

# Vernon College

# Distance Education Manual

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## *Introduction*

Welcome

Mission Statement

## *Distance Education Overview*

Distance Education Definitions

Distance Education Readiness (Smarter Measure)

Distance Education Orientation

## *Policies and Procedures*

Registration

Academic Integrity Policy

Attendance Policy

Authenticating the identity of DE students

Computer Security Policy

Complaints and Grievances

Complaints

Academic Grievance

Privacy of students enrolled in DE Courses

Family Education Rights & Privacy Act of 1974 (FERPA)

Withdrawal Policy

Refund Policy

## *Student Services*

DE Advising and Counseling Services  
Registration  
Financial Aid  
Early Alert  
Student Conduct  
Special Services  
Degree Planning  
Career Counseling  
Academic Counseling  
Personal Counseling  
Course Grades and Transcript Access  
Graduation

## *Course Information*

Bookstore and Textbook Information  
Getting Started – First Day of Class  
Class Structure  
Communication (Retention Strategy)  
Exams  
Courses with a Required Lab Component  
Grades

## *Testing Locations and Procedures*

On-Campus Testing or Proctored Exams (Location and Operational Times)  
Testing Procedures and Costs

## *Resources*

Bookstore and Textbook Information

Library Services

Online Tutoring Services

Social Networking (Community for the online learner)

Online Netiquette

## *Technical Support*

Blackboard Learn 9.1

Student Email

Campus Connect

Additional Technical Support (Course Cartridges, Textbook LMS)