

2011-2012

Tulsa Technology Center  
Instructional Services



**[ Student Online User Guide ]**



# Table of Contents

---

About This User Guide.....	1
Tulsa Technology Center Vision .....	1
Tulsa Technology Center Mission.....	1
Academic Policies .....	1
Acceptable Use .....	1
Family Educational Rights and Privacy Act (FERPA) .....	1
Accessibility.....	2
Code of Conduct .....	2
Netiquette/Social Media Guidelines .....	3
Cyberbullying.....	3
General Overview of Online Instruction .....	4
Succeeding in an Online Course .....	4
Expectations.....	4
Computer Skills .....	5
Student Readiness Self-Assessment .....	5
Checklist for Starting an Online Course .....	7
Evaluation of Your Online Course .....	7
Technical Specifications for Online Courses .....	8
Computer Requirements .....	8
Blackboard Plug-Ins .....	9
Frequently Asked Questions .....	10
Getting Started with Logins.....	11
Student Logins .....	11
Login for Tulsa Tech on Campus Computers .....	11
Login for Tulsa Tech on Home Computers .....	13
Login for Blackboard .....	14
Accessing the Blackboard Orientation Course .....	16



## *About This User Guide*

---

The information in this user guide applies primarily to online courses delivered via Tulsa Tech's Blackboard learning management system. However, some information will apply to any online course.

## *Tulsa Technology Center Vision*

---

To develop a world-class workforce.

## *Tulsa Technology Center Mission*

---

To prepare people for success in the workplace.

## *Academic Policies*

---

### *Acceptable Use*

---

Tulsa Technology Center provides technology resources for a limited educational purpose to advance the learning of students and District employees in accordance with the goals and objectives of the District. All users will access the District's technology resources only for educational and business purposes. For more information, please access Tulsa Tech's Acceptable Use of Information Systems and Educational Technology Resources Policy, GEN-17, PER-31, STU-20 at <http://www.tulsatech.edu/About/Content/GEN-17%20Acceptable%20Use%20of%20Information%20Systems%20and%20Educational%20Technology%20Resources.pdf>.

### *Family Educational Rights and Privacy Act (FERPA)*

---

Tulsa Technology Center complies with the Family Educational Rights and Privacy Act (FERPA). An annual notification of rights under the act is provided to all parents and eligible students. No prior consent is required from eligible students to disclose information, including student's educational records, to the parents if the student is a dependent (as defined in IRS code). Questions regarding FERPA may be directed to the Campus Compliance Coordinators. For more information, please access <http://www.tulsatech.edu/About/Content/FERPA.pdf>.

***What this means to you:***

Generally, schools must have written permission from the parent or eligible student in order to release ***any information from a student's education record to a third party.*** Education record information can be assumed to include demographic information (name, address, age, gender, date of birth, etc.), enrollment status, attendance information, progress information, or any other pertinent student-related information.

***Accessibility***

---

Tulsa Technology Center makes reasonable accommodation for students with documented disabilities. For more information, please access Tulsa Tech's Nondiscrimination Policy, GEN-01 at <http://www.tulsatech.edu/About/Content/GEN-01%20Nondiscrimination.pdf>.

***Code of Conduct***

---

**Definitions**

***Plagiarism:*** the use of or claim to works or ideas of someone else without their consent and knowledge or without proper crediting (footnotes, endnotes, etc.)

***Copyright:*** a form of intellectual property law that protects original works of authorship including literary, dramatic, musical, and artistic works, (i.e. poetry, novels, movies, songs, computer software, photography, architecture, etc.) from unauthorized use without payment to the owner.

***Fabrication:*** the failure to validate, substantiate, or document data, or the falsifying or inventing of data, or failing to include the accurate acquisition of facts or data.

**Expectations**

Students will abide by all applicable behaviors as outlined in the Behavioral Code for Secondary and Adult Students in the Student Handbook, including but not limited to harassment and/or intimidation, obscene language and/or vulgarity, plagiarism, and cheating. (See the Student Behavior and Discipline policy, Policy No. STU-18.)

Academic dishonesty includes, but is not limited to the following:

- giving or receiving aid on any exams.
- plagiarizing papers or sources of copyrighted materials including websites, assignments, book reviews.
- removing and/or copying test questions.
- fabrication.

The use of others' work, information, and/or data must be documented and cited or acknowledged completely and accurately with specific references. Comments cited verbatim (direct quotes) must be documented accurately and be cited within quotation marks to indicate direct quotes.

### Netiquette/Social Media Guidelines

---

Netiquette is acceptable behavior in electronic communication. All students are expected to comply with Tulsa Tech's netiquette guidelines as outlined below when working in any social media setting:

- Always express yourself with proper spelling, grammar, mixed case text, and punctuation. Text message acronyms (LOL, IMHO, BCNU, etc.) are not acceptable. All upper case text (SHOUTING) or omission of required capitalization is unacceptable.
- Keep your communications as clear, straightforward, and concise as possible.
- Always review and edit your communication before submitting.
- Give respect to your classmates. Be courteous, respectful of the opinions of others, sensitive to diversity, and polite.
- Respect and protect privacy. Do not share personal, family, or classmate information (e-mail addresses, phone numbers, last names, etc.) on any post.
- It's okay to disagree or constructively criticize an idea. Debate the idea but never personally attack another person.
- If you would not put it on a billboard, do not post it in a social media forum. What you write or post is a reflection of who you are.
- Free speech applies to social media, but the courts have ruled that schools can discipline their employees and/or students if their speech, including online postings, disrupts school operations.
- Obey copyright laws and cite others' work appropriately.
- When posting photographs and videos, ensure the images reflect Tulsa Tech's expectations for professionalism and that you have permission.

### Cyberbullying

---

The electronic communications sent between minors of malicious and hostile messages about someone is considered cyberbullying. Many of the posts or messages are done anonymously. However, even when done anonymously, there is always a way to determine the source. Cyberbullying is damaging to both the victim and the one doing the bullying. Once information is communicated, it can never be retrieved and the damage has been done. For more information on cyberbullying please visit: <http://www.stopcyberbullying.org/>. If you suspect you are or someone you know to be a

victim of cyberbullying, report it immediately to your instructor and/or parent/guardian. Cyberbullying is unacceptable and will not be tolerated.

## *General Overview of Online Instruction*

---

To meet the educational demands on students, Tulsa Technology Center utilizes the Internet to offer online instruction as an enhancement or an addition to the face-to-face programs offered at the various locations within the Tulsa area.

Following are three methods of online instruction:

- **Online Learning** in which the entire course is completed online with few or no required face-to-face meetings.
- **Blended or Hybrid Learning** combines online lessons with periodic, face-to-face class meetings on site.
- **Enhanced or Component Learning** in which students attend face-to-face classes full-time and access content via the Internet to supplement or enhance learning.

## *Succeeding in an Online Course*

---

Online courses at Tulsa Technology Center offer an exciting, challenging learning opportunity! You should be aware of the requirements and general guidelines for taking an online course at Tulsa Tech **before** you enroll.

### *Expectations*

---

What should you consider before enrolling in an online course? The list below details some expectations for an online course. The student should:

- Be an independent worker.
- Be self-disciplined.
- Have good organizational skills.
- Have good time management skills.
- Understand that online courses require as much or more time to complete as face-to-face classes.
- Understand that online courses often require the student to use several different technologies.

- Expect collaboration among the instructor and other students through e-mail, discussion boards, and/or chat rooms.
- Understand that most assignments are written.
- Understand that online courses generally require a great deal of reading.

## *Computer Skills*

---

The list below outlines the basic computer skills necessary to successfully participate in an online course.

### ***Internet***

- Use an Internet browser such as Internet Explorer, Netscape, or Firefox.
- Navigate a Web site.
- Download and install browser plug-ins (i.e. Adobe Acrobat Reader).
- Modify browser settings related to security, pop-ups, and firewall settings.

### ***Files***

- Create, modify, and save electronic documents.
- Manage electronic files (i.e. create and name folders, save and open files, and delete files and folders).
- Browse for an electronic file.
- Upload and/or download an electronic file.

### ***E-mail***

- Send an email.
- Attach a file to an email.
- Open and read an e-mail.
- Open an attachment to an e-mail.

**The instructor of online courses is not responsible for each learner's basic computer literacy skills.** By enrolling in online courses, learners acknowledge having the minimum computer skills listed above. Learners in need of courses to develop computer skills should refer to the Tulsa Technology Center Course Catalog available at [www.tulsatech.edu](http://www.tulsatech.edu).

## *Student Readiness Self-Assessment*

---

Online courses require you to structure and manage your own schedule, communicate with your instructor and classmates using computer-based technology, and learn most of your material through reading and writing. You also need to be very disciplined with time management and self-motivated to successfully complete course work. Online courses require a substantial time commitment. While the number of hours needed to

complete online coursework varies from course to course, you should expect to spend several hours a week completing assignments.

This self-assessment is designed to help you determine if you are prepared to enroll in and successfully complete an online course. Read each statement below and honestly answer “Yes” or “No” based on your previous educational experiences, your lifestyle, and your personal characteristics.

1. I am a self-motivated and disciplined learner.  Yes  No
2. I prefer to learn independently and rarely need an instructor's guidance or assurances.  Yes  No
3. I stay on task without direct supervision.  Yes  No
4. I am able to assess my own progress without immediate instructor feedback.  Yes  No
5. I consider myself to be a good reader.  Yes  No
6. I usually understand text without help.  Yes  No
7. I can easily follow written instructions.  Yes  No
8. I enjoy expressing my ideas in writing.  Yes  No
9. I am willing to contact my instructor when I need help with an online course.  Yes  No
10. I can communicate effectively without face-to-face interaction with my classmates or my instructor.  Yes  No
11. I enjoy interacting with others online.  Yes  No
12. I realize that the requirements for an online course are the same or possibly greater than the requirements for a face-to-face course.  Yes  No
13. I can prioritize my own workload with other demands on my time.  Yes  No
14. I can devote a considerable amount of time to assignments for an online course.  Yes  No
15. I am confident in my ability to successfully complete an online course.  Yes  No

A majority of “Yes” responses indicates that you have the skills and attributes necessary to succeed in an online course. If you answered “No” to 3 or more of the 15 statements, an online course may not be the best educational option for your learning style. You may want to instead consider a face-to-face course.

This evaluation is intended for informational purposes only. By completing this evaluation, Tulsa Technology Center does not guarantee the success or failure of any potential student.

### *Checklist for Starting an Online Course*

- Verify that your computer meets or exceeds the technical specifications for taking an online course. (For technical specifications, see Page 9 of this user guide.)
- Understand the expectations and requirements of online courses.
- Complete the Student Readiness Self-Assessment to determine if you are prepared to enroll in and successfully complete an online course.*
- Have you taken an online course? Prior to the first day of your online course, we strongly recommend that you complete the Blackboard Orientation Course.
- Review the course syllabus to make sure you know the due dates for assignments and understand the demands of the course.
- Prior to the start of your online course, obtain all required textbooks, supplies, and materials. *A list of these items can be found on the course syllabus.*
- Make sure you know how to contact your instructor.

### *Evaluation of Your Online Course*

Students will be offered the opportunity to evaluate the online course and instructor for courses delivered via Tulsa Tech’s Blackboard system at the end of the course.

# Technical Specifications for Online Courses

---

If you plan to participate in an online course **outside of the Tulsa Tech classroom**, your computer equipment must meet the following minimum requirements.

## Computer Requirements

---

- Hardware Requirements
  - CPU Processor:
    - Minimum: Pentium 100-Mhz
    - Recommended: Pentium III and up
  - RAM (Memory)
    - Minimum: 64 MB of RAM
    - Recommended: 128 MB of RAM and up
  - Hard Drive space:
    - Minimum: At least 1 GB
    - Recommended: At least 3 GB
  - Screen Resolution:
    - Minimum: 800x600 resolution with 256 bit colors
    - Recommended: 1024 x 768 resolution with 16, 24, or 32 bit color display
  - Internet Connection:
    - Minimum: Dialup with 56.6 or higher modem
    - Recommended: High speed Internet connection
  - Sound Card
    - Required: 16 bit sound card
  - Headset or Speakers
    - Required
- A valid e-mail address
- PC Users –
  - Windows XP or greater
  - Internet Explorer 7 or greater for Microsoft Windows (Available free on the Microsoft site.)
- Mac Users –
  - Mac OSX 1.5 “Leopard” or greater
  - Internet Explorer 7 or greater for Mac (Available free on the Microsoft site.)
  - The browser **MUST** have 128 bit encryption
- Disable or add Tulsa Tech’s Blackboard to the Pop-Up blocker software on your computer.
- Windows Media Player for courses with streaming video
- Oracle Java Standard Edition (SE) that help run the Java applications and applets for Blackboard

## *Blackboard Plug-Ins*

---

If your online course is delivered via Blackboard, you are encouraged to download and install all the latest plug-ins for your browser if you plan to access Blackboard **outside of the Tulsa Tech classroom**. This should improve your ability to utilize all your Blackboard options.

Windows Media Player	<a href="http://www.microsoft.com/windows/windowsmedia/player/download/download.aspx">http://www.microsoft.com/windows/windowsmedia/player/download/download.aspx</a>
Adobe Flash Player	<a href="http://get.adobe.com/flashplayer/?promoid=DXLUJ">http://get.adobe.com/flashplayer/?promoid=DXLUJ</a>
Adobe Acrobat Reader	<a href="http://get.adobe.com/reader/">http://get.adobe.com/reader/</a>
Microsoft Word Viewer	<a href="http://www.microsoft.com/downloads/details.aspx?FamilyID=3657ce88-7cfa-457a-9aec-f4f827f20cac&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?FamilyID=3657ce88-7cfa-457a-9aec-f4f827f20cac&amp;displaylang=en</a>
Microsoft PowerPoint Viewer	<a href="http://www.microsoft.com/downloads/details.aspx?FamilyID=048DC840-14E1-467D-8DCA-19D2A8FD7485&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?FamilyID=048DC840-14E1-467D-8DCA-19D2A8FD7485&amp;displaylang=en</a>
Microsoft Excel Viewer	<a href="http://www.microsoft.com/downloads/details.aspx?FamilyID=1cd6acf9-ce06-4e1c-8dcf-f33f669dbc3a&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?FamilyID=1cd6acf9-ce06-4e1c-8dcf-f33f669dbc3a&amp;displaylang=en</a>
Respondus LockDown Browser	<a href="http://www.respondus.com/lockdown/informationb.pl?ID=451214388">http://www.respondus.com/lockdown/informationb.pl?ID=451214388</a>
Sun Java JRE6	<a href="http://www.oracle.com/technetwork/java/javase/downloads/index.html">http://www.oracle.com/technetwork/java/javase/downloads/index.html</a>
QuickTime Player	<a href="http://www.apple.com/quicktime/download/">http://www.apple.com/quicktime/download/</a>
Adobe Shockwave Player	<a href="http://get.adobe.com/shockwave/">http://get.adobe.com/shockwave/</a>
Real Networks RealPlayer	<a href="http://www.real.com/realplayer/search">http://www.real.com/realplayer/search</a>

## Frequently Asked Questions

---

**Q:** What courses are offered online?

**A:** For a list of current courses offered online, please visit [http://www.tulsatech.edu/Programs/online\\_courses.aspx](http://www.tulsatech.edu/Programs/online_courses.aspx).

**Q:** How does an online course work?

**A:** To get a general feel for how an online course works, you should complete the Blackboard Orientation Course. Tulsa Tech provides this course with the basic resources to help you become successful. The Orientation course will also help you to familiarize yourself with how Tulsa Tech conducts online delivery via the Blackboard system. This course will provide you with the fundamentals skills to participate in an online course. The course is available via Tulsa Tech's Blackboard system. Additionally, you should refer to your course syllabus for additional information related to orientation as provided by your instructor.

**Q:** What is the Web address for Blackboard at Tulsa Technology Center?

**A:** Tulsa Tech Blackboard can be accessed through the following URL: <http://tulsatech.blackboard.com>. For your convenience, bookmark this address on your computer.

**Q:** Is Blackboard accessible from any computer?

**A:** Blackboard is accessible from any Internet-connected computer that meets the requirements established in the Tulsa Technology Center Online Student User Guide for Blackboard.

**Q:** How do I contact my instructor?

**A:** E-mail may always be used as an initial method of contact. You should verify the preferred method of contact and times of availability with your instructor.

**Q:** What do I do if my computer goes down? Who is my point of contact?

**A:** Please remember that technical issues are not an excuse for missing an assignment or turning in an assignment late. Contact your instructor to let him/her know that you are having technical issues at least 24 hours before an assignment is due. *All technical issues should be reported to your instructor.*

Computers are available in the Academic Centers at the four major Tulsa Tech campuses (Broken Arrow, Lemley, Riverside, and Peoria) for students enrolled in online courses. Students must contact the Academic Center to check availability of computers and schedule computer time.

**Q:** What do I do if I encounter problems using Blackboard?

**A:** You should first refer to the Blackboard Orientation Course to make sure you have a good understanding of how to use Tulsa Tech's Blackboard system. If the information and tutorials in this course do not address your issue, you should

contact your instructor directly. Be sure to verify the preferred method of contact and times of availability with your instructor.

**Q:** How do I retrieve my forgotten/lost password?

**A:** If you have entered a valid e-mail in your personal settings, you can retrieve your password through that e-mail by clicking the link on the Blackboard sign-in page that reads, "Forgot password?". If you did not enter a valid e-mail in your personal settings, you must consult your instructor.

For other questions that may not appear here or questions that are specific to your course and course content, consult your instructor for the answers first. For convenience, Blackboard has created an area for student questions. You may access this area at: <http://ondemand.blackboard.com/students.htm>

## *Getting Started with Logins*

### *Student Logins*

---

Students may have more than one login for the different systems Tulsa Tech supports. This section provides you with procedures for logging into some of the different systems you may be using. Your instructor will provide you with the appropriate login information.

Every student that attends full-time programs will have an account created for logging into the main computer network at Tulsa Tech. This account comes with access to an e-mail that will be in effect as long as the student is enrolled full-time. Students may also receive a login for Blackboard.

DO NOT share your login information with others. If you use computers not physically located on one of our Tulsa Tech campuses, **ALWAYS** remember to log out and close out of any browsers you may have had open.

### *Login for Tulsa Tech on Campus Computers*

---

Before you can log in to the Tulsa Tech network, you must have two pieces of information, a username and a password. Contact your instructor if you have not received a username and password. Steps to login to your Tulsa Tech account are outlined below.

If you are on one of our campuses and your computer has been turned on for you, you will see one of the following screens.



**Step 1:** If your screen displays illustration #1 above, press the Ctrl, Alt, and Delete keys simultaneously and a screen with illustration #2 below will appear.



**Step 2:** Enter your user name that instructor gave you in the **User name:** box.

**Step 3:** Enter your password in the **Password:** box.

**Step 4:** Check to see that TULSATECH is selected in the **Log on to:** box.

**Step 5:** Click the **OK** Button.

You will see Windows logging you into the network. If you receive an error or the system is not logging you in, check the following as possible solutions. If none of these resolve the issue, consult your instructor.

- Check your spelling for your user name

- Check that you are typing the correct password
- Check to see that the Log on to: section has TULSATECH selected
- Check to see that you do not have the Caps Lock turned on

After three attempts, the system will lock you out. If this happens, you will need to contact your instructor to reset your password for you.

## *Login for Tulsa Tech on Home Computers*

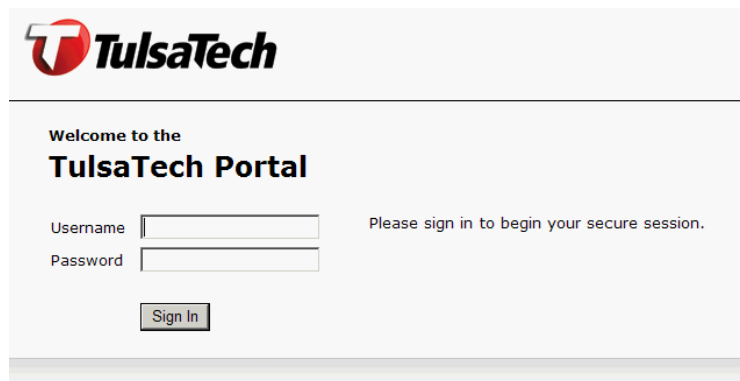
---

If you are using a computer that is not physically connected to the Tulsa Tech network such as a personal computer you own, use the following steps to logon to the Tulsa Tech network.

**Step 1:** In your web browser, enter the following URL in the address bar and press Enter. Please note that there is no “www” and that there are two periods in the address.

<http://my.tulsatech.com>

You should then see the following login screen. If you do not, please check to see that you input the correct address into your browser.



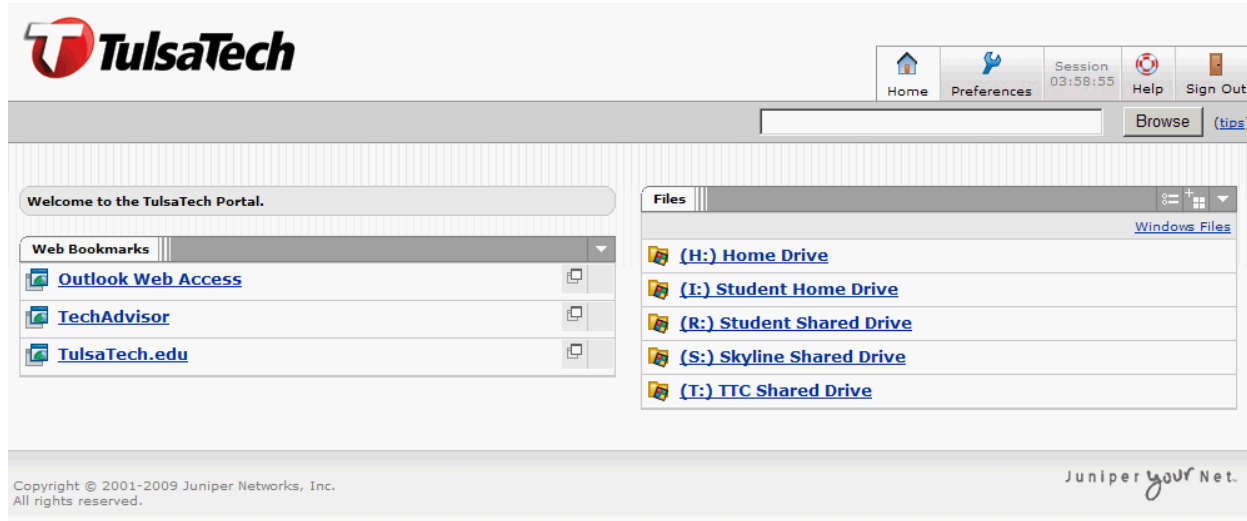
The screenshot shows the login interface for the TulsaTech Portal. At the top left is the TulsaTech logo, which consists of a red circle with a white 'T' and the text 'TulsaTech' in a bold, black, sans-serif font. Below the logo, the text 'Welcome to the TulsaTech Portal' is displayed. Underneath this, there are two input fields: one for 'Username' and one for 'Password'. To the right of these fields, the text 'Please sign in to begin your secure session.' is visible. At the bottom of the form is a button labeled 'Sign In'.

**Step 2:** Enter your user name that instructor gave you in the **U**ser name: box.

**Step 3:** Enter your password in the **P**assword: box.

**Step 4:** Click the  Button.

Once you successfully login, you should see a screen *similar* to the following:



If you receive an error or the system is not logging you in, check the following as possible solutions. If none of these resolve the issue, consult your instructor.

- Check your spelling for you User name
- Check that you are typing the correct password
- Check to see that you do not have the Caps Lock turned on

After three attempts, the system will lock you out. If this happens, you will need to contact your instructor to reset your password for you.

## *Login for Blackboard*

---

Before you can log in, you must have two pieces of information, a username and a password. If you have not received these from your instructor, contact him/her for that now. Once you have received your username and password, follow the steps outlined below to enter your Blackboard course.

In your web browser, enter the following URL in the address bar and press Enter. Please note that there is no “www” and that there are two periods in the address.

<http://tulsatech.blackboard.edu>

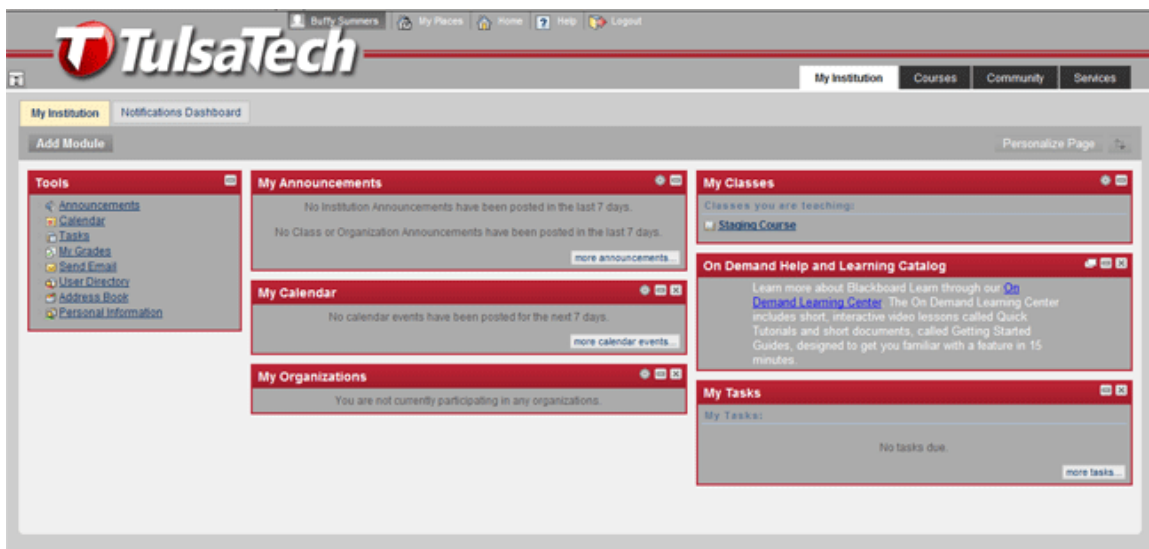
You should then see the following login screen. If you do not, please check to see that you input the correct URL address into your browser.



Note the "Forgot password?" link to the right. If you enter a valid e-mail address in your Blackboard account, you can retrieve your lost or forgotten password.

When the Username page appears, type in your username and password you were given in the appropriate boxes and click on the Login button.

You should see a screen *similar* to the following illustration.



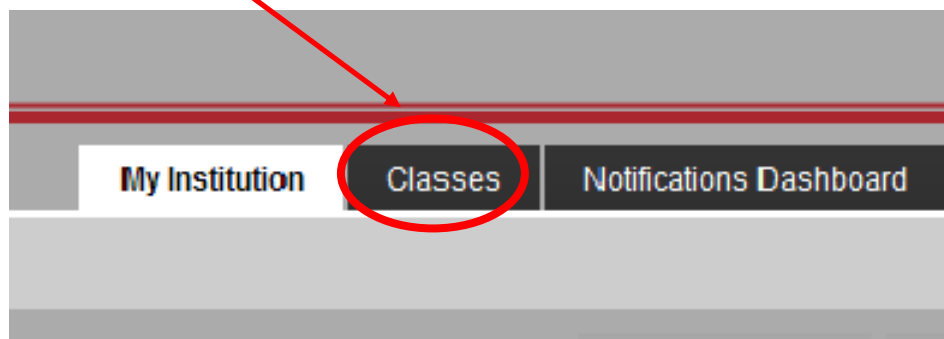
## Accessing the Blackboard Orientation Course

---

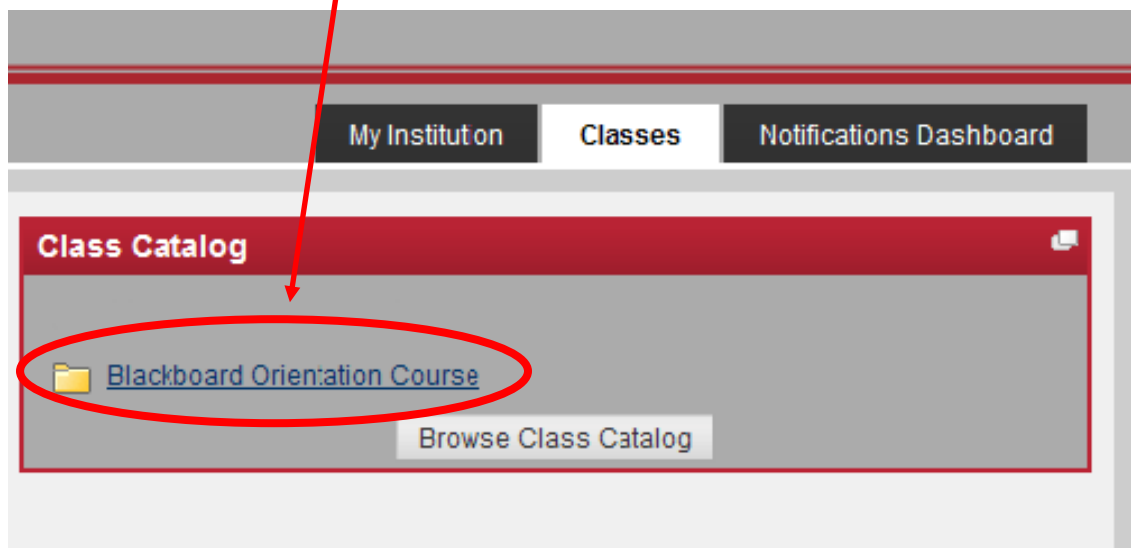
The Blackboard Orientation Course is a self-enroll course. This course will help you understand online courses, the time commitment necessary, and how to navigate the Blackboard system. Please consult your instructor to determine which modules you should go through.

**Step 1:** Log into Blackboard by going to <http://tulsatech.blackboard.edu>

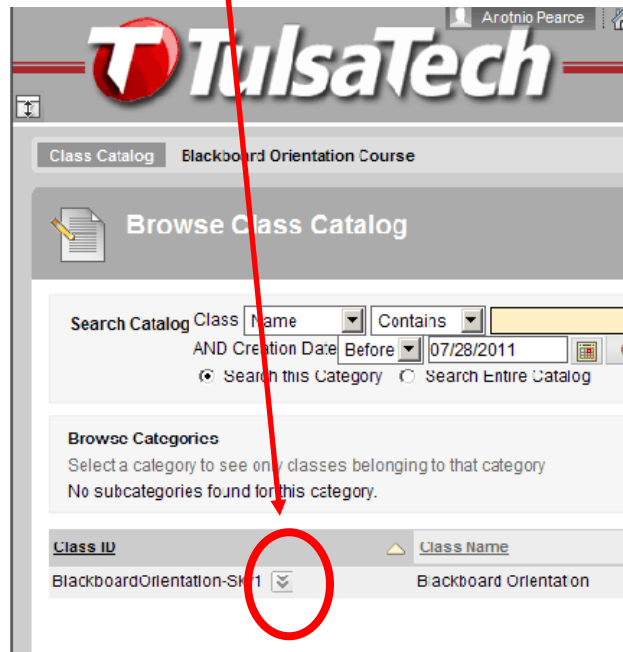
**Step 2:** Click the Classes tab at the top of the screen.



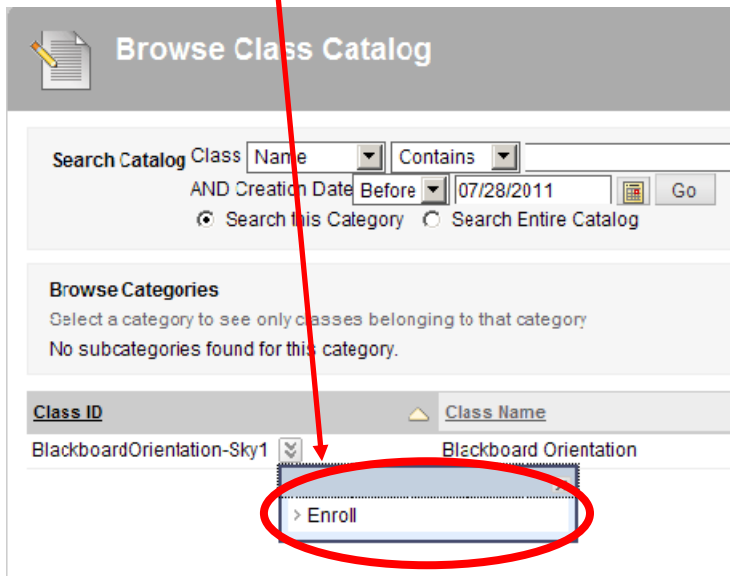
**Step 3:** Click the Blackboard Orientation Course link in the Class Catalog module.



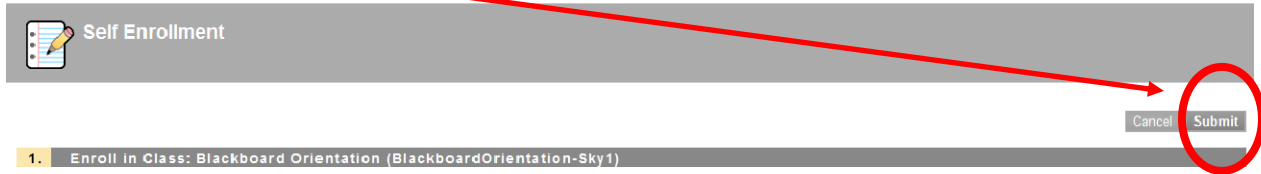
**Step 4:** Click the Down Arrow next to the course name on the Browse Course Catalog screen.



**Step 5:** Click Enroll.



**Step 6:** Click Submit on the Self-Enrollment screen.



**Step 7:** You will see the Action Successful message. Click on the OK button.



You will then be taken directly to the Blackboard Orientation course.

