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# eCore

## Student Success Guide



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# Contents

Welcome to the University System of Georgia's Student Guide to eCore® .....	1
eCore Overview .....	1
What is eCore? .....	1
What are eCore OnlineClasses Like? .....	1
Online Education Readiness Assessment .....	2
Computer Support .....	3
Technical Requirements .....	4
Computer Skill Self-Assessment .....	4
Overview of GoVIEW .....	4
FAQs .....	6
Policies and Procedures .....	7
Admission and Placement .....	8
Core Curriculum .....	8
Transfer Information .....	9
Georgia Legislative Requirements .....	9
Honors Credit .....	9
Academic Honesty .....	9
Student Academic Honesty Violation Procedures .....	11
Grade Appeals .....	11
Incomplete Grade Policy .....	12
Auditing Courses .....	12
Registration without Tuition .....	12
Course Evaluation .....	13
Student Complaint or Grievance Policy .....	13
Instructional Support .....	15
Library Resources .....	16
eReserve Materials .....	16
Smarthinking Online Tutoring .....	17
Special Requirements .....	17
FAQs .....	18
Academic Services .....	19
eCore Liaisons .....	20
Student Success Team .....	20
Student Accessibility Services and AMAC .....	20
Proctored Tests .....	21
Registration .....	21
Tuition and Fees Information .....	21
Dropping, Adding or Withdrawing From a Course .....	22
Financial Aid .....	22
Course Availability .....	23
Course Descriptions .....	23
FAQs .....	23

# Welcome to the University System of Georgia's Student Guide to eCore®



The Student Guide to eCore clarifies how to use the academic services available to eCore students and explains computer related support issues. All students should review the information in this guide before taking an eCore course.

The Student Guide to eCore is divided into the six sections listed below.

- eCore Overview
- Computer Support
- Overview of GoView
- Policies and Procedures
- Instructional Support
- Academic Services

## eCore Overview

This section will provide information on the following:

- What is eCore?
- What are eCore Online Classes Like?
- Online Education Readiness Assessment

### What is eCore?

eCore, the University System of Georgia's Electronic Core Curriculum, provides students with an opportunity to complete core curriculum courses in an online environment. eCore allows for increased flexibility and convenience in course scheduling.

The curriculum consists of freshman and sophomore level courses that are designed, developed, taught and supported by faculty members from the University System of Georgia. Courses are offered in English, Mathematics, Science, History, Spanish, and the Social Sciences. These courses comply with ADA standards and meet the needs of students with disabilities and/or special needs.

All eCore courses are offered through regionally accredited University System of Georgia institutions. eCore students must be registered through one of the following [institutions](#).

### What are eCore Online Classes Like?

eCore courses are taught completely online; students are never required to meet face-to-face with their instructors. However, each course requires up to two proctored exams (midterm and/or final). In the virtual environment; however, students will have plenty of opportunities to interact with instructors and fellow students. Each online eCore class has a syllabus and schedule to follow. Just as in a class taught on campus, instructors specify the content to be covered, dates for exams and quizzes, as well as individual, group, and other activities that students must complete by a specified date.

It is important to remember that these classes are not like independent study or self-paced courses. eCore courses follow the traditional academic semester calendar; therefore, students cannot start and stop at any time. Students are part of a class and classmates will count on one another to be active contributors. Each class typically consists of students located throughout Georgia, in other states and possibly from other countries. Active participation takes place through the discussion area which will be covered in detail later.

All students must log in to their eCore course within the first week the class is available online. It is strongly recommended that students log in on their first day of class.

## Online Education ReadinessAssessment

Some students are unsure as to whether online learning is right for them. SmarterMeasure Online Education Readiness Assessment (formerly known as READI) is a good way to begin thinking about this type of instruction. SmarterMeasure is a web-based tool used by thousands of potential online students as an indicator of the degree to which distance learning will be a good fit for them. Visit SmarterMeasure here: <http://goml.readi.info/>. Students will login initially with the following username and password (the password is case sensitive):

- Username = eCore
- Password = Georgia

## Computer Support

Since one reason for taking an eCore course is convenience, we strongly recommend access to a personal computer at home. It is not a good idea to depend on computers located in campus computer labs, libraries or other public locations. These computers may not have all the proper hardware, software and plug-ins one needs to access eCore courses.

This section will provide information on the following:

- Technical Requirements
- Computer Skill Self-Assessment
- Overview of GoVIEW
- Computer Support FAQs



eCore courses are delivered in a course management system called GoVIEW. Part of this section will explain the basics of GoVIEW and where to get help if needed.

## Technical Requirements

Having a correctly configured computer is critical to success in eCore. To ensure that a computer meets all the necessary technical requirements for hardware and software, please visit this page:

<https://ecore.usg.edu/future-students/technical-requirements>. Links to necessary plug-ins (special free software) are also provided here.

## Computer Skill Self-Assessment

The technology skills displayed here are considered necessary to work effectively in the eCore environment.

Take the short quiz found here: <https://ecore.usg.edu/current-students/student-guide/self-assessment-quiz>.

Rate yourself on a scale from 1 to 5, where 1 = No Experience and 5 = Experienced. A large number and variety of skills are included so don't be discouraged if you do not have some of these skills. If your score is 120 or below, you should consider enrolling in a basic computer skills course before you go on to an eCore course. This assessment was developed with the assistance of the Southwest Educational Development Laboratory and the Building Teams and Tools for Teaching PT3 Project at St. Edward's University. © TLT Group 2002

## Overview of GoVIEW

The online course in which students enroll uses GoVIEW as the main course environment. To use GoVIEW, students will need to remember the basic login and logout procedures.

### Need help using GoVIEW?

The eCore Helpline provides support Monday – Friday, 8:00 AM – 5:00 PM. Contact the eCore Helpdesk at [eCore@westga.edu](mailto:eCore@westga.edu) or call 678-839-5300.

### 24 X 7 Technical Support

Please contact the USG D2L Help Center at <https://d2lhelp.view.usg.edu> for help at any time, day or night. To assist students with GoVIEW use, the Board of Regents has developed the D2L Help Center. This online "Knowledge Base" of common questions and issues faced by GoVIEW users will be updated frequently. (A Knowledge Base is simply another term for "Frequently Asked Questions.")

### Accessing GoVIEW Student Help

The eCore Connection Orientation Course includes assignments that are designed to help students become comfortable with the use of GoVIEW tools. Each orientation assignment provides clear and concise instructions on working with specific GoVIEW tools. For more information on a certain tool, select Help on the top of the screen. GoVIEW Help is context sensitive, which means that help is provided for the specific tool or content page accessed. So, if one is in the Discussions area, selecting Help will provide hints and help on using the Discussions tool.

### Using GoVIEW Tools

GoVIEW offers a number of tools for navigating and successfully participating in eCore courses. Each of these tools serves a different purpose and some of them serve multiple purposes. For example, communication tools such as Email and Discussions allow students to talk to and interact with peers and instructors. The calendar provides students with a tool to organize and keep up with class events. Personal administration tools such as Grades allow students to track progress through the course content, as well as check grades and notes. Finally, the assessment tools, such as Quizzes, allow students to deliver assignments to the instructor for evaluation. All GoVIEW tools are found on the course toolbar. Following is a description of each tool. *Please note, not all professors use each of the tools presented below.*

### Email

The Email tool facilitates communication between you, your instructor, and your classmates. You can use the Email tool to send email messages to other users in your course(s).

Using the Email tool to send messages is just like sending email from any other email program. However, unlike an external email program, you can only send messages to other members of your course(s); you cannot send messages outside your course(s).

### **Calendar**

The Calendar tool is used to manage course events and personal tasks. It will allow you to arrange and visualize your course events in multiple views and enables integration of course content and your Calendar. You will be able to view course events such as project due dates, virtual office hours, reminders, and quiz information that your instructor posts through the calendar on the course home page. You can also add personal tasks that only you will be able to see.

### **Classlist**

The Classlist tool has several uses for interacting with others in your class. You can use this tool to see who's enrolled in your course, view profiles, check who's online, send emails and instant messages, and see group enrollments.

The Classlist tool is also a convenient place to e-mail your instructor or your classmates.

### **Discussions**

The Discussions tool provides a way for users to communicate by posting messages into defined topic areas and responding to messages posted by other users to facilitate class discussions. If your instructor utilizes the Discussions tool, they will typically post a discussion topic related to the course material and you and your classmates will respond by posting messages. The instructor will guide you on their expectations, as far as frequency, composition and etiquette.

The Discussions tool is much like a message board in an online community, as communication does not take place in real time and discussion postings allow you to interact with your instructor and classmates.

### **Assignments Tool**

The Assignments tool provides a location to accept, submit, and receive feedback for assignments. Each assignment link provides instructions and an individual folder in which you can attach and upload your assignment.

Depending on the instructor's directions, you may upload only during a specific time period or upload multiple documents for the same assignment. After you have submitted your assignment and your instructor has assessed it, you can click on the submissions link to review possible instructor feedback. All assignments should be submitted via the Assignments tool rather than through the Email tool since the GoVIEW email system provides very little email storage.

### **Quizzes Tool**

The Quizzes tool provides the opportunity to gauge your understanding of course content and receive feedback from your instructor by delivering online tests based on your course material. Quizzes in online courses are the same or similar to quizzes in face-to-face classes in that you may find multiple choice, true/false, short answer, and/or essay questions. Most instructors will make quizzes available for a specific time period. The time period will vary by instructor and may range from one day to the entire semester.

### **Self-Assessment**

Self-Assessment is an assessment tool that allows your instructor the opportunity to provide you with a series of questions about your material with immediate feedback. Question types can be similar to quizzes; however, your responses are not graded but allow you to gauge your understanding of the course material.

### **Grades**

The Grades tool is your personal grade book where you can see the grades for your course activities, review instructor comments and track your overall progress in the course.

### **Locker Tool**

The Locker tool is a storage area that provides a small amount of general storage. You can use this area much



like the way you use a flash or travel drive. For example, if you are working on a document at school or home, you can save the document to your locker; then, when you get to your next location, you can then take the document out of the locker and finish your work. Files saved in your personal locker are kept private.

### **Instant Messenger Tool**

The Instant Messenger tool is an instant messaging tool within GoVIEW that allows you to quickly talk to any of your peers or instructors when they are online. It can be faster and less formal than an email; however, not all instructors choose to utilize the Instant Messenger tool. Check with your instructor first to see what communication method he or she prefers.

## **FAQs**

### **Q: I am not certain that I am a good candidate for online courses. How can I know?**

A: To help you decide if online learning is right for you, take a look at the Readiness for Education at a Distance Indicator (READI). (<http://goml.readi.info/>)

### **Q: I do not have my own computer at home. May I use the local library's computer for the eCore course?**

A: It is important to have your own computer. Public computers will not have all of the hardware, software, and plug-ins that you need to access your eCore courses.

### **Q: Where can I find 24-hour support or help with GoVIEW questions?**

A: The D2L Help Center (<https://d2lhelp.view.usg.edu>) is available for help 24 hours a day, seven days a week.

## Policies and Procedures

eCore online courses have policies and procedures just like courses offered in the face-to-face classroom.

This section will provide information on the following:

- Admission and Placement
- Core Curriculum Requirements
- Transfer Information
- Georgia Legislative Requirements
- Honors Credit
- Academic Honesty Policy
- Student Academic Dishonesty Procedures
- Grade Appeals
- Incomplete Grade Policy
- Auditing Courses
- Registration without Tuition
- Course Evaluation
- Student Complaint or Grievance Policy



## Admission and Placement

### **Regularly Admitted eCore Students**

Each student in the University System of Georgia is required to have a primary relationship with one institution, which is considered the student's home institution. This institution maintains the student's transcript, monitors progress toward a degree and processes any financial aid. Upon completion of degree requirements, the student will graduate from this institution. An eCore student must be registered at one of the USG institutions which offer eCore courses. Information on these institutions is available on this page <http://ecore.usg.edu/about/institutions.php>.

Before registering for eCore courses, students must meet the admission requirements of one of the affiliate institutions. Students who have graduated from high school in the past five years should consult Georgia College 411 (<http://www.gacollege411.org/>). Additionally, students should consult the catalog of their respective affiliate institutions for information on freshman admission requirements. Remember, the admission requirements depend on the type of institution.

### **Non-Traditional Students**

Students who have been out of school for at least five years may apply as a non-traditional student. The student should follow the admission policy of the institution.

### **Transfer Students**

Students who have earned at least 30 semester credit hours elsewhere may apply as transfer students. Transfer requirements vary by institution.

### **Transient Students**

Students who wish to take eCore courses as transient students must file an application for transient status with one of the USG affiliate or non-affiliate institutions. Once the course is completed, the student may request a transcript for the eCore course be sent to his or her home institution.

Visit this link for the [Core Curriculum Requirements](#)

## Core Curriculum

The eCore curriculum is organized into five areas based on the University System of Georgia Core Curriculum requirements. The courses and requirements in areas A through E of the Core curriculum are listed here: <https://ecore.usg.edu/courses/curriculum.php>. This list includes only courses available through eCore. To see a course description, consult the listing of courses here: <https://ecore.usg.edu/courses/description.php>

These courses are available online through the University System of Georgia. See Georgia ONmyLINE course listings. [www.georgiaonmyline.org/](http://www.georgiaonmyline.org/)

## Transfer Information

### **Transfer of Credit from eCore to a University System Traditional Core Curriculum**

If a student completes an area of the eCore Curriculum without changing majors, full transfer credit for that area is guaranteed at other University System of Georgia institutions.

## Georgia Legislative Requirements

A requirement of each USG institution is showing competency in the history and constitutional frameworks for both Georgia and the United States. Students can take either History 2111 or 2112 (2112 is not offered by eCore) to satisfy the history requirement. Political Science 1101 satisfies the constitution requirement.

## Honors Credit

A student may be able to convert an eCore course for Honors credit, but doing so requires additional steps to be completed in advance of the semester. First, the student must follow his or her home institution's policy for granting Honors credit. Second, the student must make arrangements as soon as possible with the eCore faculty member to fulfill such a policy. Often the faculty member will require that the student turn in an extra assignment of some sort in order to award the Honors designation.

The faculty member is not required to oblige the student; but if the faculty member does agree, then he/she and the student should describe in writing the conditions for granting Honors credit. Both student and faculty should sign the document, either literally or by email agreement.

## Academic Honesty

*(Acknowledgement is hereby given to Georgia State University on whose policy this is based).* As members of the academic community, all students are expected to recognize and uphold standards of intellectual and academic integrity. The University System of Georgia assumes as a basic and minimum standard of conduct in academic matters that students be honest and that they submit for credit only the products of their own efforts. Both the ideals of scholarship and the need for fairness require that all dishonest work be rejected as a basis for academic credit. They also require that students refrain from any and all forms of dishonorable or unethical conduct related to their academic work.

In an effort to foster an environment of academic integrity and to prevent academic dishonesty, students are expected to discuss with faculty the expectations regarding course assignments and standards of conduct. In addition, students are encouraged to discuss freely with faculty, academic advisers, and other members of the academic community any questions pertaining to the provisions of this policy.

### **Definitions and Examples**

All eCore faculty members use the definitions listed below. Within the syllabus, the instructor will list specific penalties.

The examples and definitions given below are intended to clarify the standards by which academic honesty and academically honorable conduct are to be judged.

- Plagiarism
- Cheating on Examinations
- Unauthorized Collaboration
- Falsification
- Multiple Submissions
- Evidence and Burden of Proof

The list is merely illustrative of the kinds of infractions that may occur, and it is not intended to be exhaustive. Moreover, the definitions and examples suggest conditions under which unacceptable behavior of the indicated types normally occurs. However, there may be unusual cases that fall outside these conditions that also will be judged unacceptable by the academic community.

### **Plagiarism**

**NOTE: Plagiarism detection systems are often used by eCore faculty members. For example, see the following site: <http://turnitin.com/static/index.html>**

Plagiarism is presenting another person's work as one's own. Plagiarism includes any paraphrasing or summarizing of the works of another person without acknowledgment, including the submitting of another student's work as one's own. Plagiarism frequently involves a failure to acknowledge in the text, notes, or footnotes the quotation of the paragraphs, sentences, or even a few phrases written or spoken by someone else.

The submission of research or completed papers or projects by someone else is plagiarism, as is the unacknowledged use of research sources gathered by someone else when that use is specifically forbidden by the instructor. Failure to indicate the extent and nature of one's reliance on other sources is also a form of plagiarism.

Finally, there may be forms of plagiarism that are unique to an individual discipline or course, examples of which should be provided in advance by the instructor. The student is responsible for understanding the legitimate use of sources, the appropriate ways of acknowledging academic, scholarly, or creative indebtedness, and the consequences of violating this responsibility.

### **Cheating on Examinations**

Cheating on examinations involves giving or receiving unauthorized help before, during, or after an examination. Examples of unauthorized help include the use of notes, texts, "crib sheets," websites, electronic documents or notes, and computer programs during an examination (unless specifically approved by the instructor), or sharing information with another student during an examination (unless specifically approved by the instructor). Other examples include intentionally allowing another student to view one's own examination and forbidden collaboration before or after an examination.

### **Unauthorized Collaboration**

Submission for academic credit of a work product, developed in substantial collaboration with other person or source but represented as one's own effort, is unauthorized. Seeking and providing such assistance is a violation of academic honesty. However collaborative work specifically authorized by an instructor is allowed.

### **Falsification**

It is a violation of academic honesty to misrepresent material or fabricate information in an academic exercise, assignment or proceeding. Some examples of falsification are:

- false or misleading citation of sources
- the falsification of the results of experiments or of computer data
- false or misleading information in an academic context in order to gain an unfair advantage.

### **Multiple Submissions**

It is a violation of academic honesty to submit substantial portions of the same work for credit more than once without the explicit consent of the instructor(s) to whom the material is submitted for additional credit. In cases in which there is a natural development of research or knowledge in a sequence of courses, use of prior work may be desirable, or required. However, the student is responsible for indicating in writing, that the current work submitted for credit is cumulative in nature.

### **Evidence and Burden of Proof**

In determining whether or not an academic honesty violation has occurred, guilt must be proven by a preponderance of the evidence. This means that if the evidence that an academic honesty violation occurred produces a stronger impression and is more convincing compared to opposing evidence, then academic dishonesty has been proven. In other words, the evidence does not have to be enough to free the mind from a reasonable doubt but must be sufficient to incline a reasonable and impartial mind to one side of the issue rather than to the other. Evidence as used in this statement can be any observation, admission, statement, or document that would either directly or circumstantially indicate

- **Policies and Procedures**

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that an academic honesty violation has occurred. Electronic means may be used to monitor student work for the inappropriate use of the work of others.

## Student Academic Honesty Violation Procedures

A student who is contacted by an instructor regarding an academic honesty violation should provide all information requested so that a thorough investigation can take place. Grades and/or academic records may be affected if academic dishonesty is confirmed. Academic Honesty Violation cases must be reported to the student's home institution. A student has a right to an appeals process if he or she feels any grade or decision is unfair; consult with the affiliate [eCore liaisons](#) as necessary. Also, after the initial discovery of an academic honesty violation by the instructor, the student will be afforded the following:

1. Student is made aware by instructor regarding concern of an academic honesty violation.
  - a. Student is provided with possible consequences of the offense.
  - b. Student is provided with the opportunity to discuss or explain the circumstances in writing.
2. Student responds to the concern(s) from step one within seven (7) calendar days. Response is sent to the instructor via the mail tool inside the course.
3. Student receives decision from the instructor.
4. Student accepts or appeals the instructor's decision within seven (7) calendar days.
5. If the student decides to appeal the instructor's decision, the student should complete the [Student Academic Honesty Violation Appeal Form](#), and then take the following steps:
  - a. Appeal in writing to the Assistant/Associate Dean of eCore.
  - b. If the appeal is not resolved at the eCore Assistant/Associate Dean's level, the student must inform the eCore Assistant/Associate Dean, in writing, within seven (7) calendar days that he/she is not satisfied and must then appeal to an ad hoc committee of eCore faculty in writing. The Dean of eCore will appoint the committee, which will then consider the written appeal from the eCore Assistant/Associate Dean's decision via conference call or through an electronic medium. After careful deliberation and consideration, the committee will recommend to the USG eCore Dean what should be done in the case.
  - c. The Dean of eCore will render the final decision taking all relevant factors into consideration.

Per BOR Policy 4.7.1, final judgment on all appeals rests with the student's home institution. If the student wishes to continue his/her appeal beyond the decision of the eCore Dean, the student must appeal directly to the university PROVOST at his/her home institution, following local procedure, within seven (7) calendar days of being notified of the eCore Dean's decision.

The Dean or Assistant/Associate Dean of eCore will be involved in the escalation of academic honesty issues and provide guidance, signatures, etc., during any appeals process as needed.

## Grade Appeals

If a student wishes to appeal a grade, that appeal must be made within thirty days after the grade is posted. The student can contact his/her eCore Liaison or eCore Administration for assistance with the process. The grade appeal process is as follows:

1. Student must appeal to the eCore faculty member in writing why he/she thinks that the grade he/she received is not in accord with what the student has achieved in the class.
2. If the appeal is not resolved at the faculty member's level, the student must inform the professor in writing within thirty days after the grade is posted that he/she is not satisfied, and then appeal in writing explaining why the grade was not what it should have been to USG eCore Associate Dean.
3. If the appeal is not resolved at the eCore Associate Dean's level, the student must inform the eCore Associate Dean, in writing, within one business week that he/she is not satisfied and must then appeal to an ad hoc committee of eCore faculty in writing. The Dean of eCore will appoint the committee which will then consider the written appeal from the eCore Associate Dean's decision via conference call or through an electronic medium. After careful deliberation and consideration, the committee will recommend to the USG eCore Dean what should be done in the case.

## • Policies and Procedures

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4. The Dean of eCore will render the final decision taking all relevant factors into consideration.

Per BOR Policy 4.7.1, final judgment on all appeals rests with the student's home institution. If the student wishes to continue his/her appeal beyond the decision of the eCore Dean, the student must appeal directly to the university PROVOST at his/her home institution, following local procedure, within seven calendar days of being notified of the eCore Dean's decision.



## Incomplete Grade Policy

The notation of "I" (incomplete) may be given to a student who, for nonacademic reasons beyond his or her control, is unable to meet the full requirements of a course. In order to qualify for an "I", a student must:

- a. Have completed most of the major assignments of the course (generally all but one); and
- b. Be earning a passing grade in the course (aside from the assignments not completed) in the judgment of the instructor.

When a student has a nonacademic reason for not completing one or more of the assignments for a course, including examinations, and wishes to receive an incomplete for the course, it is the responsibility of the student to inform the instructor in person or in writing of the reason. A grade of incomplete is awarded at the discretion of the instructor and is not the prerogative of the student. Conditions to be met for removing a grade of incomplete are established by the instructor.

A student receiving a grade of "I" is expected to consult with the instructor on remaining work and assessments. The student is then expected to complete all necessary work and assessments before the end of the next academic term.

### Removal of an Incomplete

A student receiving a grade of "I" is expected to consult with the instructor on remaining work and assessments. The student is then expected to complete all necessary work and assessments before the end of the next academic term.

Once the student satisfies the incomplete requirements before the end of the following academic term, the instructor will submit the Grade Change Form changing the "I" to an appropriate grade. The grade change will be processed and sent to the Registrar's Office at the student's Affiliate institution, and the student's Banner record will be updated accordingly.

The university system requires that the grade of "I" be removed no later than the end of the third academic term after the grade of I was assigned (whether or not the student was enrolled during these three terms). The Office of the Registrar will assign a grade of "F" (or "U", if an "S/U" grading) at the end of the third academic term unless the Office of the Registrar receives an approved grade change request from the instructor. Using the grade change form, instructors may or may not change this "F/U" to an authorized academic grade (i.e., A, B, C, D, S or WF) but may not change it back to an "I". Instructors may not change an "I" to a "W" unless a Hardship Withdrawal is awarded. Students need not be enrolled to complete assignments for a course in which a grade of "I" has been assigned. Auditing or retaking the same course will not remove a grade of "I". No student may graduate with an incomplete grade.

## Auditing Courses

Students who wish to audit a course may do so by selecting the 'audit' option in the registration process. No academic credit is earned in this status. Students may not transfer from audit to credit status or vice-versa after the last day to register on the eCore calendar. Auditors are required to participate fully in the class. A student auditing a course who fails to meet class participation and other assigned requirements will not be assigned to further group and/or discussion activities in the class. Students should consult with their institutional Registrar's Office regarding this option.

## Registration without Tuition

Beginning in 2001, students desiring to register for courses under the Tuition Assistance Program (TAP) and the Georgia Residents aged 62 or Over Program may do so if space is available. These students must pay course-specific fees if any are required. Students in these programs will be allowed to register during the specified registration date at the student's affiliate institution.

## Course Evaluation

Near the end of the semester, each student may complete an anonymous standardized evaluation form for each eCore course taken. The feedback provided will be helpful to the instructor and the University System in providing quality online instruction. Evaluation data will be gathered at a neutral site and maintained at a single system location. The faculty member will not receive the evaluation information until after the end of the semester.

To help ensure that services are improved, evaluation data will also be shared with other involved groups. Specific evaluation results regarding course development will be provided to the Board of Regents Advanced Learning Technologies unit. Results regarding student services and portal access will be provided to eCore Administrative Services.

## Student Complaint or Grievance Policy

Student complaints are handled through one of two procedures depending on the nature of the complaint. If the matter is **academic** in nature, the student should follow the stated academic complaint procedures. If the matter is **non-academic or grade related**, the student should follow the stated non-academic complaint procedures.

eCore Administrative Services will not allow any form of retaliation against individuals who file a complaint to the eCore Administration, or who cooperate in the investigation of such reports. To the extent possible, the confidentiality of the reports will be maintained.

### Academic Complaint Procedures

An academic student complaint is any non-civil rights related complaint generated by an individual student concerning the work-related activities of any faculty member (such as grade disputes).

Students who wish to lodge a complaint about a grade should follow the [Grade Appeal Policy](#). Students may not use this procedure to appeal grades resulting from violations of academic honesty. Students should refer to the [Academic Honesty Appeal Procedures](#).

Students wishing to lodge a complaint that is not related to a grade dispute but that is academic in nature should follow the procedures outlined below:

1. Student must initiate a telephone conference with the instructor with whom they have a complaint no later than two weeks after the relevant incident/dispute. One representative from eCore Administrative Services may be requested by each party to participate in this conference. At this conference, the student must identify the concern(s) and propose a resolution. For assistance in setting up the telephone conference, please contact eCore Administration at 678-839-5300.
2. If the conflict is not resolved in the conference between the student and instructor, the student, if he/she chooses to pursue the matter further, must put the complaint in writing within five business days by completing the [Student Complaint Form](#). Upon submission of the form, eCore Administration is notified.
3. The Associate Dean of eCore will convene a meeting with the student and instructor via a telephone conference. The Associate Dean will conduct any necessary investigation prior to the meeting. The Associate Dean will render a decision taking all relevant factors into consideration.
4. If the student or instructor is unsatisfied with the results of the meeting with the Associate Dean of eCore, either party may request a review of the complaint by the Dean of eCore. At that time, the formal written complaint and the instructor's written statement of facts as he/she understands them will be submitted to the Dean of eCore. Within one week of the time the Dean has received copies of the applicable documentation, the Dean shall appoint an ad hoc committee who will consider the written appeal from the eCore Associate Dean's decision via conference call or through an electronic medium. After careful deliberation and consideration, the committee will recommend to the Dean of eCore what should be done in the case.
5. The Dean of eCore will render the final decision taking all relevant factors into consideration.

### **Non Academic Complaint Procedures**

A non-academic student complaint may be a complaint related to civil rights, services, violation of FERPA Regulations, or other complaints not academic in nature. If a student has a complaint, he or she should initially attempt to resolve that issue with the other person(s) involved no later than two weeks after the relevant incident/dispute. If the student is not satisfied with the outcome of that attempt, then he or she should submit a formal complaint, within ten (10) business days after the attempt to resolve the issue, by following the steps outlined below:

1. To file a formal complaint, the student must complete the [Non Academic Student Complaint Form](#). Upon submission of the form, eCore Administration is notified.
2. The Associate Dean of eCore will convene a meeting with the student via telephone conference. The Associate Dean will conduct any necessary investigation prior to the meeting. The Associate Dean will make a recommendation taking all relevant factors into consideration.
3. If the student is unsatisfied with the response from the meeting with the Associate Dean of eCore, he/she may request a review of the complaint by the Dean of eCore. At that time, the formal written complaint and the statement of facts as he/she understands them will be submitted to the Dean of eCore. Within one week of the time the Dean has received copies of the applicable documentation, at the Dean's sole discretion, grievance appeals may be held in one of the following two ways:
  - A. The Dean will review the information provided by the student and administration. The Dean may convene a formal meeting with the student via telephone conference. Parties of interest may include the student, Associate Dean of eCore, and other official campus representatives deemed necessary. The Dean will render the final decision taking all relevant factors into consideration.
  - B. The Dean will appoint an ad-hoc committee who will consider the written appeal. A telephone conference may be scheduled with the parties in question. After careful deliberation and consideration, the committee will recommend to the USG eCore Dean what should be done in the case. The Dean of eCore will render the final decision taking all relevant factors into consideration.

## **Instructional Support**

Many of the instructional support services that students would expect to be available on campus are now available online.

This section will provide information on the following:

- Library Resources
- eReserve Materials
- Smarthinking Online Tutoring
- Special Requirements
- Instructional Support FAQs



## Library Resources

The extensive resources of GALILEO (<http://www.galileo.usg.edu/>) are available to all eCore students. Each semester, eCore students are provided a password to access GALILEO. GALILEO stands for Georgia Library Learning Online. As a world wide web-based virtual library, it provides access to multiple information resources, including secured access to licensed products. Students have access to over 100 databases indexing thousands of periodicals and scholarly journals. Over 2000 journal titles are provided in full-text. Other resources include encyclopedias, business directories, and government publications.

The community of more than 2000 GALILEO institutions includes the University System of Georgia, K-12 schools, public libraries, technical institutes and colleges, and a group of private academic colleges and universities.

GALILEO Interconnected Libraries, or GIL, is an extension of GALILEO designed to enhance and expand educational opportunities. GIL provides students, faculty and staff expanded access to the information resources of the University System's Libraries by offering a gateway to information resources held in the University System of Georgia (USG) libraries.

GIL integrates into one system, which contains:

- A web-based online union catalog of all the book collections of the University System (over six million volumes - 60% of the titles are unique)
- A circulation system with self-service options
- Fund accounting
- Cataloging
- Check-in
- Control functions
- 

Students may initiate book requests directly from other libraries by using a computer or from within other libraries.

The Online Library Learning Center (<http://www.usg.edu/galileo/skills/>) is a tutorial on libraries and researching. Access is available in every eCore course. This tutorial includes information on:

- The nature of information, how information about a topic develops and grows, and how understanding this can help one with his or her research (Unit 1)
- Developing a research question and understanding the research process (Unit 2)
- Identifying the needed research tools for a given task (Unit 2, 5, 6, 7)
- The physical library – how it's organized (Unit 3)
- Databases and catalogs – how they work (Unit 4)
- Using GALILEO for locating periodical articles and other materials (Unit 5)
- Using GIL for finding books and other library materials (Unit 7)
- Tips for searching the Internet (Unit 7)
- Copyright, style manuals and citing sources (Unit 8)
- Evaluating sources (Unit 9)
- Information for Distance Education Students (Unit 10)

## eReserve Materials

Some eCore courses may have supplemental material on electronic reserve at the University of Georgia Libraries. Instructors provide access information to the resources.

## Smarthinking Online Tutoring

Smarthinking is an online tutoring service that eCore is making available to its students. Smarthinking provides tutoring for eCore students in mathematics (basic math through Calculus, including Bilingual Math), Chemistry, Physics, Statistics, Spanish, and Writing across the disciplines. Tutoring is available 24/7.

### With SMARTHINKING studentscan:

- Connect with an e-structor and interact with a live tutor.
- Submit writing for any class to their Online Writing Lab.
- Submit a question and receive a reply from a tutor.

Smarthinking can be accessed inside each eCore course by visiting the Smarthinking link in the navigation bar.

Use the SMARTHINKING Student Handbook

([http://www.smarthinking.com/static/content/SMARTHINKING\\_Student\\_Handbook.pdf](http://www.smarthinking.com/static/content/SMARTHINKING_Student_Handbook.pdf)) for tips on navigating the website and using the service.

### Having Problems?

Please review the Smarthinking Technical Guide available online at <http://smarthinking.host4kb.com>.

Review these trouble-shooting tips as a first step toward resolving problems.

- Make sure that the browser is set up to allow cookies and pop-up windows. SMARTHINKING uses both of these.
- Make sure that Java is installed and Javascript enabled. To install Java, go to <http://www.java.com>, and follow the instructions for the freedownload.
- Make sure that Active X is enabled if using Internet Explorer.
- Make sure to have Flash version 7.0.19+ for Windows or 7.0.24+ for Mac OS X installed. To install Flash, go to [Adobe Flash Player](#), and follow the instructions for the free download.

Still having problems? The SMARTHINKING Technical Support team is available to assist. The Customer Support (<http://www.smarthinking.com/static/customerSupport/>) section of the Smarthinking site can answer any questions students may have about using the service. First check the information in the FAQ, then email SMARTHINKING support if additional assistance is needed:

- Email [support@SMARTHINKING.com](mailto:support@SMARTHINKING.com), and someone will respond within 48 hours.

For additional assistance, please contact eCore Administration at [ecore@westga.edu](mailto:ecore@westga.edu), or 678-839-5300.

## Special Requirements

Certain eCore courses have specific requirements. Therefore, it is important to know about these requirements before signing up for the course. These requirements are listed below as well as in the syllabus for each particular course.

The math and chemistry courses require a TI-83, TI-83+, TI-84 or TI-84+ calculator and the GraphLink cabling and software. Please check the syllabus of the specific course for details on the recommended calculator in your subject area.

- CHEM 1211K - Principles of Chemistry I
- CHEM 1212K – Principles of Chemistry II
- MATH 1101 - Introduction to Mathematical Modeling
- MATH 1111 - College Algebra
- MATH 1113 - Pre-calculus
- MATH 1401 - Introduction to Statistics
- MATH 1501 - Calculus I

The Calculus I (MATH 1501) course requires that students submit their worked examples -hand written or produced in Word- for the four major Online Exams. For that reason, students are required to have access to some type of recording device to capture and submit their work:

- Microsoft Word to demonstrate their work in a text format *or*
- Digital camera, phone camera, scanner or webcam to submit a photo copy of hand-written work completed

The science courses require lab kits and equipment. Please check the syllabus of the specific course for details and costs.

- PHYS 1211K - Principles of Physics I
- CHEM 1211K - Principles of Chemistry I
- CHEM 1212K - Principles of Chemistry II
- GEOL 1011K - Introductory Geosciences I
- 

The Human Communication (COMM 1100) course requires that students create audio/video recordings in some assignments. For that reason, students are required to have access to the following:

- Webcam with microphone, video camera, or computer with camera preinstalled (such as a MacBook or iMac).
- Headset (headphone and mic), or microphone and speakers.

The Electronic Technologies in Educational Environment (ETEC 1101) requires that content be developed in Microsoft Word and PowerPoint.

The Intermediate Spanish I (SPAN 2001) and Intermediate Spanish II (SPAN 2002) courses require that students complete several activities in the external Supersite platform that accompanies the Enfoques textbook. Students must purchase the Supersite Plus Passcode in order to gain access to both of the two required activity tabs within the Supersite environment. Students will also be required to create audio recordings in some assignments and must therefore have access to a headset (headphone and mic), or microphone and speakers. Finally, students will be required to develop content in Microsoft PowerPoint.

## FAQs

### **Q: I forgot my GoVIEW username and/or password. Can you help?**

A: To locate your username and password:

You will need to enter your username and password at the following address: <https://go.view.usg.edu>. Please refer to your institution's [Getting Started with eCore guide](#) for more information concerning your eCore username and password.

*If you have logged in before, changed your password, and have forgotten that password:*

You may change your own password. If you choose to reset your password you will need to wait 5-10 minutes for the change to be processed **OR** refresh your browser window. If you still cannot access GoVIEW, please contact the eCore Helpdesk at 678-839-5300 or 1-855-93ECORE (1-855-933-2673) or [ecore@westga.edu](mailto:ecore@westga.edu).

### **Q: I cannot find my Welcome email. Can you tell me how to get started with my eCore classes?**

A: Contact the eCore Helpdesk (678-839-5300) to have the email sent again.

### **Q: Where do I get my textbooks?**

A: Go to the [Virtual MBS Direct Bookstore](#).

### **Q: I've contacted the USG D2L Help Center and they have not been able to help me with my login problems. What should I do?**

A: Contact the eCore liaison at your [eCore Affiliate Institution](#).

## Academic Services

This section will outline the academic services available to eCore students. Students should review these services, gain a better understanding the registration procedures and see a list of the courses that are offered through eCore.

This section will provide information on the following:

- eCore Liaisons
- Student Success Team
- Student Accessibility Services and AMAC
- Proctored Tests
- Registration
- Tuition and Fees Information
- Dropping, Adding or Withdrawing From a Course
- Financial Aid
- Academic Services FAQs





## eCore Liaisons

Each of the eCore Affiliates has a specified representative on campus. These representatives can answer any questions about eCore, such as "How do I register?" or "How do I appeal my grade?" For advisement and other questions, please contact the eCore representative at the appropriate Affiliate Institution. To contact an eCore liaison, please visit [the institutionspage](#)).

## Student Success Team

Students enrolled in eCore courses may be contacted by members of the Student Success Team for assistance throughout the semester. The Student Success Team work alongside the eCore Liaisons and the instructors to provide resources and guidance to students to help ensure success in the program. Throughout the semester, members of the success team will communicate with students through email and telephone, providing timely reminders throughout the semester and tips for success. At the beginning of the semester, instructors will request students to provide a telephone number so that the Student Success Team can follow up for assistance if needed.

## Student Accessibility Services and AMAC

If a student has an accessibility issue, or suspects that he/she has an accessibility issue and would like to be considered for accommodations, there are several options. Each USG institution has an office of accessibility services, and the campus eCore Liaison can provide information regarding the office on each home campus. Visit the [USG eCore Institutions](#) page to access the accessibility office at your school. Students should contact the accessibility services coordinator at their home institution to discuss the documentation and process required for special accommodations.

If the student needs assistance from eCore, the student should contact eCore Administration at 678-839-5300 or [ecore@westga.edu](mailto:ecore@westga.edu). Please note that email communication is **NOT** secure and confidentiality cannot be assured if the student elects to communicate via email.

In all cases, students will be asked to qualify for special accommodations by providing documentation that they have gone through an evaluation process at an approved University System of Georgia or private agency evaluation site.

It is the student's responsibility to make arrangements with the campus accessibility services office at the beginning of the semester and to let all eCore instructors and the student's local proctored test site know prior to the time the student will need accommodations.

### ***How do students access AMAC services?***

University System of Georgia eCore students should contact the accessibility service provider at the institution to which they pay their tuition. The service provider will walk the student through accessing AMAC services. The student will need to provide the service provider with textbook information (i.e. title, author, ISBN, and edition). The accessibility service provider will need to have the student sign an accommodation form which will be kept on file at the institution and a copy faxed to AMAC (706-5830001). This form can be faxed or emailed to the student for his/her signature.

### ***How do students get access to their books in alternative media (e-text)?***

Books in e-text will have an email notification sent to the student, accessibility service provider, or both with instructions on how to download the book. Books from Recording for the Blind & Dyslexic in CD format are typically mailed to the service provider who will give the CD to the student. University System of Georgia eCore students may have the CD mailed directly to them.

### ***How do students get training on assistive technology (reading software and hardware) which will give them access to their books on the computer or with a CD portable player?***

Students can be trained by the accessibility service provider or can call the AMAC Toll-Free Technical Support

Help Line at 866.418.2750. Students might want to check the AMAC website for up-coming trainings in their area. There is also an AMAC Student Guide that can be accessed or downloaded through the AMAC website.

***What does the faculty member do when notified that a student has a disability?***

When faculty members are provided with official documentation of needed accommodations by either the student or their accessibility office, they should provide all applicable accommodations. If faculty need assistance, they should contact eCoreAdministration.

## Proctored Tests

### **eCore Midterm and Final Exams**

The University System of Georgia Board of Regents requires that each eCore course contain at least one proctored experience of significance.

Exams in eCore classes work differently than exams in traditional, on-campus classes, because they require you to **plan, schedule** and **pay** (testing fees may vary) for any and all appointments at a testing center. Students and faculty should read and use the information on this site to ensure that the necessary midterms and final exams are completed successfully.

In order to measure learning outcomes in an objective, verifiable way, instructors will require students to take one or two exams at an authorized testing center, where students will be asked to present a photo ID.

All eCore midterm and final exams are administered online via GoVIEW. Any potential proctored test site must have computers with internet connection and a [GoVIEW supported browser](#). Students are responsible for scheduling and reporting their exams by the posted deadline. Students are responsible for looking at the course syllabus during the beginning of the semester well in advance of the midterm and/or final to confirm when exams are scheduled and to then decide where to take the exam. Students are also responsible for being aware of the conditions and policies under which the exam will be proctored and administered. **Failure to take a proctored examination will result in failure for the course, regardless of average of other grades.**  
**Proctored eCore Exams Are Earth Friendly and Economical**

- Proctored eCore exams reduce costs, energy and resources needed for mailing, faxing, and shredding paper exams
- Reduction of use of paper, pencils, and ink promote improved environmental quality
- eCore proctored exams save money and landfill space

## Registration

Students register for eCore courses through their campus's Banner system. Each institution has its own registration schedule; students should check their institutional calendars for registration dates or consult with eCore liaisons for information.

eCore Administrative Services will send students' Welcome Letter via email. The confirmation email includes instructions for logging into eCore coursework. In addition, the email will have other important information to get students started with eCore classes.

*eCore Administrative Services and respective institutions must have each student's official institutional email address in order to send important academic notices during the semester.*

## Tuition and Fees Information

Tuition for eCore is \$169 per credit hour. Textbooks and special materials required for courses are not included in tuition rates. Students who register for traditional classroom courses or other distance education courses offered at affiliate institutions will be billed for all of the courses, in addition to any mandatory fees. For students enrolled in eCore classes only, some of the additional institutional fees may not be charged.

Any financial aid is reflected on the student's bill. Those taking classes from more than one institution will receive separate billing notices from each institution.

### **University System of Georgia Employees - Tuition Assistance Program (TAP)**

Employees of the University System of Georgia may be eligible to register for eCore courses through the University System TAP: (<http://www.usg.edu/employment/benefits/tuition/index.phtml>).

Human Resources Offices at each institution have the appropriate application forms. Each institution has specific guidelines and procedures relating to participation in the TAP. Generally, employees may register for courses only after registration closes and only on a space available basis.

### **Proctored Experiences**

Every eCore course requires at least one, and no more than two, proctored exams or proctored experiences. Most test sites charge a fee for proctoring exams—generally between \$15 and \$30. This fee is payable to the test site at the time of the exam.

## **Dropping, Adding or Withdrawing From a Course**

### **Drop/Add**

eCore students can add eCore courses through their institution during the first three (3) days of class each semester and drop eCore classes during the first five (5) days of class each semester. Please note that the eCore calendar may differ from the regular institutional calendar. Classes may begin earlier or later, and drop/add dates may also be different.

### **Drop for Non-Payment**

Some of the institutions may drop students for non-payment if fees are not paid by the deadline.

### **Drop/Withdrawal for Non-Attendance**

All students must log in to their course(s) during the first five calendar days of the semester and complete all attendance requirements for each course; if not, students will be reported as inactive and administratively dropped or withdrawn.

NOTE: Although courses may be dropped for non-participation, students who wish to withdraw should not count on being withdrawn by their instructor or their respective affiliate institutions. It is the student's responsibility to withdraw from courses he or she opts not to complete.

### **Withdrawal**

If for some reason a student cannot participate in class activities, he or she should contact the instructor immediately. Failure to respond to the initial faculty communication within a week or to complete course activities within the first week will result in a student being reported for non-attendance. Failure to participate without officially withdrawing from the course will result in a grade of "F". A student may officially withdraw up to the midpoint of the semester without academic penalty.

### **Withdrawal Procedure**

A student may withdraw from a course with a grade of "W" if the withdrawal is completed by the official midpoint of the semester. The midpoint is listed in each course syllabus. Students who wish to withdraw should [submit the withdrawal request form](#). Withdrawal information will be sent to the student's instructor and to the applicable Registrar's Office.

## **Financial Aid**

Regardless of whether a student is taking eCore courses as a transient student, a transfer student, or as a new student, he or she may use financial aid to pay for eCore courses just like he or she would with traditional

campus classes. Financial aid information is available at students' home institution. Contact them for assistance with determining aid eligibility, application procedures, and additional information.

## Course Availability

Check the website <https://ecore.usg.edu/courses/schedule.php> for the most up-to-date course availability listing.

## Course Descriptions

For further course descriptions, please see the eCore web site here:  
<https://ecore.usg.edu/courses/description.php>

## FAQs

### **Q: How do I withdraw from my class?**

A: Withdrawal occurs after drop/add. Visit [the withdrawal policies](#) for your home institution. When you complete this form, it will be sent to eCore Administrative Services, the Registrar's Office at your institution, and your instructor will be notified. If you wish to withdraw after midpoint, you should contact your home institution to determine penalties for withdrawal after midpoint.

### **Q: I need to withdraw from my class but it's after the "W" deadline. What should I do?**

A: Contact the eCore Liaison at your home institution for a consultation to discuss options that may be available to you. You may be eligible to apply for a possible "hardship" withdrawal.

### **Q: How do I find out how much money I owe for my classes? Where do I send my payment?**

A: Contact your Bursar's Office at your home institution.

### **Q: I believe my fee bill is incorrect. Who do I call to clear this up?**

A: Contact your Bursar's Office at your home institution.

### **Q: I thought I withdrew from my class, but I noticed it still showing on my schedule?**

A: Consult with your eCore Liaison to ensure your withdrawal was processed. Please note: If you have withdrawn from an eCore course, the course will continue to show in GAView for a few weeks, but access will be denied to the course.

### **Q: I understand I must participate in at least one proctored testing experience. Whom should I contact?**

A: Check your syllabus or with your instructor at the beginning of the term to determine when [proctored exam](#) are scheduled and to learn more about how to register for a proctored exam. You will be required to submit the date, time, and location that you have chosen for your exam at least fifteen business days before the beginning of your exam week.