

CIT ONLINE CLASSES

REQUIREMENTS and PROCEDURES

As online participants, you are pioneers helping to shape a new age where online educational opportunities and other activities are becoming increasingly pervasive. On the downside, it is a given that we will experience growing pains in the form of technical glitches. If necessary, be assured that we will employ backup plans (e.g., e-mail and on-site testing) in case of technical failure. In this regard, calm and patience will be required.

REQUIREMENTS FOR PARTICIPATING IN THIS ONLINE COURSE:

Personal Characteristics:

1. **Self-motivated:** Students participating in online courses must be motivated. There will be no one around on a regular basis to inspire or encourage you to do your best.
2. **Disciplined:** Those who succeed at completing online classes are highly disciplined. It is best to stick to a regular schedule and try to work ahead when possible. Procrastinating until the last minute to complete assignments is a sure way to guarantee disappointment with the outcome of the class.
3. **Technically savvy:** This does not mean that you need to know a lot about technology. What it does mean is that you are able to use common sense and available resources (e.g., help files, technical support, knowledge base, etc.) to decipher a confusing interface or figure out simple technical problems that may arise. (This class is not for those who need to be held by the hand through every step of the learning process.) Keep in mind that the Web is dynamic. Consequently, the location of links and the interfaces or appearance of Web pages may not be the same as depicted in your text. You must be able to adjust to the ever-changing Web environment.
4. **Software Proficiencies:** Students participating in online classes should already have proficiency with the Windows or Mac OS, a browser, e-mail (including the sending and receiving of file attachments), the Web, and archiving utilities (e.g., WinZip) that compress large files for transport over the Internet.
5. **Reliable Equipment:** All students are responsible for insuring the reliability of their computer equipment. The instructor cannot provide technical support for each individual's equipment. Equipment failure is NOT a valid excuse for not submitting an assignment or quiz. This course is accessible from any computer connected to the Internet (24 x 7). If your computer or Internet connection fails, it is your responsibility to find access to alternative equipment (e.g., the COC campus, public library, Internet café, or friend). For this reason, it is strongly urged that you do not procrastinate in this class and that you leave yourself appropriate "head room" in case of equipment failure.
6. Finally, do not assume that this class is easier than a conventional class because there are no formal class meetings. While it is true that the online format is more convenient for many, the course content is as or more difficult than any traditionally taught class.

Minimum Hardware Requirements (Note: The hardware requirements for your class may exceed the minimum requirements listed below. Please check with the instructor's *orientation letter* or course syllabus to view minimum hardware and software requirements for your specific class.):

PC (Windows)

- **CPU:** 1GHz or faster processor
- **Operating System:** Microsoft Windows XP with Service Pack 2 (Service Pack 3 recommended), Windows Vista Home Premium, Business, Ultimate, or Enterprise with Service Pack 1 (certified for 32-bit Windows XP and Windows Vista), or Windows 7.

- **System Memory:** 1GB of RAM
- **Storage:** 3.5GB of available hard-disk space for installation; additional free space required during installation (cannot install on flash-based storage devices)
- **Monitor:** 1,024x768 display (1,280x800 recommended)
- **Video Card:** 16-bit video card
- **Optical Drive:** DVD-ROM drive
- **Note:** Broadband Internet connection required for online services*
- **Note:** For updates to system requirements, visit: www.adobe.com/products/flash/systemreqs

Mac

- **CPU:** PowerPC G5 or multicore Intel processor
- **Operating System:** Mac OS X v10.4.11 or higher
- **System Memory:** 1GB of RAM
- **Storage:** 4GB of available hard-disk space for installation; additional free space required during installation (cannot install on a volume that uses a case-sensitive file system or on flash-based storage devices)
- **Monitor:** 1,024x768 display (1,280x800 recommended)
- **Video Card:** 16-bit video card
- **Optical Drive:** DVD-ROM drive
- **Note:** Broadband Internet connection required for online services*
- **Note:** For updates to system requirements, visit: www.adobe.com/products/flash/systemreqs
- * This product may allow you to access certain features that are hosted online ("online services"), provided you have a high-speed Internet connection. The online services, and some features thereof, may not be available in all countries, languages, and/or currencies and may be discontinued in whole or in part without notice. Use of the online services is governed by separate terms of use and by the Adobe Online Privacy Policy, and access to these services may require user registration. Some online services, including services that are initially offered at no charge, may be subject to additional fees. For more details and to review the terms of use and Online Privacy Policy, visit www.adobe.com.

Minimum Software Requirements (Note: The software requirements for your class may exceed the minimum requirements listed below):

- Adobe Acrobat Reader, latest version (free download from www.adobe.com)
- Windows XP or higher OR Mac OS X or higher.
- The following browsers are the minimum required: *Internet Explorer 7.0* or higher AND *Firefox 3.5* or higher.
- The latest Flash Player browser plugin (www.adobe.com) to play SWF files.
- The Adobe Media Player (free download, www.adobe.com), VLC media player (recommended), or comparable FLV player.
- The latest QuickTime Player browser plugin (www.apple.com) to play MOV files.
- A media player that is capable of playing WAV and MOV files.
- An archive utility, such as WinZip, that can create compressed archives in the ZIP format. (NOTE: Windows XP or higher includes a built-in archive utility.)

- A plain-text editor, such as Notepad, Notepad++, Notepad 2, Crimson, PSpad (for Mac: Text Wrangler, Simple Text, BB-Edit), most of which are free downloads.
- An FTP client. These generally can be downloaded for free either as a stand-alone application or browser plug-in or they are built in to the operating system. Examples are CuteFTP, FireFTP, FileZilla, Fetch, etc.

E-MAIL PROTOCOL (I M P O R T A N T)

I use filters to route incoming e-mail into appropriate mail boxes for each class. It is EXTREMELY IMPORTANT that you use the correct e-mail protocol when sending me messages or your e-mail will not be routed correctly and it is likely that I will not read it.

The information in the SUBJECT line of your e-mail message must contain the following information in the following order.

COURSE NUMBER.LAST NAME.SUBJECT

EXAMPLE: 171.smith.assignment 1
 171.panella.Need clarification of assignment 3
 171.malone.question about deadlines

Notice that each subject line begins with 171 (course number) and that each field is separated by a period (.). If two or more students have the same last name, then the last name will be followed by the first initial.

Remember, this information is placed in the SUBJECT line of EVERY e-mail.

Blackboard LOGIN

USERNAMES AND PASSWORDS:

Each student will be issued a username and universal password. Once a student logs into Blackboard, the password can and should be changed. It is advised that you change your password as soon as possible. Write your password down and store it in a safe place.

WARNING: Passwords and usernames are case sensitive and must be entered EXACTLY as created!

Your username is your Datatel student ID (not your social security number) located on your registration receipt.

The initial password for everyone is **student** (lower case)

Here are some examples:

NAME	DATATEL ID	USERNAME	PASSWORD
Bill Gates	0044871	0044871	student
Mickey Mouse	0122153	0122153	student

IMPORTANT:

- Students who do not log into Blackboard during the first week of class may forfeit their position in the class. All students, however, who are enrolled in the course, but who do not intend to complete the class, are responsible for properly dropping the class and for filing all necessary forms with the Admissions Office. **DO NOT RELY ON THE INSTRUCTOR TO AUTOMATICALLY DROP YOU FROM THE ROSTER. Failure to drop the course in a timely manner may adversely affect your GPA.**
- There may be a three- to five- business day delay after late enrollment before a student may be able to log on to Blackboard.
- Once at the Blackboard site, login and read the online Blackboard manual, which is accessible through the TOOLS menu or by clicking on HELP, and change your password and your personal information.
- Enter your correct e-mail address into your personal information profile as soon as possible. Only you can change your e-mail address. If you do not do this, you will not receive any e-mail.
- Students must log into Blackboard at least **once per day** to check for new announcements and discussion threads.

FIRST LOGIN

Blackboard uses a username and password authentication model. If for some reason you forget your password, the only way to gain access to your account is to have your password reset. The reset process can take between 24 and 48 hours to complete. To avoid the need to use this process, Blackboard provides a method of emailing your account information (username and password) to your email address. By default, Blackboard does not know your email address and therefore you should provide this information as soon as possible. In order to change your email address in Blackboard, use the following steps:

1. Click "Personal Information" in the "Tools" section on the left side of the screen
2. Click "Edit Personal Information"
3. Change the "E-mail" field to reflect your current, existing email address.
4. Click the "Submit" button at the bottom of the page.
5. Click the "OK" button.
6. Click the "OK" button on the "Personal Information" screen

Blackboard URL: <http://bb.canyons.edu>

BLACKBOARD TECHNICAL SUPPORT:

If you experience Blackboard technical issues, please contact COC Blackboard technical support. Contact information for student technical support is as follows:

Student Tech Support:

Monday and Thursday 9:15 am - 4:45 pm & Tuesday and Wednesday 9:15 am - 5:45 pm

Email: bbsupport@canyons.edu

Phone Number: 661-362-3344

[Email](#) will be replied to within 24 business hours. If you are having problems within your course with assignments, tests and the like, please [contact](#) your instructor first.