for your password. Once logged in, you will then be requested to change your password.

If you need additional help, please review the 'Log On for the first time' instructions.

Students will be assigned to their Moodle classes the Friday before the term begins. Please allow up to 24 hours for class changes/modifications to appear in the Moodle system. If you require assistance, or need additional help, please contact the Trine University Help Desk at 260-665-4275 or 877-236-7682.

*Remember: If you do not understand the requirements of the course, do not hesitate in contacting your instructor. Making sure your assignments are submitted by the due dates is your responsibility, so if you aren't sure about due dates or what you have been assigned, contact your instructor within Moodle. **Instructors are given 24 hours to respond to e-mail**.

If, after 48 hours, you cannot reach your instructor by e-mail first, then by the contact number listed in the course syllabus or instructor profile, then **contact your Academic Advisor**. They will address the situation or contact those who can resolve the issue. Make sure you have the course Name and ID number, along with the instructor's name, as well as copies of your attempts at contacting the instructor for verification.

*Technical questions and difficulties should be addressed by contacting the Help Desk, not your instructor or Academic Advisor.

Course Evaluations

Near the end of each term, you will be given the opportunity to evaluate the course, course design, instructor, and services provided to you. You will be notified via e-mail when the evaluations are open and able to be accessed. Your feedback is critical to the improvement and

success of the Trine Virtual Campus, so please make the effort to complete the evaluations at the appropriate time.

Attendance

All students are expected to log in to their courses regularly throughout the week to receive instruction, materials, and updates from the instructor. It is your responsibility to check in and submit your assignments, complete your discussion board postings, and finish quizzes and exams by the due dates.

If you do not participate in the course, you will be counted absent. Simply logging in is not enough; you must submit/complete an assignment, post to a discussion board, or other similar assignment tasks to avoid being counted absent. Instructors are required to submit attendance the Monday following each week of class. This attendance is reported to the Financial Aid Department and may **result in the loss of any financial aid refund** you are expecting if you have not been participating in your courses.

Student Support Specialist

The Trine Virtual Campus Student Support Specialist is available to assist you should you have difficulties with other students and/or your instructors.

Please remember to try and resolve all issues with your instructor first. If you cannot come to an amicable resolution you may contact the Student Support Specialist at 260-439-8351.

It is important to follow all policies and procedures that are listed in the SPS Student Handbook so it can be shown that you have done all that is necessary to resolve difficult situations.

Make sure you only use your Trine student e-mail account when interacting with others within the University. If you are communicating with your instructor or other students in your course, it is important that you use the e-mail system within Moodle so it can be shown that you have made your best attempts to resolve the situation appropriately.

If the Trine Virtual Campus Student Support Specialist cannot assist with the situation, the Trine Virtual Campus Director will resolve the problem.

Grades and Grade Appeals

The awarding of grades is the prerogative of the instructor in accordance with policies posted in the SPS Trine University Course Catalog. Faculty members are responsible for informing students of their grading policy and the grades become official when they are reported to the Registrar. If a faculty member discovers incorrectly reported grades due to miscalculation or clerical error, the error should be reported to the Registrar immediately on the prescribed form. The appropriate campus director must approve any adjustment of grades.

A student who disagrees with an assigned grade will take the following steps:

- Approach the instructor and explain the problem.
- If the instructor and student do not come to an agreement, the student should write a letter to the Trine Virtual Campus Director.
- If the Trine Virtual Campus Director mediation does not resolve the issue, the student should file a written appeal to the dean.

If these steps do not resolve the problem, or if impractical, the student may petition the Grade Review Board in writing for a hearing of the issue. Information regarding this may be obtained from the Vice President for Academic Affairs. Please see the SPS Student Handbook for further details about this process.

Library Services

Library and Information Services: www.trine.edu/lis

For questions about your research and using library resources contact:
Carly Statz, Information Services Librarian
Email: statzc@trine.edu
Phone: 260-665-4179
Text a Librarian: 260-243-7070 (between the hours of 8 a.m. and 6 p.m.)

It is extremely important for you as a student to use quality resources in completing your assignments. Keyword searches on Google bring up many results that are not reliable or relevant to your coursework. The Trine University Library pays subscription fees each year to provide you with access to high quality resources that are not freely available on the Internet. Please take advantage of these resources that are available through our web site. Feel free to contact Carly Statz with any questions about accessing resources.

Accessing Online Resources
To access the library's online resources, you may be required to enter a username and password. Your username is the first part of your Trine e-mail address. If you started at Trine in Fall 2010 or after, your password is your birth date (mmddyyyy). If you were a student before Fall 2010, your password is your Social Security number (no dashes). If you are having trouble logging in, please contact the IT helpdesk at 260-665-4275 for assistance. View a list of article and e-book databases at http://www.trine.edu/lis/articles/.

Research Hub
The Research Hub is a quick and easy way to search multiple resources in one click. Type in your keyword search and you can access results from the library catalog along with 5 of our most popular databases. Access the Research Hub at http://www.trine.edu/lis/articles/.

E-books

E-books are available for students to access online through our library catalog. Perform a keyword search at http://www.trine.edu/lis and look for the e-book logo. By clicking on "Check for Copies" you will have the option to view the full-text of the book through NetLibrary. You will need to use your username and password (see "Accessing Online Resources" above) to view the material.

Interlibrary Loan
Through the interlibrary loan service, students may request books and articles that are not available at Trine from participating libraries worldwide. Materials are generally delivered to the Trine Library within 7 to 14 working days.

To request a book or article from another library, please follow the instructions at http://www.trine.edu/lis/interlibrary_loan/. Please be advised that some articles may be e-mailed to you, but other items will need to be picked up at the Trine Library. You may also contact Carly Statz for assistance with interlibrary loan requests.

LibGuides
LibGuides are subject guides designed to assist students with performing research, writing papers, and avoiding plagiarism. We have created many LibGuides for various subject areas and courses and are continuously updating them and adding content. A list of LibGuides may be found at http://libguides.trine.edu/. A LibGuide designed specifically for distance learners and faculty may be found at http://libguides.trine.edu/distance.

Reciprocal Borrowing
Through the reciprocal borrowing program, Trine University students in good standing may borrow items from other academic libraries in Indiana for free. This is an excellent resource for students who do not live or attend classes near the Trine University Library on the main campus. Students are subject to the circulation policies of the lending library. For more information, to fill out an online application, and to see a list of participating institutions please visit http://www.trine.edu/lis/interlibrary_loan/ALI.cfm.

Reference Assistance
For help with reference questions, contact Carly Statz at statzc@trine.edu or 260-665-4179.

Students with Disabilities

A student with a disability who plans to request academic adjustments needs to provide Trine University with documentation of his or her disability. This documentation goes to Kathie L. Wentworth, M.Ed., Director, Academic Support Services.

Documentation needs to be current and from a professional source such as a school psychologist, educational diagnostician, a licensed private psychologist, or a medical doctor. If

the condition being documented is not stable, the documentation should be less than three years old.

The provision of documentation does not guarantee that the requested academic adjustments will be provided. Trine University reserves the right to select among equally effective and appropriate adjustments that will provide the student with a disability equal access to its programs.

Documentation typically includes a diagnosis of the disability—including the instruments and scores used to determine the disability and the credentials of the person providing the diagnosis, an explanation of how the condition affects the student's ability to function in an academic setting, examples of academic adjustments that are recommended, and an explanation of how the disability relates to these adjustments. In addition to providing documentation of a disability, the student needs to request academic adjustments.

Academic adjustments implemented depend on the disability of the student. Each circumstance is considered on an individual basis. It is important for the student with a disability to understand that academic adjustments will in no way lower or waive essential requirements of an academic program.

Seven Steps to Complete to Receive Academic Adjustments for a Disability

- *Indicate the need for academic adjustments by notifying Academic Support Services.*
- *Complete the Trine University Disability Support Services Application form.**
- *Sign Authorization for Release of Information on the back of the application form.**
- *Provide adequate documentation from a professional source.*
- *Qualify for academic adjustments.*
- *Complete a conference with Academic Support Services.*
- *Schedule appointments with all professors during the first two weeks of the semester.*

*All forms are available in Academic Support Services in 213 Taylor Hall, or via e-mail by contacting Kathie Wentworth at wentworthk@trine.edu.

The goal of Academic Support Services is to assist all students to become efficient, self-confident, and independent learners. Please call **(260) 665-4853** or e-mail wentworthk@trine.edu for more information.

Assessment

Assessment is a major part of our ongoing commitment to quality in the School of Professional Studies. Students should anticipate participation in the following types of assessment:

- Exit Surveys
- Alumni Surveys at one, three and five year intervals after graduation
- Employer Surveys
- Major Field Tests

Major Field Tests are assessments designed to measure the basic knowledge and understanding achieved by students in a major field of study. Major Field Tests are administered by the School of Professional Studies as a component of the following courses:

- MGT 453 Strategic Management for Bachelor of Applied Management and all Bachelor of Business Administration majors
- LE 433 Criminal Justice Capstone for Bachelor of Science in Criminal Justice majors
- BA 233 Business Capstone Demonstration Course for Associate of Business Administration
- PSY 473 Psychology Capstone Demonstration Course for Bachelor of Science in Psychology majors