

# Clovis Community College

## Online Course Guidelines

### ABOUT THIS DOCUMENT:

This document contains information that applies to **all** online courses. For specific course information and policies, you should refer to the syllabus that is available within the online course.

### A WARNING ON A.I. USE:

Students should make themselves aware of any instructor-/course-specific A.I. use policies. Instructors at Clovis Community College **may** use Turnitin's A.I. detection tools, among other tools, to check for A.I.-generated text in student submissions. Always feel free to reach out to your instructor for guidance moving forward.

### PROCTORING SOLUTIONS:

Most online courses require a proctor for exams. The following are CCC's approved proctoring options:

- **CCC's Testing Center:**
  - No fee for CCC students
  - Requires a valid ID (school or government ID)
  - Due to the high volume of proctoring requests, the CCC Testing Center recommends students make an appointment for exams. Call the Testing Center at **575.769.4088** for more details or to make an appointment.
- **ProctorU:**
  - No fee\*
  - Webcam and microphone required
  - One form of valid photo ID required (school or government ID)
  - Requires Guardian Browser to be downloaded onto your computer
  - [ProctorU – Default Proctoring Student Guide](#)
  - [ProctorU – Third-Party Test Proctoring Student Guide](#)
- **Military Education Centers:**
  - May have a fee
  - Requires a valid DoD ID

\* ProctorU has no fee for **most** exams. Some courses require live proctoring, in which case students must schedule their proctoring session more than 72 hours prior to their exam to avoid paying a fee. Refer to your course syllabus to determine if you are required to schedule your proctoring session in advance.

If you live **within** fifty (50) miles of Clovis, NM, it is recommended you take your proctored exam via CCC's Testing Center. ProctorU is the preferred proctoring service if you live **more than** fifty (50) miles from Clovis, NM. You may use any of the above proctoring options as well depending on local restrictions. Students with a valid DoD ID card may consider using a military education center, if desired.

It is the student's responsibility to find a suitable proctor, make testing arrangements, and pay any associated fees for proctoring services (if applicable). Be aware that **ALL** proctors require a valid form of photo ID, some proctors *may* charge a fee, and some proctoring options require a webcam and microphone.

**Please note:** If you do not possess a valid photo ID, government- or school-issued, you **must** contact your instructor immediately.

Dual Credit students should contact their instructor for special instructions.

Students must report their proctoring choice to their instructor. Please refer to your course syllabus and instructor's directions for more details, deadlines, and further information. Don't hesitate to contact your instructor if you have any questions or concerns.

## **TEXTBOOKS:**

CCC partners with BibliU to provide you with the most economical textbook options by offering the Textbook Affordability Package (TAP). All textbook fees are assessed at the time of registration so all you have to do is stop by the bookstore to pick up your books, or you can call to arrange for delivery. If you wish to opt out of TAP, you must opt out each semester before the deadlines and you will be responsible for acquiring any required textbooks. Check your CCC e-mail and/or [www.clovis.edu/bookstore](http://www.clovis.edu/bookstore) for more information on what classes are part of TAP, textbook fees, and important opt out information and deadlines. Please note that some textbooks are **fully** digital and are

accessible within the Canvas class (look for “**BibliU (Textbooks)**” in the left-hand course menu).

## STARFISH:

Clovis Community College uses Starfish Early Alert as a communication tool between students, faculty, and campus support services. Throughout the term, you may receive e-mails in your CCC e-mail account from Starfish regarding your course grades or academic performance. These e-mails are intended to help you be successful in your CCC courses. Please open the e-mails and follow the recommendations. Additionally, to make sure you are receiving the support you need, your instructor or your advisor may ask to meet with you to discuss your course progress or refer you to a campus service.

To access Starfish, log into Canvas and click the Starfish link. To learn more about Starfish, visit “Starfish for Students” at [www.clovis.edu/students/starfish.aspx](http://www.clovis.edu/students/starfish.aspx). If you need assistance with Starfish, e-mail the Help Desk at [help.desk@clovis.edu](mailto:help.desk@clovis.edu).

## WITHDRAWAL:

If you are unable to attend the required sessions or complete the assignments and quizzes/tests successfully for a course, you should withdraw from the class after you have spoken with your instructor and academic advisor. Instructors do not withdraw students. Dual Credit students must contact their high school counselor.

## ONLINE COURSE ATTENDANCE:

In an online course, “attendance” is recorded when you log into class **AND** do *at least* one other *significant* action (such as turning in an assignment or posting a message). Simply logging in *is not* enough to count as “attendance.” Attendance is required at all sessions in each course for which the student is enrolled. Consult [CCC’s College Catalog](#) for specific information regarding limits for absences. Students on financial aid and VA programs may have additional attendance requirements or restrictions. Check with the **Financial Aid / VA Office** for more information.

## COMMUNICATION WITH YOUR INSTRUCTOR:

Remember to use only *official* electronic communication channels when communicating with your instructor. These official channels include the Canvas Inbox

and your CCC student e-mail (ending in [@st.clovis.edu](mailto:st.clovis.edu)). If you need immediate assistance, please review your course syllabus for an alternative means of communication, such as a message phone or your instructor's CCC telephone extension.

### CCC E-MAIL:

All CCC students have a CCC e-mail account. It is set up when students enroll. Campus-wide messages and important information are sent to your CCC e-mail inbox. Starting Summer 2024, active students will be assigned an [@st.clovis.edu](mailto:st.clovis.edu) e-mail account. To access this account, head over to [CLOVIS.EDU](http://CLOVIS.EDU), click on **Login**, and select **Email: Employee/Student (O365)**.

### QUALIFIED STUDENTS WITH DISABILITIES:

Qualified students who have a disability that may require some special arrangements to meet course requirements should contact the **Office of Accessibility and Resources (OARS)** at **575.769.4099** in the Dr. H. A. Miller Student Services Center as soon as possible to ensure that their needs are appropriately met. To ensure students have the support necessary to be successful, Clovis Community College has an Early Alert Referral Program through Starfish. Instructors may make a referral for students that could benefit from additional support outside the classroom. Students may also request a referral.

### ACADEMIC COACHING:

If you're looking to develop effective study habits, time management strategies, or goal-setting skills, our Academic Coaching services are here for you. Our coaches work one-on-one with students to create personalized plans that enhance learning efficiency and academic performance. We work closely with students to create and follow an academic plan that best suits your needs. If you are interested in Academic Coaching, call us at **575.769.4119** or e-mail [santana.sena@clovis.edu](mailto:santana.sena@clovis.edu) for more information.

### TUTORING CENTER:

Whether you need help understanding complex concepts, preparing for exams, or tackling challenging assignments, our Tutoring Center offers personalized assistance across various subjects including math, science, psychology, business, etc. Our knowledgeable tutors are dedicated to helping you grasp difficult material and build

your confidence. Call the Tutoring Center at **575.769.4092** or e-mail us at [TutoringC@clovis.edu](mailto:TutoringC@clovis.edu) to see what we can offer you.

## WRITING CENTER:

Struggling with a paper, research project, or creative writing assignment? The Writing Center provides expert guidance on all stages of the writing process, from brainstorming and drafting to revising and polishing. We also check several required formats including APA, MLA, and Chicago. Our writing tutor can help you improve your writing skills and ensure your work is clear, coherent, and compelling. Call the Writing Center at **575.769.4092** or e-mail us at [TutoringC@clovis.edu](mailto:TutoringC@clovis.edu) to see what we can offer you.

## ONLINE CHAT FOR TUTORING:

CCC offers free **online** tutoring in most academic subjects. To access the online chat for tutoring, you will need to navigate to **CLOVIS.EDU**, select **Chat** (top-right corner), and then select **Tutoring**. Or you can access the online tutoring chat by clicking on [this link](#).

## BASIC NEEDS STATEMENT:

It can be difficult to fully participate and maintain focus on your classes when you face challenges with basic needs such as adequate living space, access to food, reliable transportation, childcare, and other necessities. These challenges may impact your personal and academic success. Talk to your instructor or contact the **Department of Diversity, Equity, and Inclusion** at **575.769.4184** for assistance in finding the resources you need.

## COPYRIGHT:

It is the policy of Clovis Community College to respect the right of those who create and publish intellectual property in the form of printed matter, film, video, audio recordings, computer software and the like. The items posted on the website for this course are copyright by the Publisher and by CCC. No student has the right to use the material for any means other than originally intended. CCC respects copyright laws and insists that its faculty, staff, and students do likewise. Students should not distribute e-mail document attachments or post information on any CCC site containing copyrighted material unless the right to do so has been granted by the copyright holder.

## SAFEGUARDS AGAINST DATA LOSS:

Back up all work on an external drive (flash drive, thumb drive, etc.); computers are not infallible. It is the student's responsibility to ensure that their computer is functioning properly.

## NETIQUETTE:

Netiquette is using good manners in cyberspace. Since most of our communication will be in text, be sure your words express the proper tone. Remember e-mail can be read by anyone. Making personal attacks or sending threats is unacceptable and will be reported per the guidelines up to and including administrative withdrawal from the course. Whether you are in a chat room, writing an e-mail or posting to a discussion area, remember to use proper netiquette and be considerate of others. If you would like to read more on netiquette, use the links below.

- <http://www.iwillfollow.com/email.htm>
- <http://www.albion.com/netiquette/corerules.html>

Rude, disrespectful, or verbally abusive messages will not be tolerated at any time under any circumstances. Sometimes we write e-mail messages when we are upset and then hastily click "send." It is important to control that urge. The Student Code of Conduct can be found in its entirety in the [CCC Student Handbook](#).

**Students may be administratively withdrawn for netiquette violations.**

## ACADEMIC DISHONESTY:

Academic dishonesty includes plagiarism and other forms of cheating behavior as described in the college catalog. Academic dishonesty is unacceptable at Clovis Community College and in this course. Students committing acts of academic dishonesty shall be penalized by the assignment of lowered or failing grades on assignments and/or for the entire course, depending upon the instructor's evaluation of the severity of the dishonest act. Consult the [CCC College Catalog](#) for more information on the institutional policy on academic integrity.

## EMERGENCY ALERTS:

Since our class is online, service interruptions are very unlikely. However, in case of campus closure, a recording will be placed on the switchboard (575.769.2811) and the CCC website ([www.clovis.edu](http://www.clovis.edu)) to announce the cancellation of classes or closure of the college. Students may sign up for text and e-mail alerts at [www.clovis.edu/getrave](http://www.clovis.edu/getrave).

## TECHNOLOGY REQUIREMENTS:

Canvas is designed for maximum compatibility and minimal requirements. It is recommended to use a computer that is five (5) years old or newer. Please [click here](#) to see basic computer specifications for Canvas.

## TECHNICAL SUPPORT:

CCC's Help Desk support is available by e-mailing [help.desk@clovis.edu](mailto:help.desk@clovis.edu) or by calling 575.769.4969. Be sure to visit the [Canvas Student Orientation](#) site if you need help navigating our online classroom. You may also find answers to common questions / problems on [Canvas FAQs](#). To see the Help Desk's hours of operation, please visit [www.clovis.edu/helpdesk](http://www.clovis.edu/helpdesk).

## COMPUTERS ON CAMPUS:

Computers for student use are available on campus in the **Center for Student Success (Room 171)** or the **Dr. W. D. Dabbs Library**. Staff will not instruct and/or tutor students regarding assignments. When in doubt, CONTACT YOUR INSTRUCTOR. Students needing tutoring assistance should go to the **Tutoring Center (Room 415A)**.

## LIBRARY SERVICES

The Dr. W. D. Dabbs Library offers a print and media collection of more than 60,000 volumes. Twenty (20) computers provide students with access to the Internet, Microsoft Online Suite, and online databases. Five (5) large and four (4) small study rooms are available to enrolled students for academic study groups. The library's webpage [www.clovis.edu/library](http://www.clovis.edu/library) provides off-campus access to several online indexes and full-text databases to assist enrolled students in library research. A valid C# is required to access these online services. Library tours and instruction are available on a group or individual basis. Feel free to reach out to the library at 575.769.4080 or via e-mail [ccclib@clovis.edu](mailto:ccclib@clovis.edu).