

E-LEARNING STUDENT HANDBOOK



Fall 2017

LCSC e-Learning Services

Sam Glenn Complex, Suite 214

Phone: 208-792-2239

Toll-Free: 1-800-879-0458

Email: e-learning@lcsc.edu

[e-Learning Services on the Web](http://www.lcsc.edu/e-learning) (<http://www.lcsc.edu/e-learning>)

e-Learning Student Handbook

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WELCOME

The e-Learning Services (eLS) department at LCSC facilitates a variety of technology-enhanced instruction, including fully online, hybrid, and web-enhanced lecture courses through the Blackboard learning management system (LMS).

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INSTRUCTIONAL METHODS

WEB-BASED COURSES

Web-based (WEB) courses are delivered entirely online and are accessed through Blackboard using a web browser. Students are expected to login to WEB courses several times a week and to submit all course work through Blackboard unless otherwise instructed.

HYBRID COURSES

Hybrid (HYBF) courses provide a combination of classroom and online instruction via Blackboard. Hybrid courses usually meet once per week in the classroom and have at least 30% of instruction delivered online. Expectations for Blackboard course access will be explained by the course instructor, usually during the first live class session. Check [WarriorWeb](http://www.lcsc.edu/warriorweb/) for class session meeting dates and times (Full URL: <http://www.lcsc.edu/warriorweb/>).

LECTURE COURSES (WEB-ENHANCED)

All lecture (LEC) classes have a section in Blackboard, but it is up to the instructor whether or not he or she uses Blackboard to post documents, assignments, or grades in Blackboard. The instructor should specify in class or in the syllabus the expectations for student access to Blackboard for a lecture course.

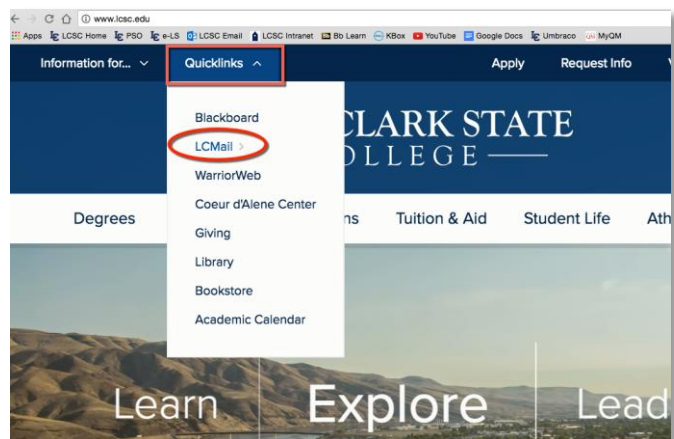
E-LEARNING SERVICES WEBSITE FOR STUDENTS

The e-Learning Services website has a page for [Student Resources](http://www.lcsc.edu/e-learning/students/) (Full URL: <http://www.lcsc.edu/e-learning/students/>) Information on this page includes the most current version of the e-Learning Student Handbook, links to Blackboard Support, information of test proctoring, and LCSC Policy Information. Additionally, there are links for Student Success Tools.

STUDENT EMAIL ACCOUNTS

LCMail is the student email system and it is hosted through Google Mail (Gmail). Each student is assigned an LCMail account after admission. LCMail is accessible from the [LCSC homepage](http://www.lcsc.edu) (Full URL: www.lcsc.edu). Go to "Quicklinks" on the upper left, and the link for LCMail is included.

The email address is typically the student's first initial, middle initial, and full last name (ex. jhwarrrior@lcmail.lcsc.edu). The initial password is the student's 8-digit birthdate in MMDDYYYY format. In some cases, a student may have



numbers added to the end of his or her email address. Students should contact the [LCSC Information Technology](#) (IT) desk if they have problems logging in to their email (Full URL: <http://www.lcsc.edu/it/>).

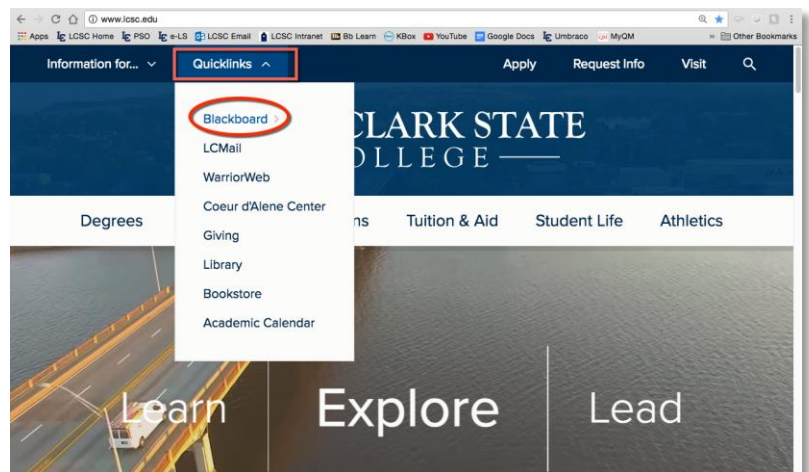
All official college communications are sent to students' LCMail accounts, and students should check this account daily. Students are required to use LCMail when communicating with instructors and all campus entities in order to verify their identity and to comply with federal privacy regulations.

LCSC BLACKBOARD LEARN

ACCESSING BLACKBOARD

The direct link to log in to Blackboard is: <https://lcsc.blackboard.com>

LCSC Blackboard is accessible from the [LCSC homepage](#) (www.lcsc.edu). Go to "Quicklinks" on the upper left, and the link for Blackboard is included.



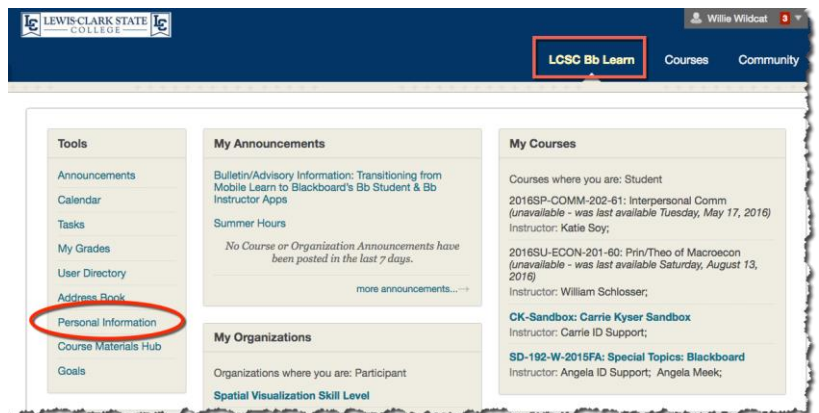
BLACKBOARD LOGIN INFORMATION

Username: Your Warrior Web ID, which is the first part of you LCMail (usually first initial, middle initial, full last name; Example: bbwarrior)

Password: Your eight-digit birthdate in MMDDYYYY format (Example: January 31, 1985 = 01311985). After accessing Blackboard for the first time, you should change your password to something more unique and secure.

CHANGING A BLACKBOARD PASSWORD

Students are not prompted to change their initial password after logging in to Blackboard, but **changing your password is highly recommended** for security purposes. To change the password, click on "Personal Information" in the "Tools" menu on the left of the initial login page (called the LCSC Bb Learn tab).



FORGOTTEN PASSWORDS

A screenshot of the Blackboard login page. It features a 'USERNAME:' field with 'mwlewis' entered, a 'PASSWORD:' field with masked characters, and a 'Login' button. A red circle highlights the 'Forgot Your Password?' link located to the right of the password field.

Use the [Forgot Your Password?](https://lcsc.blackboard.com/webapps/blackboard/password) link located on the Blackboard login page to reset a Blackboard password (Full URL: <https://lcsc.blackboard.com/webapps/blackboard/password>). Your password information will be sent to your LCMail account. If you are having problems accessing your LCMail, please contact the IT Helpdesk.

WHEN CLASSES BECOME AVAILABLE IN BLACKBOARD

e-Learning Services sends an email to students' LCMail accounts with information on when classes are available for student access and how to access them. ***Blackboard courses become available to students on the Friday before the first week of classes.*** The access email is sent every day through the 5th day of the semester to students who register after the start date.

Access to online course spaces the Friday before the first week of classes allows students to confirm their login information and verify that all online/hybrid courses appear in their course list in Blackboard. Instructors are not required to have course content available at this time and cannot require students to complete course activities during this early access period.

E-LEARNING STUDENT RESPONSIBILITIES

LEARNING TO USE BLACKBOARD

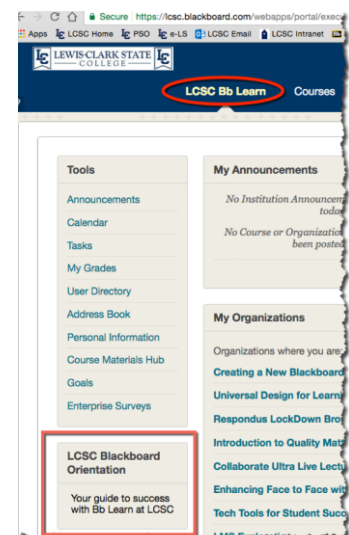


Students are responsible for learning to use the Blackboard tools to complete online coursework.

e-Learning Services provides a [Blackboard Student Orientation](#) document for students, and a link to access this document is available on the LCSC Bb Learn tab under "LCSC Blackboard Orientation" on the left side of the page. This document is often linked in Blackboard course menus. (Full URL: https://lcsc.blackboard.com/bbcswebdav/institution/Community%20Programs/RTF/BbLearn_RTf/index.html)

The [Blackboard Help for Students](https://help.blackboard.com/Learn/Student) website that is published by Blackboard also supplies answers to common issues. (Full URL: help.blackboard.com/Learn/Student)

Students can contact the [24/7 Blackboard Help Center](https://www.lcsc.edu/supportcenter.com) for assistance using the Blackboard tools (Full URL: www.lcsc.edu/supportcenter.com). See [Blackboard Support](#) in this document for more information.



LCSC also offers a 1-credit course, SD 133 Introduction to Online Coursework, that teaches students how to use Blackboard and how to be successful in online courses. The course is offered during the Fall and Spring semesters, and is typically a pass/fail course. Contact the Registrar for information on registering for this special topics course.

SUBMITTING WORK IN ONLINE COURSES

Unless otherwise instructed, all coursework for online classes should be submitted through Blackboard. Online courses contain Assignment submission items for submitting work as attachments so the instructor can use the Blackboard Grade Center to keep records of student submissions. Unless instructed to submit assignments through Course Messages or Email, all assignments should be submitted using Assignment links.



In addition to Assignment links, Discussion Boards, Blogs, Wikis, and Journals are all separate tools in Blackboard that allow for submission of work. Instructors may also deliver quizzes and exams in Blackboard. Check the syllabus for information about the need for proctoring for any exams delivered online. Failure to follow proper submission protocols for online course work can adversely affect a student's grade.

PROCTORED EXAMS



Some instructors require students to use a proctor for exams delivered in online courses. Proctors ensure the reliability of test results by validating the identity of the test taker, monitoring the testing environment, and ensuring the security of the exam itself.

LCSC Students can use the testing center on LCSC's Lewiston campus, the testing center at North Idaho College in Coeur d'Alene, or one of the outreach centers listed at the end of this document. Students who cannot take exams at these locations must complete a proctor request form to arrange for an alternative proctor. This form must be completed at least **one week prior** to the first day the exam is available to students. Students should [visit the LCSC Testing Center website](http://www.lcsc.edu/testing-center/) for full details on taking proctored exams (Full URL: <http://www.lcsc.edu/testing-center/>).

COMPUTER AND SOFTWARE REQUIREMENTS

COMPUTER REQUIREMENTS

Students must have access to a full desktop/laptop computer operating system. Accessing online courses from a tablet or other mobile device is not sufficient to perform certain Blackboard functions. LCSC has established the hardware and software requirements for students taking online courses.

Technology Requirement	Standard
Internet Connection	High-speed internet, such as DSL or cable
Windows Operating System minimum requirements	Windows 7 or newer 800-MHz or faster 32-bit (x86) or 64-bit (x64) processor 2 GB of RAM
Macintosh Operating System minimum requirements	Mac OS X 10.6 Intel Core™ Duo 1.83GHz or faster processor 2 GB of RAM
Hardware	Webcam with Microphone is recommended

WEB BROWSERS

Students should have at least two internet browsers installed and properly configured on personal computers. If technical difficulties arise in one browser, the problem may be resolved by accessing Blackboard in a different browser. e-Learning Services **recommends the use of Chrome**. Internet Explorer and Safari are the least compatible browsers for accessing Blackboard content. If a student experiences issues accessing content with Internet Explorer or Safari, he or she should attempt access with other recommended browsers before contacting the Blackboard Help Center.

Google Chrome is the recommended browser for LCSC students using Blackboard Learn. Students should use the following browsers to access Blackboard, in the order listed:

- Google Chrome ([Download Chrome](#))
- Mozilla Firefox ([Download Firefox](#))
- Safari
- Internet Explorer



COOKIES

Blackboard uses cookies to keep track of a user's current session. Cookies must be enabled so the system can remember user preferences while navigating through Blackboard courses.

JAVA AND JAVASCRIPT

The most recent version of Java must be installed. Click "Trust" or "Always" when prompted about the Java Security Certificate when accessing Blackboard. JavaScript must be enabled in order for Blackboard to function properly.

POP-UP BLOCKERS

Blackboard sometimes uses small browser windows to deliver content. If a link is clicked and no content loads, it has probably been blocked. The browser's pop-up blocker must be disabled or Blackboard must be added as a "trusted site" in order for certain content to load properly. Students can contact the Blackboard Help Center for instructions on disabling a pop-up blocker or adding Blackboard as a trusted site. The process varies by browser.

BLOCKED CONTENT

Blackboard will block content that is streamed from external websites, such as embedded videos hosted on YouTube. This content must be "allowed" by clicking the notification icon that will appear in the browser's address bar when it has blocked content from loading. The location of this notification icon varies based on the browser used to access Blackboard, but it is typically a "shield" icon located on the right side of the address bar.

SOFTWARE

ADOBE FLASH PLAYER AND ADOBE ACROBAT READER

Some Blackboard content requires Adobe Flash Player to display. Adobe Flash Player can be downloaded and installed for free. Adobe Acrobat Reader, which can also be downloaded and installed for free, is recommended for viewing PDF documents posted in Blackboard.

MICROSOFT OFFICE

Students and teachers are eligible for office 365 Education, which includes Word, Excel, PowerPoint, and OneNote, plus additional classroom tools. LCSC IT supports this product. To use, visit the [LCSC IT Student Page](https://www.lcsc.edu/it/for-students) (Full URL: <https://www.lcsc.edu/it/for-students>).

BLACKBOARD MOBILE (NOT SUPPORTED)

Blackboard Mobile is an app that allows students to access Blackboard Learn on compatible mobile devices. Blackboard Mobile is not officially supported by LCSC, and e-Learning Services and LCSC IT do not offer technical support for its use. The mobile app should not be used as the primary method for accessing Blackboard courses. Assignments, quizzes, discussions, and any other graded work should be submitted using the full desktop version of Blackboard.

TECHNICAL SUPPORT

BLACKBOARD SUPPORT

e-Learning Services contracts with the LCSC Blackboard Help Center to provide 24/7 support for students. Technical support for Blackboard is not available on campus.

Contact the Blackboard Help Center: [LCSC Blackboard Help Center](http://lcsc.edusupportcenter.com/)
(<http://lcsc.edusupportcenter.com/>)

Help articles

Create a support ticket (support via email)

Live chat (recommended)

Toll-free Number: 855-671-6899



LCMAIL AND WARRIORWEB

Contact the LCSC IT Department for help with LCMail and WarriorWeb.

Location: Sam Glenn Complex, Room 112

Email: helpdesk@lcsc.edu

Phone: 208-792-2231

Toll-free Phone: 1-800-933-5272, ext. 2231

Website: <http://www.lcsc.edu/it/>



PERSONAL COMPUTERS

The LCSC IT department does not provide technical support for computer hardware or software for student computers. The 24/7 Blackboard Help Center will provide limited support for configuring student computers (web browsers) to access Blackboard. Students must contact a local repair specialist for technical issues related to computer hardware or software (computer crashes, slow running, malware, viruses, etc). Students should contact their local internet service provider if they experience trouble connecting to the Internet.



OUTREACH CENTERS

The following outreach centers provide exam proctoring services, academic assistance, and computer access for students. Business hours vary at these locations. For specific information regarding hours of operation and services available, contact the center.

LCSC COEUR D'ALENE

1000 W. Hubbard, Suite 144

Coeur d'Alene, ID 83814

Phone: 208-666-6707

<http://www.lcsc.edu/coeur-dalene/>

GRANGEVILLE OUTREACH CENTER

Avista Building

201 E. Main (Meadow St. Entrance)

Grangeville, ID 83530

Phone: 208-983-2164

<http://www.lcsc.edu/grangeville-outreach/>

OROFINO OUTREACH CENTER

The Coon Building

2200 Michigan Ave

Orofino, ID 83544

Phone: 208-476-5731

<http://www.lcsc.edu/orofino-outreach/>

THE SUCCESSFUL E-LEARNING STUDENT

While taking a course online does provide flexibility, it also requires self-discipline, responsibility, and great organizational skills. It is very easy to procrastinate or even forget online deadlines. Use the following points to assess your work habits.

Can I make a schedule and stick to it?



Determine your needs, make sure they fit the parameters of the course, and then make a schedule. Most importantly, stick to it. Since you won't always be sitting at your computer, it's helpful to have a paper calendar on which you can write due dates and other important notes about your courses. (Tip: Use a different colored pen for each online course to stay organized.)

Do I feel comfortable asking questions?



Successful students ask questions. Don't hesitate to ask the instructor or your classmates questions in the Discussion Board or via email or course messages. Be concise and to the point when asking for help because your instructor probably gets a lot of email. If you email your instructor at his/her lcsc.edu email address, be sure to include the name, course number, and section number in your email (ex. ENGL 101-60).

Can I plan ahead and take initiative?



Don't wait until the last minute to submit an assignment or take an online test. If something were to go wrong with your computer, you could miss a deadline! Computer problems are no excuse to miss due dates, but you should still notify your instructor ASAP if you have a computer problem. Follow the instructor's time line to the best of your ability, login to your course on a daily basis (even if it's just for 15 minutes), and notify your instructor in advance if you'll be unable to log in for an extended time. If you need to submit an assignment or take a test early, contact your instructor. Remember that in an online environment, communication can be delayed, so always plan ahead!

Am I comfortable reading/working at a computer for long periods of time?



Reading is the backbone of all online courses. If you would normally spend 3 hours a week in a classroom listening and talking, you should plan to spend 3 hours a week reading and typing at your computer for each online class you take. (Not counting the time you spend working on assignments/papers) Most of your content will be delivered in written form, either from your textbook or documents provided by your instructor. This takes the place of live classroom lectures, so if you want to learn anything in an online course, you'll need to read all of the assigned material. End Document.