Support Services for PRCC Online Students

Admissions

Online students are held to the same admission standards as traditional students and must follow the same process for enrollment at Pearl River Community College. Students may apply for admission, register for classes, and pay tuition fees without coming to campus. The following webpage has links to a Pearl River Community College application and financial aid information: http://www.prcc.edu/admissions.

Registration

Students who wish to register for online classes should (1) consult with an advisor and (2) complete the self-registration process by accessing the distance learning website at http://www.prcc.edu/elearning.

Registration is not complete until classes have been verified by College personnel. Following are reasons that classes may not be verified:

- Students must satisfy all pre- or co-requisites for certain classes. See the Pearl River Community College Catalog (http://www.prcc.edu/catalog) for a complete listing.
- Adequate ACT scores must be on file before taking certain classes.
- A student cannot register for more than 18 total hours per term. If the student requests online classes that will make the TOTAL hours (the sum of day, evening, and online classes) more than 18 hours, the entire online registration will be denied. It is highly recommended that a student does not take more than 18 hours with some of them being online classes. Students who attempt this have a very low rate of success. Online classes take more time than traditional classes, not less.
- A hold in the Business Office or Registrar's Office will result in removal from requested online classes.
- Classes will not be verified if the student registered using his or her social security number. Pearl River Community College Student IDs must be used when registering for online classes.

Advising

Pearl River Community College recognizes the importance of a thorough program of academic advising. While it is ultimately the responsibility of the students to select and follow a program of study which will lead to their instructional objectives, the College provides counselors who are equipped to advise students regarding career path and class selections. Students are encouraged to contact a faculty advisor who is an expert in the student's field of study.

Students considering an online class are encouraged to self-assess their technology preparedness by completing the SmarterMeasure Assessment which is available on the eLearning website at

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	www.prcc.edu/elearning/student-resources. Graduation requirements can be found by accessing the College catalog (http://www.prcc.edu/catalog) or the Graduation webpage (http://www.prcc.edu/academics/graduation).
Financial Aid	Financial Aid information, scholarships, qualifications and applications are available to all students through the College website at http://www.prcc.edu/financial-aid. Financial Aid support services may also be reached at financialaid@prcc.edu or (601) 403-1029.
Student Records	A transcript will be issued upon a receipt of a written and signed request from the student. Students may request a transcript by accessing the Transcript Order Form on the PRCC Admissions website at http://www.prcc.edu/admissions.
Student Disability Services (ADA)	The ADA/Civil Rights Coordinator is the official contact for students with disabilities. The ADA Coordinator serves as an advocate for students with disabilities and assists them in achieving equal access to all college programs and services. If you have a disability that qualifies under the Americans with Disabilities Act and you require special assistance or accommodations, you should contact the designated coordinator for your campus for information on appropriate guidelines and procedures: Poplarville Campus, Tonia Moody at 601-403-1060 or tmoody@prcc.edu; Forrest County Center, Kirk Powell at 601-554-5530 or epowell@prcc.edu; Hancock Center, Raymunda Barnes at 228-252-7000 or rbarnes@prcc.edu. Distance Learning Students who require special assistance, accommodations, and/or need for alternate format should contact Tonia Moody at tmoody@prcc.edu. Based on the specific nature of each student's documented disability, the plan may include but is not limited to the following adjustments: Assertive Technology, Peer Tutoring, Readers, Individualized Testing, Special Registration, Counseling, Student Skills Assistance, Text Enlargement, and any other Reasonable Accommodations.
Student Grievance Procedure	Pearl River Community College attempts to resolve internally all types of grievances at the level where they occur and in a timely manner. It is the student's advantage to keep communication open with faculty, staff, and peers, thus avoiding the necessity for appeals. Any distance learning student wishing to make a formal complaint regarding a college program, a service of the college, an employee of the college, or any

other individual or aspect of the college, must take the following steps:

1. Discuss the problem with the faculty member, staff member, or administrator involved. Direct communication between the two parties usually resolves most of the problems.
2. If informal efforts to resolve the problem are not productive, the complainant should then contact the eLearning Coordinator to help in processing the complaint. The complaint must be in writing and sent to distancelearning@prcc.edu. The Coordinator will organize the information regarding the student's issue.
3. If the complainant, at this point, wishes to file a formal complaint, he or she should express the nature of the complaint and all pertinent information in writing to the Director of Office of distance learning. A response will be sent within ten working days.
4. If the student is not satisfied with the resolution of grievance, that student may then appeal in writing to the Vice President for General Education and Technology Services. The appeal to the Vice President must be made within three days of the previous decision. The Vice President's decision will be final.
5. Students who do not submit a written appeal by the appointed date forfeit any further consideration in this matter.
6. No adverse action will be taken against a student for filing a complaint.

Withdrawal Process (Classes or College)

In order for PRCC online students to withdraw from an online class they must visit the Office of eLearning website (www.prcc.edu/elearning). On the site is a withdrawal form that must be completed by the online student. When the student submits the withdrawal request, the Office of eLearning processes the request in both the College's database and the State's Enrollment Tool. **Note: There is no refund once the student has completed an assignment/activity in their online classes and he/she is responsible for all charges associated with the online classes. If the student decides to withdraw from an online class, he/she will receive a "W" as long as the withdrawal is received by the MSVCC deadline date.**

If a student asks to be withdrawn, promptly refer them to the eLearning website. Withdrawals cannot be submitted after a certain date in the semester (a calendar with this date is provided to all online instructors and is posted on the eLearning Calendar on the eLearning website).

Each community college has a different procedure for reporting requests to withdraw.

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At the student's discretion, the student has the right to withdraw from an online class by the MSVCC withdrawal deadline without having an instructor's approval. This is allowed until the 75% point in the semester. After the MSVCC withdrawal deadline, the student will NOT be allowed to initiate a withdrawal.

If the student is other than a PRCC student, refer them to their home college for withdrawal directions.

Students are allowed to withdraw with a grade of "W" from online classes until the last date to withdraw. This is not always the same date as the PRCC campus calendar. Refer to the MSVCC and eLearning Calendars.

Honesty Policy

Academic misconduct is a serious offense because it diminishes the quality of academic scholarship; defrauds society, the institution, the faculty, and other students; and, undermines the efforts of those who eventually depend upon the knowledge and integrity of our faculty and staff.

Academic misconduct is any activity which may compromise the integrity of PRCC. Academic misconduct includes, but is not limited to, deceptive acts such as the following:

1. Asking for or giving another student information during a test;
2. Copying answers from another student's paper or intentionally allowing someone to copy from one's own paper during a test;
3. Using materials prohibited by the instructor during a test;
4. Either impersonating another student during a test or having another person assume one's identity during a test;
5. Changing answers on a previously graded test in order to have a grade revised;
6. Stealing examination materials;
7. Plagiarism which is copying material, either exactly or in essence, and not providing appropriate documentation;
8. Copying or falsifying a laboratory or clinical project/assignment, including computer programs, in either disk or hard copy form;
9. Allowing someone else to compose or rewrite a student's assignment;
10. Stealing, buying, selling, or otherwise providing research papers.

As with other violations of student conduct, academic misconduct may result in disciplinary action.

Procedure for Violators of Academic Misconduct
1. When academic misconduct has occurred in an online class, the instructor has the responsibility of

assigning an appropriate penalty in accordance with the instructor's policy. This may include failure of the assignment or failure of the classes. This should be documented in the course syllabus.

2. Online faculty are to report all incidents of academic dishonesty to the eLearning Office in writing. The report will include the date, time and place of the event, names of students involved, a summary of the infraction, and the action taken by the instructor.

3. If the misconduct occurred during a proctored test, the Proctor will email a detailed account of the incident to the instructor of the class and carbon copy the eLearning Office.

4. Appeal of the action must be made in writing to the eLearning Coordinator within 10 working days of the notification of the action that will be taken.

When academic misconduct has occurred, the instructor has the responsibility of assigning an appropriate penalty. This may include failure of the assignment or failure of the classes. Online instructors must make certain to clearly state the consequences of academic misconduct in the course syllabus.

Library/ Learning Resources

The College ensures that students participating in online classes have access to adequate and appropriate learning resources. Learning resources are provided through a variety of methods including the College's participation in statewide online learning resource cooperatives including MAGNOLIA, and MELO. The online library catalog, the Magnolia Project, and other online databases listed on the Databases page can be searched from any computer, on or off campus that has Internet access. Patrons can access the library's catalog many ways; clicking on the Online Library Catalog link on the Library's homepage, logging into RiverGuide and clicking on the Library tab, downloading the BookMyne app to a mobile device, or by going to The Libraries at Pearl River Community College Facebook page. The Magnolia Project and other online databases can be located through the Database page of the PRCC Library's homepage. Patrons will notice that there are also links to newspapers, news magazines, online library catalogs of other colleges, museums, and government sites when the additional resources link is clicked from the database page. If online students are unable to come to campus, they have the option to use the Mississippi Electronic Libraries Online (MELO) service that is available through the MSVCC and Canvas. This allows the online students to search multiple databases using this system.

Bookstore

Textbooks for PRCC students, enrolled in PRCC provided online classes, can be purchased at PRCC's Textbook Store at both the Poplarville and

Forrest County locations. However, if students are taking non-PRCC classes which were pulled-in from MSVCC, those textbooks will not necessarily be available immediately at the PRCC Textbook Store. To order your textbooks online visit the Bookstore website at bookstore.prcc.edu. Online students must view their Student Profile which will indicate whether an eBook is being used or not. The eBook will be located within the online course in Canvas.

Technical Assistance

Pearl River provides technology support to online faculty and students. Labs are available for student use and proctored exams, and e-mail accounts for all Pearl River students and faculty are provided by the college.

Requests for technical assistance from students should first be made to the providing instructor. Online students who are enrolled in hosted classes should contact the eLearning Coordinator for technical assistance unless the issue is related to specific classes-related software in which case the host instructor should be contacted.

Students and Faculty can request technical assistance for Canvas 24 hours a day by visiting the 'HELP' button located in the top, right-hand corner after logging into Canvas. Students or Faculty may submit a ticket (preferred method), chat, or call the 1-800 telephone number for assistance. If Canvas support is unable to resolve the technical issue, documentation of the issue and Canvas ticket number needs to be forwarded to the Office of eLearning.

While Pearl River Community College is pleased to assist online students with technical issues, students who are not technologically literate should acquire computer-use skills before opting to take online classes. Also the Office of eLearning is not liable for computer problems. It is the students' responsibility to make sure their computer is equipped with the proper hardware and software before taking online classes.

Instructors should contact Information Technology by completing the online workorder to request technical assistance related to RiverGuide or email.

Tutoring Services

NetTutor is a comprehensive online tutoring service that is available to online students in the courses in Canvas. Students are given live one-on-one tutoring. Also available to online students is asynchronous tutoring which allows the students to submit a question to a tutor offline. The tutor will then provide an answer. There are no fees assessed to the student for these services.

Proctor Centers

At the Poplarville Campus and the Forrest County Center, Pearl River Community College provides proctored testing. No fee is assessed to

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students participating in the Mississippi Virtual Community College when using a proctoring site on a Mississippi community/junior college campus.

Off-Site Proctor Options

In order for students to request an off-site proctor they must be located or living outside of Mississippi. The off-site proctor requests that include other universities or community colleges must be approved by the Office of eLearning.

However, students wanting to use virtual proctoring must contact their online instructor. Online instructors can make this service available to the online students. The virtual proctoring system that is used at PRCC is called B-Virtual. B-Virtual is a service that is offered through SmarterProctoring and allows the students to take the proctored exams with a virtual proctor. All sessions are monitored live. During the testing process, B-Virtual uses visual identification (PHOTO MATCHING) to authenticate a student. They require a government issued photo ID for verifying the student. B-Virtual captures and store evidence of the valid ID. The entire session is recorded from start to finish with both student and proctor. B-Virtual utilizes leading remote monitoring technologies to monitor the student's screen, and all computer activity. Students must have a webcam and microphone in order to use the virtual proctoring service. Students needing to use off-site or virtual proctoring may be assessed a testing fee for site utilization.

Business Office

There is no refund for online classes once the student has completed work in the classes. This means if the student participated in at least one assignment, the student will be charged for the class. For more information regarding fees, contact the Business Office at 601-403-1206.