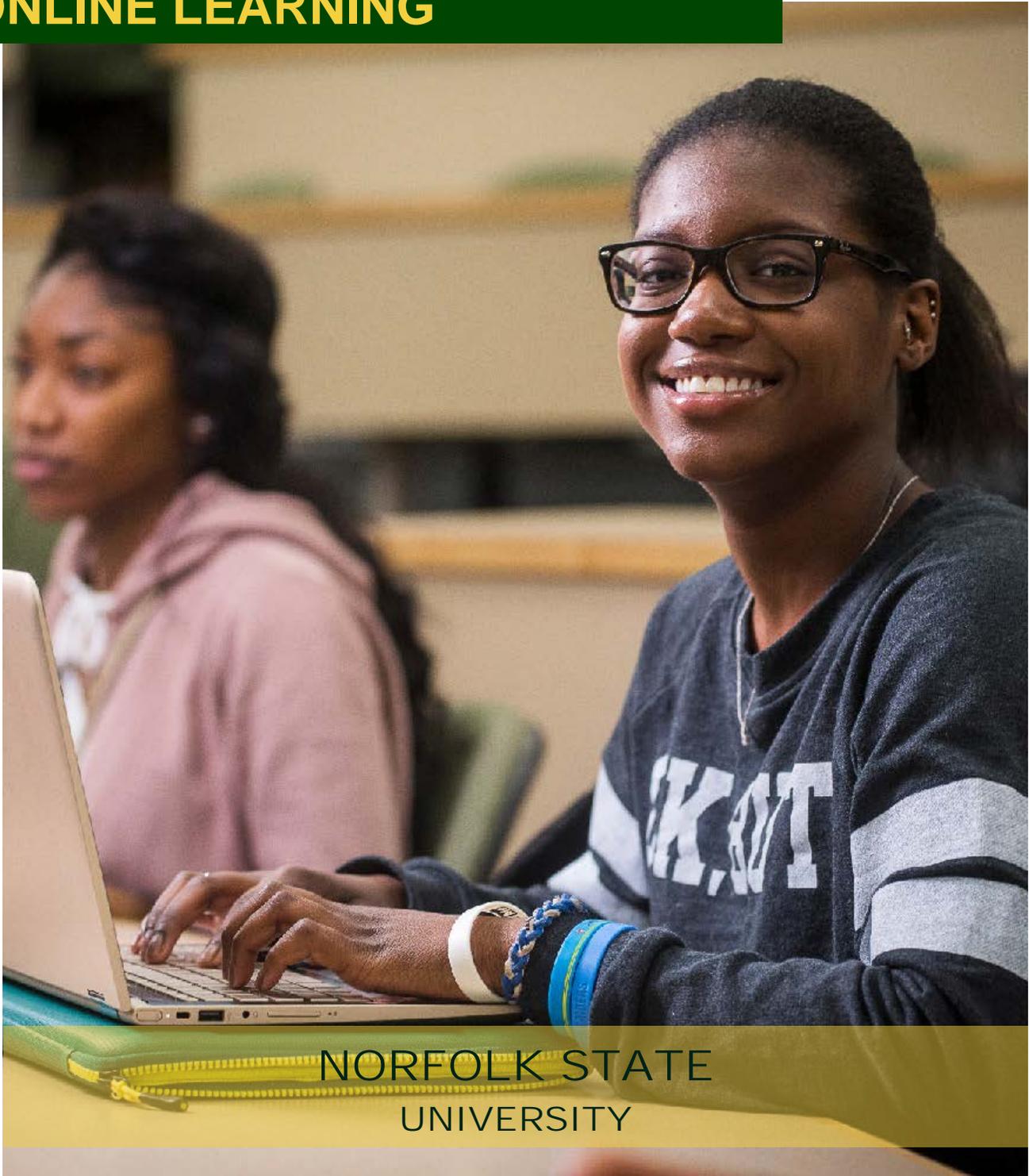


# STUDENT HANDBOOK for ONLINE LEARNING



NORFOLK STATE  
UNIVERSITY

The Norfolk State Handbook for Online Learning is designed to acquaint you with NSU Online and provide you with the information you will need to be successful in your online courses and in your program. You can find additional information on the [NSU Online](#) website.

As a distance education student, you are entitled to the support services available to on-campus students. There are several ways to contact us if you have questions or would like additional information.

**Office of Extended Learning**

**E-mail:** [nsuonline@nsu.edu](mailto:nsuonline@nsu.edu)  
**Toll Free Telephone:** (844) 266-4990  
**In-Person Visit:** Monday – Friday, 8:00 am – 5:00 pm  
 Lyman Beecher Brooks Library  
 Suite 3003B  
 (757) 823-8066  
**NSU Online Fax:** (757) 823-2090  
**NSU Online Degree Programs and Certificates:** [Request Information](#)

**General Information**

**NSU Operator:** (757) 823-8600  
**Departments:** [University Contact Information](#)  
**Frequently Asked Questions:** [Quick Reference Guide](#)

NSU Online Team			
General Information	NSU Online	<a href="mailto:nsuonline@nsu.edu">nsuonline@nsu.edu</a>	(844) 266-4990
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# CAMPUS DIRECTORY

## Academic Units

College of Liberal Arts .....	Nursing and General Education Building, Rooms 222 – 227 (757) 823-8118, <a href="http://www.nsu.edu/liberal-arts">www.nsu.edu/liberal-arts</a>
College of Science, Engineering and Technology.....	P. Robinson Technology Center, Suite 400-W (757) 823-8180, <a href="http://www.nsu.edu/cset">www.nsu.edu/cset</a>
School of Business.....	G.W.C. Brown Memorial Hall, Room 304 (757) 823-8920, <a href="http://www.nsu.edu/business">www.nsu.edu/business</a>
School of Education .....	Bozeman Education Building, Room 137 (757) 823-8701, <a href="http://www.nsu.edu/education">www.nsu.edu/education</a>
School of Social Work .....	G.W.C. Brown Memorial Hall, Room 335 (757) 823-8668, <a href="http://www.nsu.edu/social-work">www.nsu.edu/social-work</a>
Graduate School.....	McDemmond Center for Applied Research (MCAR), Suite 602 (757) 823-8015, <a href="http://www.nsu.edu/graduate-studies">www.nsu.edu/graduate-studies</a>

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## Administrative Services

Admissions .....	Students Services Center, Suite 208 (757) 823-8396
Bookstore.....	Student Center (757) 823-2037
Career Services.....	Student Services Center, Room 318 (757) 823-8462
Cashier’s Office .....	Student Services Center, Room 209 (757) 823-8545
Counseling.....	Student Services Center, Room 312 (757) 823-8173
Customer Care Center.....	Student Services Center, Room 307 (757) 823-8673
Office of Accessibility Services .....	James A Bowser Building, Suite 121 (757) 823-2014, <a href="http://www.nsu.edu/oasis">www.nsu.edu/oasis</a>

## Administrative Services (continued)

Educational Opportunity Center .....	861 Glenrock Road, Suite 135, Norfolk, VA 23502 (757) 683-2312
Enrollment Management .....	Student Services Center, Suite 208 (757) 823-8679
Financial Aid .....	Student Services Center, Suite 211 (757) 823-8381
International Student Services .....	James A Bowser Building, Suite 121 (757) 823-8325, <a href="http://www.nsu.edu/oasis">www.nsu.edu/oasis</a>
Library .....	Lyman B. Brooks Library (757) 823-2418
Military and Veterans Affairs .....	Student Services Center, Room 110 (757) 823-2586, <a href="http://www.nsu.edu/msva">www.nsu.edu/msva</a>
Office of the Registrar .....	Student Services Center, Suite 212 (757) 823-8377
Spartan Success Center .....	Nursing and General Education Building, Suite 100 (757) 823-8507, <a href="http://www.nsu.edu/provost/ssc">www.nsu.edu/provost/ssc</a>
Student Accounts .....	Student Services Center, Suite 209 (757) 823-9293
Student Activities .....	Student Center, Suite 323 (757) 823-8200
University Police .....	University Police Building (757) 823-8102
Veterans Affairs .....	Student Services Center, Room 110 (757) 823-2586

# ABOUT NORFOLK STATE UNIVERSITY

Norfolk State University was founded in 1935. The college, brought to life during the Great Depression, provided a setting in which the youth of the region could give expression to their hopes and aspirations. At its founding, it was named the Norfolk Unit of the Virginia Union University. In 1942, the college became the independent Norfolk Polytechnic College, and two years later an Act of the Virginia Legislature mandated that it become a part of the Virginia State College.

The College was able to pursue an expanded mission with even greater emphasis in 1956 when another Act of the Legislature enabled the institution to offer its first baccalaureate degree. The College separated from Virginia State College and became fully independent in 1969. Subsequent legislative acts designated the institution as a university in 1979 and authorized the granting of graduate degrees.

## UNIVERSITY MISSION

**Mission Statement** – Norfolk State University’s Office of Extended Learning will be the non-academic unit uniquely positioned to innovate in and support the development of infrastructure and service related to Online, Blended, and technology-enhanced teaching and learning.

**Vision Statement** – Norfolk State University’s Office of Extended Learning will create an environment of innovation and become a catalyst for change in the region for non-traditional teaching and learning.

## STUDENT RIGHTS AND RESPONSIBILITIES

Norfolk State University is committed to equality of educational opportunity and does not discriminate against applicants, students, or employees based on race, color, national origin, religion, gender, age, or disability; moreover, Norfolk State University is an equal opportunity/affirmative action employer. Information pertaining to the Student-Right-to-Know Act is available in the Office of Enrollment Management or online at <https://www.nsu.edu/enrollment-management/student-right-to-know>.

**Your Privacy and Consent to Disclose Information:** The Family Educational Rights and Privacy Action of 1974 (FERPA), also known as the Buckley Amendment, provides students with the right to inspect and review his/her educational record and, with certain exceptions, to limit disclosure of information from that record. Student conduct proceedings are considered educational records. Find information about FERPA on the **Student Right to Know** page (link in paragraph above).

Students may choose to grant NSU permission to disclose educational records to certain individuals in accordance with FERPA. A release form must be completed by the student. This release represents written consent to disclose information from their educational records maintained by Student Conduct to specific individual(s) identified on the form. If a student decides to cancel this release, he/she must submit a letter withdrawing the consent, indicating the person(s) affected. The letter must be sent via e-mail to [jmwalker@nsu.edu](mailto:jmwalker@nsu.edu). Only requests sent from the student’s NSU-issued e-mail account (@spartans.nsu.edu) will be processed.

# ACADEMIC HONOR CODE

Students will conduct themselves ethically and responsibly, safeguarding their own integrity and that of the community. In fairness to themselves and in justice to others, students will not lie, cheat, or steal others' ideas, nor will they tolerate egregious behavior in others. Students will avoid deception and collusion whenever they engage in academic activities offered under the auspices of NSU. As scholars, students will scrupulously avoid plagiarism, learning to select high-quality research sources and to cite them correctly.

An excellent source for writing, formatting, and citations: [OWL – Perdue Writing Lab](#)

## ACCREDITATIONS AND AFFILIATIONS

### Regional Accreditation

Norfolk State University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate, baccalaureate, master's, and doctoral degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, or call (404) 679-4500 for questions about the accreditation of Norfolk State University.

### Specialized Accreditations



Norfolk State University School of Education is accredited by the **National Council for Accreditation of Teacher Education (NCATE)**. This accreditation covers initial teacher preparation programs and advanced educator preparation programs. As a recognized standard of excellence in professional education for the preparation of teachers, administrators, and other preK-12 school professionals, NCATE accreditation ensures that the University has met rigorous national standards set by the profession and members of the public.



Norfolk State University School of Business is accredited by **AACSB International – The Association to Advance Collegiate Schools of Business**. Founded in 1916, AACSB International is recognized as the sole accrediting agency for baccalaureate, master's and Ph.D. degree programs in business administration and accounting by the U.S. Department of Education and by the Council on Post-Secondary Accreditation.



Quality Matters (QM) is an inter-institutional organization that sets baseline research-based standards to ensure quality design for online and hybrid courses. Norfolk State University is committed to implementing the Quality Matters Standards for the design of online and/or hybrid courses. To maintain quality assurance, all online and hybrid courses will be evaluated using the Quality Matters (QM) Rubric.

## State Authorization

Norfolk State University is approved as an institutional participant in the National Council State Authorization Reciprocity Agreement (NC-SARA). By signing this agreement, institutions offer a good-faith acknowledgement that compliance is being pursued with the intent to meet all guidelines.

The [State Authorization Reciprocity Agreement](#) is an agreement among member states, districts and territories that establishes comparable national standards for interstate offering of postsecondary distance education courses and programs. It is intended to make it easier for students to take online courses offered by postsecondary institutions based in another state. SARA is overseen by a National Council and administered by four regional education compacts.

Being an institutional participant in the [National Council for State Authorization Reciprocity Agreements \(NC-SARA\)](#) benefits Norfolk State University students because the University can:

- Expand access to educational offerings
- Provide better resolution of complaints from students in SARA states
- Enhance overall quality of distance education

Learn more about [student benefits](#) on the NC-SARA site.

## WHAT IS DISTANCE LEARNING?

For the purposes of the Southern Association of Colleges and Schools Commission on Colleges accreditation review, distance learning is a formal educational process in which much of the instruction (interaction between student and instructors, and among students) in a course occurs when student and instructors are not in the same place. Instruction may be synchronous or asynchronous.

A distance learning course may use the internet; one-way and two-way transmissions through open broadcast, closed circuit, cable, microwave, broadband lines, fiber optics, satellite, or wireless communications devices; audio conferencing; or video cassettes, DVDs, CD-ROMs if used as part of the distance learning course or program. (Adopted: SACSCOC Board of Trustees: June 2012)

Distance learning courses are designed for students who desire flexibility and convenience in their studies. Courses offered online are equivalent to courses offered in a traditional classroom setting. NSU's online courses are not self-paced courses. NSU uses Blackboard as its primary online course management system to offer courses via distance learning. Students in online courses communicate with their instructor and classmates electronically via Blackboard, which can be accessed via [MyNSU](#). Instructors may post announcements, lectures, assignments, and exams to the site. Our online degree programs are designed to fit your lifestyle and career goals. Explore the [online degree and certificate programs](#) and the numerous online courses offered by Norfolk State University.

### NSU Online offers three types of online courses:

1. **Fully Online** (section 90) – Online courses are taught completely online. A fully online course is any course offered fully over the internet and is a formal education process in which a student learns entirely through online delivery of content and instruction.

In a fully online course:

- Participants do NOT meet face-to-face in the classroom, but interact entirely through the internet
- Course materials are delivered in online format
- Communication and interaction occur online between instructors and students
- Assessment of student work is conducted online

2. **Blended/Hybrid** (section 45) – A course that combines two modes of instruction, online and face-to-face, and is a formal education process in which a student learns at least in part through online delivery of content and instruction with some element of student control over time, place, path, or pace. Blended courses may also include those courses delivered through electronic means such as telepresence where face-to-face is approximated by two-way video over the internet.

In a blended/hybrid course:

- Participants still meet for scheduled class or lab time, but the amount of time is reduced. For example, a course that normally has three one-hour classes per week might require only two classes each week when offered in a blended format.
- Face-to-face and online activities are designed to reinforce, complement, and support each other.

3. **Web/Video Teleconference Course (VTC)** (section 77) – Face-to-face courses that meet online using web or video conferencing technology. Any course that is offered at a scheduled, pre-determined time (synchronously) with students connecting to a virtual room or location and interacting with faculty and fellow students via web/video conferencing platform.

In a web/video teleconference (VTC) course:

- Participants utilize audio, computer, and video links simultaneously to converse and interact with each other.
- Participants meet in the classroom (on-site or at a distance) for the scheduled hours of the course, but there may be a course website or some instructional activities online.
- Supplementary materials, such as a course syllabus, homework assignments, or an optional discussion board are delivered online. These components are intended to supplement, not replace, face-to-face course work.

In addition to traditional face-to-face and online courses, the University also offers web- or technology-enhanced courses. A web- or technology-enhanced course is a traditional course offered with some content elements delivered over the internet and is a formal education process in which a student learns through traditional classroom delivery of content and instruction. Use of technology typically does not reduce the time traditionally spent in the face-to-face class.

## DISTANCE EDUCATION COURSES AND PROGRAMS

The list of [online programs and courses](#) is being updated on an ongoing basis. Check back often.

### 8-Step Process to Enroll into an Online Course

**You can enroll into an online course or an online program by following the steps listed below.**

Online courses are open to all students. Online courses have a section designator beginning with the number 9. For example, an online English course is ENG-101-90.

Before enrolling in an online course, you should first assess your readiness for stepping into the online learning environment by completing the [Online Learning Readiness Questionnaire](#). Your answers to the questions will help you determine what you need to do to succeed at online learning. Post-survey feedback will also provide you with information on what you can expect from an online course.

### **Step 1: Secure funds for your education**

- Learn about available scholarships, financing your education, paying your tuition, and taking advantage of various payment options by visiting NSU's [Financial Aid](#) website.
- Complete your Free Application for Federal Student Aid (FAFSA) as soon as possible at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Pay special attention to priority deadlines.

### **Step 2: Apply for admission**

- Visit the [Office of Admissions](#) website.
- Review the [undergraduate](#) or [graduate](#) admissions requirements. International students should visit the [International Student Services](#) website.
- [Apply](#) for admission, transfer, or re-admission.
- For undergraduate admission information, call toll-free at (800) 274-1821 or e-mail [admissions@nsu.edu](mailto:admissions@nsu.edu).
- For graduate admission information, call (757) 823-8015 or e-mail [lcarpenter@nsu.edu](mailto:lcarpenter@nsu.edu).

### **Step 3: Confirm your intent to enroll**

- Complete and return the enrollment response form. Without this confirmation, you will be unable to register for any courses. After receipt of this form, you will be given information about how to access your [MyNSU](#) account. Students use MyNSU to manage their student accounts and to register for courses.

### **Step 4: Activate your MyNSU account**

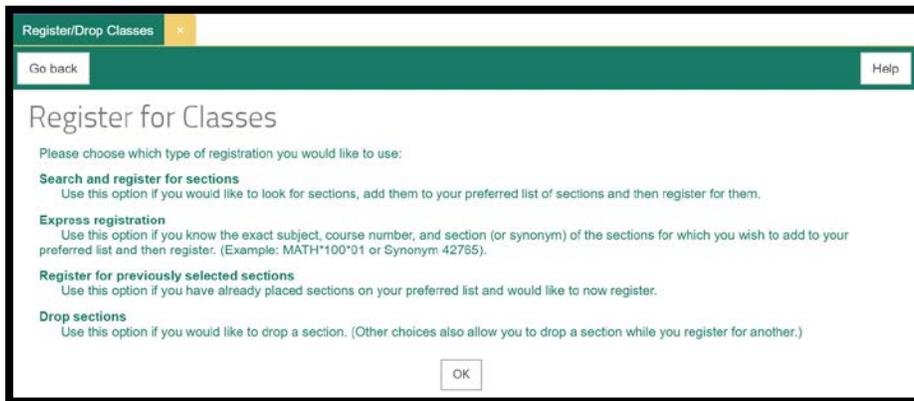
[MyNSU](#), the University's educational portal system, provides access to your NSU e-mail account, Office 365, and Blackboard Learn. Setting up your account is quick and easy.

- Get your username, temporary password, and e-mail address as a [first-time student](#).
- Go to the [MyNSU](#) login. When prompted, enter your username. Your username is the local part of your NSU e-mail address. For example, if your e-mail address is **john.doe@spartans.nsu.edu**, your username is **john.doe**. Then enter your password and click the **Sign In** button. Your MyNSU ID and password are the same as your username and password for other campus network computer resources. To access MyNSU, you need a computer with internet access and one of the following supported web browsers:

- Chrome 20+ (recommended)
- Firefox 3.5+
- Safari 4.0+
- It is recommended you have a minimum of two browsers installed on your computer in case you experience technical difficulties with either browser.
- For questions or concerns about accessing MyNSU, call NSU Client Services at (757) 823-8678 (option 3) or e-mail [clientservices@nsu.edu](mailto:clientservices@nsu.edu).

### Step 5: Register for Courses

Log into [MyNSU](#). Currently enrolled students can register for classes online using Spartan Self Service in the MyNSU portal and clicking the Register/Drop Classes option. Prospective students should use the [Search for Classes](#) option to see which classes are available. This listing is updated every 24 hours.



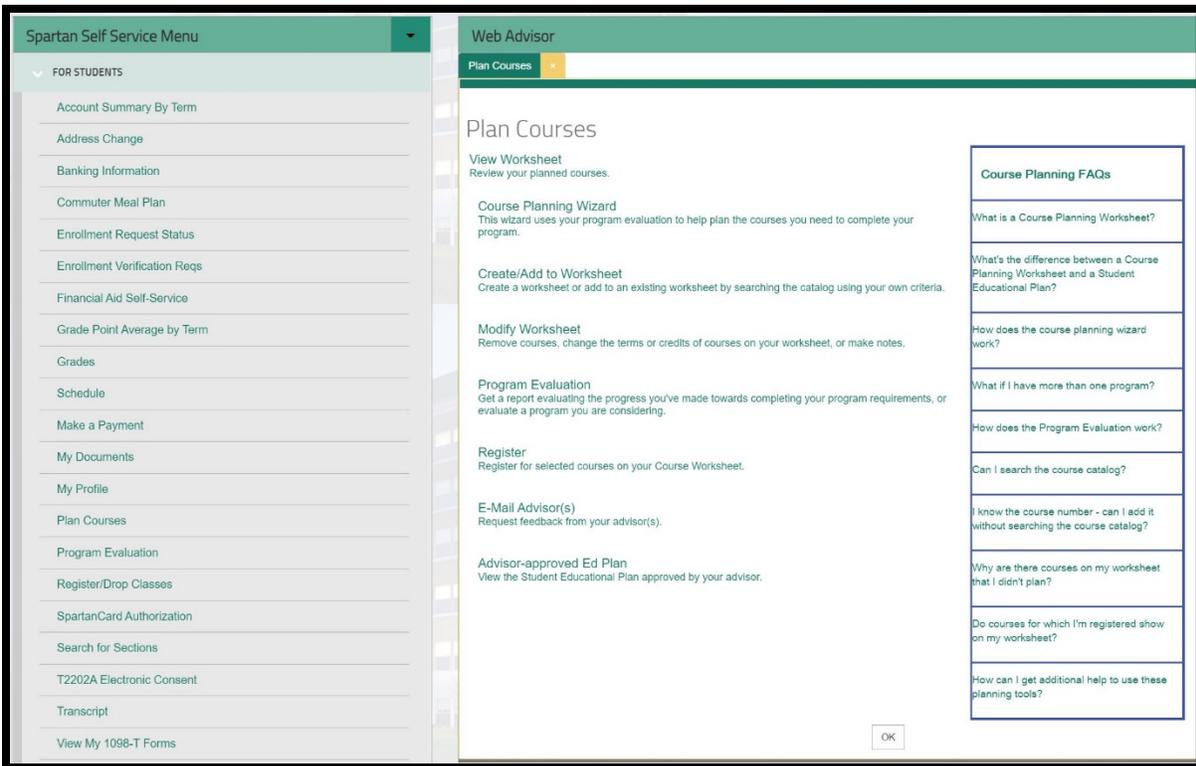
The results screen provides the term, status, section name and title, location, meeting information, faculty, available/capacity, credits, CEUs, and academic level for the section criteria selected. The Status field specifies if the course is open or closed for enrollment based on the Available/Capacity numbers.

Web online courses are designated as Section 90 and above. The following section designators identify the course location and or type.

- 45 Blended/Online (face-to-face with an online component)
- 51 Evening
- 77 Video Conferencing
- 81/82 Military Installation
- 85 Virginia Beach Higher Education Center

Save time – Use e-Advising on MyNSU. Online students, Graduate students, and those Undergraduate students with a 3.00 GPA or higher can register online. Check your EVAL and course plans to stay on track. Your academic advisor will review your educational plan for any courses added and requiring approval. Students should make every effort to ensure they are prepared to take an online course.

- Select “Plan Courses” then the Course Planning Wizard to select your coursework for the designated term.
- Use the tools provided to email your academic advisor your completed course planning guide.



- Secure academic advisor approval to signify the desired online course satisfies your selected curriculum.

### Step 6: Pay Your Tuition and Fees

- There are [various payment options](#). Regardless of the option chosen, make certain payment or satisfactory arrangements are made by the scheduled class cancellation dates published for each term.
- Log into [MyNSU](#), click the **MyNSU Spartan Self-Service** button.

- Select **Make a Payment**.
- Choose **Pay for registration**.

### Step 7: Order Your Course Materials

Access the [Norfolk State University Bookstore](#) website to order required course materials.

### Step 8: Begin Your Online Learning Experience

The Blackboard Learning Management System (LMS) functions best using Chrome or Firefox web browsers. It does not function well consistently with Microsoft Edge, Windows Internet Explorer, or Safari. We recommend that you install Chrome and Firefox on your computer, even if you have an Apple (Mac) computer. If you have trouble with one browser, try the other before seeking tech support. Additionally, your course may require the use of content from publishers or an online proctoring tool.

- Run the [Blackboard Browser Checker](#) to see if your browser is supported.
- [Add the specific publisher's website](#) to the browser security trusted sites (as needed).
- [Disable pop-up blockers](#) as required by publisher or software company.

A best practice is to delete cookies and browser history at least once per month. To delete cookies and browser history on the Chrome browser, press Ctrl+Shift+Delete keys simultaneously. Then click the **Clear Data** button at the bottom of the window that pops up.

## Technical Requirements

Ensure you can satisfy computer hardware and software system requirements prior to enrolling in an online course. Without the proper computer hardware and software, you will have trouble in completing the assignments required of the online course. For the best online learning experience, you will need:

- Windows 7 or Mac OS X 10.6 or later
- 4GB RAM (8GB RAM or more is strongly recommended) 20GB of available hard-drive space
- Broadband Internet Connection (1.5 Mbps required, 3.0 Mbps recommended)
- Adobe Flash 10.1 or later
- Latest version of Java
- Screen resolution set to 1280x1024
- User privileges to install software for required software installations
- Microphone and webcam (headphones with microphone recommended) for courses that require online meetings with audio and/or video participation and for online proctoring.

**NOTE:** While mobile devices, especially smartphones, are convenient and may be utilized for some course functions, they cannot be the primary device for completing your online coursework.

[Log in to MyNSU](#), then choose the Blackboard icon to access your courses.

Your registered courses that have been made available by your professor will show under the **My Courses** module. Some may require synchronous meetings using a webcam. Detailed technology

requirements, proctoring and testing procedures, and assignment submission instructions will be delineated on your course syllabus.

If you are a first-time freshman or new to Blackboard, it is required you take the Blackboard BB-101 Orientation Course. In addition, there will be Blackboard Orientation Sessions during the first week of fall and spring semesters. Please check the announcements in Blackboard and/or the Campus Announcement eDaily for specific dates and times.

If you are new to the online learning environment or would like to access valuable resources for online students, please self-enroll in the “NSU Online-101 NSU Student Orientation” Blackboard course by following the steps below:

1. Log into MyNSU
2. Click the Blackboard icon
3. Click the Student Tab in Blackboard
4. Click the NSU Online 101 Icon
5. Click the Enroll option
6. Select Submit
7. Click OK at the bottom right of the page. You now have access to the course.

## Blackboard Mobile App

[Blackboard Mobile App](#) is the mobile learning app for Blackboard. You can access your courses, organizations, review the activity stream and course timeline, view your grades, and engage in real-time video conferencing with Blackboard Collaborate™. Visit your mobile device’s respective app store to download and install. Log in using your MyNSU username and password.

## COURSE SYLLABUS AND PURPOSE

This is the first document to review in any course. Read the course syllabus carefully. The syllabus provides the guide to the course, its objectives, requirements, assessments, and procedures. It is important that you have a thorough understanding of the course outline and how your learning will be assessed. Note that the required readings are essential for the course! Once you have familiarized yourself with the syllabus and readings, click the **Course Modules** button for courses with presentation slides. In Course Modules, read the slide presentations, following any links to pop-up boxes. Some links may require your pop-up blockers to be disabled. It is useful to have your readings at hand as you review each module. Note that you are expected to pace yourself according to the course outline listed in the syllabus.

## BLACKBOARD LEARNING MANAGEMENT SYSTEM

### Blackboard Login Instructions

1. Go to [MyNSU](#).
2. Type your username.
3. Type your password.

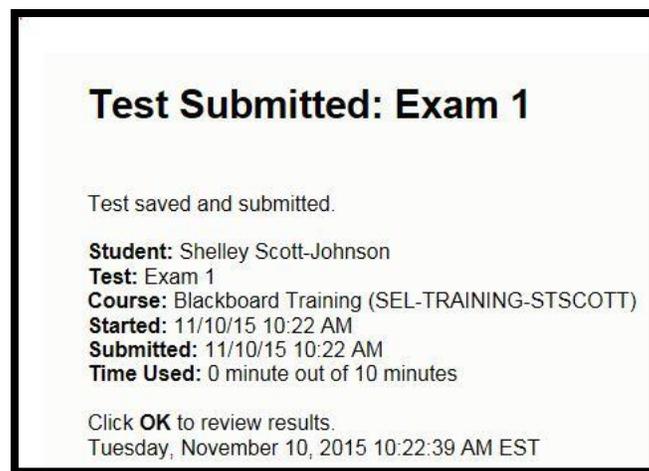
4. Select the Blackboard icon (  ) to access your courses.

## What do I do if I don't see my enrolled course listed under My Courses?

Contact your instructor to make sure the course has been made available. If the course has been made available, you should be able to see and access new registered courses 24 hours after registering.

## How do I know if my test was submitted?

Once you submit the test, you will receive a test receipt page. You can print it using your browser's print command to keep a copy for your records. Below is an example of the test receipt page.



## Getting Technical Help and Support

If you need Blackboard technical assistance, e-mail [BbTechSupport@nsu.edu](mailto:BbTechSupport@nsu.edu), call toll free (844) 266-4990, or [submit a ticket](#). You may also access Blackboard help by visiting the [Blackboard Help](#) website.

When seeking Blackboard technical assistance via e-mail or ticket, be prepared to provide the following information:

- First and last name
- Blackboard username
- Contact information – **e-mail address AND telephone number**
- Course ID w/section number
- Brief description of issue – provide detailed and descriptive information

**NOTE:** Blackboard may experience service outages between the hours of 2 am and 6 am on Fridays, for scheduled system maintenance.

## Supported File Names and Extensions

Although Blackboard may allow you to upload files with a variety of characters, your instructor or classmates' web browsers/operating systems may prevent the file from opening. For this reason, Blackboard file names should contain ONLY letters, numbers, and the underscore. The length of file names should be fewer than 125 characters, including the file extension. Special characters like % & # < > = / \ + ' , " : ! ? @ | [ ] { } will prevent your instructor and classmates from being able to open the file. Also, be sure your file has a file extension, such as .doc or .txt. Some Mac programs don't add file extensions, so you must add the extension when you name the file. If you upload a file to Blackboard that doesn't contain a file extension, your instructor and classmates may not be able to open the file.

**NOTE:** Close any open files prior to uploading files.

## Blackboard Learn 101

By completing the Blackboard Learn 101, you will have the opportunity to:

- Identify your readiness to take an online course
- Locate navigation features in a course that uses Blackboard
- Explore a variety of tools used to create online communities
- Demonstrate how to submit online assessments
- Identify the resources to get help when needed

To access Blackboard Learn 101:

1. Log into [MyNSU](#), then click the Blackboard icon.
2. Select the **Student** tab. On the right side of the screen, click the **Blackboard Learn 101** button.
3. Click **Enroll** to self-enroll into the course.
4. Click **Submit**.

## BLACKBOARD TIPS GUIDE

Find the **Getting Started – MyNSU & Blackboard** quick guide [here](#).

## SPARTAN CARD

You will need your Spartan Card ID number to purchase books online through the campus bookstore. Complete the [Distance Education Student Agreement](#) and e-mail it to [spartancard@nsu.edu](mailto:spartancard@nsu.edu). It is required that your NSU ID# be listed on all documents submitted to the Spartan Card office, and be sent from your NSU e-mail account with the subject line **NSU ONLINE**. If you encounter any issues, contact the [Spartan Card Office](#) at (757) 823-9479 or by e-mail at [spartancard@nsu.edu](mailto:spartancard@nsu.edu).

# POLICIES AND PROCEDURES

Distance learning students must comply with all University policies and procedures. The delineated policies and procedures are intended to provide guidance on the application of University policies, practices, and procedures that affect you as a distance education student.

## Policy Library

The [Policy Library](#) is the official online repository of all policies from the Board of Visitors, President, and Administration. As policies are updated, revised, and approved, the latest version will be posted on the Policy Library site. Individual colleges, schools, and academic support units may have specific policies, procedures, and guidelines for administering their areas of responsibility. If so, these will be published on each respective unit's website.

## Distance and Correspondence Education Policy

NSU Online's commitment to academic excellence includes consistency between on-campus classroom instruction and distance education instruction. The purpose of the [Distance and Correspondence Education Policy](#) is to provide a framework for the development, implementation, and maintenance of degree and certificate programs and courses offered via distance education for academic credit.

## Guidelines for Proctoring in Distance Education Courses

All distance and correspondence education programs and courses at Norfolk State University will adhere to the University's published academic policies and procedures, unless otherwise specified, and the Southern Association of Colleges and Schools Commission on Colleges [Best Practices for Electronically Offered Degree and Certificate Programs](#). The University will ensure all distance and correspondence education programs will have appropriate support services and resources.

These guidelines establish procedures for maintaining compliance with Southern Association of Colleges and Schools Commission on Colleges [Distance and Correspondence Education Policy Statement](#), Guidelines in the Application of the Principles of Accreditation to Distance and Correspondence Education, and the Guidelines for Addressing Distance and Correspondence Education.

A variety of techniques will be used to protect distance education students' privacy and identity. These include secure login and password, proctored examinations (supervised face-to-face, electronic, and/or online services), and authentic assessments.

For all proctored examinations, students must present a current University picture ID prior to taking the examination. Students are responsible for all associated costs incurred for arranging and scheduling of proctored examinations that are not administered by a University faculty member or designee for the distance education course.

Any new technique, technology, or best practice designed to protect students' privacy and verify identification must be reviewed and approved by the University prior to implementation.

## Online Proctoring Overview

An online assessment is one that may be completed during a specified time interval and by a specific date, as outlined in the course syllabus. For these assessments, faculty may elect one or more proctoring options.

### Faculty Responsibilities

- Including the proctoring option(s) in the course syllabus
- Delineating the proctoring requirements and dates for online assessments
- Identifying the necessary computer hardware, software, and internet connectivity for completion of all online assessments.

### Student Responsibilities

- Becoming acquainted with the proctoring option(s) identified in each course syllabus
- Adhering to the proctoring requirements and dates for online assessments
- Ensuring access to the necessary computer hardware, software, and internet connectivity for completion of all online assessments.

### Proctoring Options

The faculty member may require any of the following choices for completing proctored assessments:

1. **Proctoring on Campus:** Faculty may schedule an authorized campus computer lab or the NSU Testing Center for delivery of computer-based exams on specified dates and times for individuals who are available to take assessments on campus. Space is limited and is available on a first-come, first-served basis. Proctoring is provided for computer-based tests only.

- Requests for proctored testing in the NSU Testing Center must be received **at least five (5) business days** prior to the scheduled test date.
- The request must be submitted by the instructor, using the official [NSU Testing Center Proctor Request](#) form. Telephone or e-mail requests are not accepted.
- Request for tests for persons with disabilities must be made through the [Office of Accessibility Services / International Students \(OASIS\) Program](#).
- After the request has been approved, faculty must submit a class roster listing the students scheduled for the test, any generated passwords for the test, and any other materials required for the test to [testingcenter@nsu.edu](mailto:testingcenter@nsu.edu).
- Faculty will notify the student(s) of the approved date and time for reporting to the Testing Center and of any special requirements for taking the test in the Testing Center.

For additional information about proctoring on campus, visit the [Faculty Request Forms](#) page on the [Testing Center's](#) website.

2. **Remote Proctoring (Proctoring Off-Campus):** Faculty may require the student to find an appropriate remote proctor. For NSU students requesting a remote proctor, the student must submit the completed [NSU Remote Proctor Request Form](#).

- The Testing Center Director must receive requests for a remote proctor **at least five (5) business days** prior to the scheduled test date.
- The remote proctor must be approved by the Testing Center Director and the faculty prior to the student taking the assessment.
- The student must provide the proctor's name, institution/agency name, website address, official e-mail work address, work telephone number, and physical work address. The instructor of record (faculty) reserves the right to deny the use of a requested remote proctor who does not meet the NSU requirements for serving as a remote proctor.
- A relative, close friend, neighbor, co-worker, roommate, current student, or anyone who has a personal relationship with the student cannot serve as a remote proctor.

3. **Online Proctoring Tools (Respondus LockDown Browser and/or Respondus Monitor)**: Faculty may require the student to download and install Respondus LockDown Browser and Respondus Monitor to complete the online assessment.

- A webcam and a reliable, high-speed internet connection are required to complete online assessments using online proctoring tools.
- The student is responsible for downloading and installing Respondus LockDown Browser or Monitor or locating a computer site on campus that has Respondus LockDown Browser and Monitor installed.
- Avoid the use of mobile devices, such as smartphones, iPads, and netbooks while taking an online assessment unless the faculty member has approved use of the tool.
- Disable pop-up blockers.
- Adhere to the Respondus [best practices](#).

## **Respondus**

The technology of online exams enables instructors to allow multiple attempts, set time limits, auto-grade, include multimedia in questions, schedule time ranges for testing, or require a password. Exams may be taken in a computer lab with a proctor or using a proctoring tool to ensure the privacy and identity of students are maintained in an online environment. NSU Online uses Respondus LockDown Browser and Respondus Monitor, which resembles the classroom equivalent of a face-to-face monitoring during exams.

The goal is to ensure academic integrity while also authenticating the identity of the student. Your instructor will provide the link for installing and downloading Respondus. To gain a basic understanding of this technology, view the [Quick Start Guide for Students](#) and the [video](#).

### **Student Guidelines/Best Practices for Using Respondus**

1. Perform webcam and system checks before starting the test.
2. Select a quiet, distraction-free environment for the exam, where you will not be interrupted. Turn off televisions, phones, other computers, and mobile devices. Other people in the room can draw your attention away from the screen. Other people that come into view of the webcam may also trigger flags by the automated system.
3. Do not allow anyone else to take your test for you.
4. Do not allow anyone else to join you while you take your test.

5. Use the restroom prior to beginning your test. You are not allowed to take breaks during the timeframe the test is in progress. Do not leave your workstation for the duration of the test.
6. Clear your workstation of all external materials – books, papers, other computers, and devices.<sup>87</sup> Ensure your computer is on a hard surface, such as a desk or table.
7. Respondus LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.
8. Don't lie down on a couch or bed while taking the exam. There is a greater chance you'll move out of the video frame or change your relative position to the webcam.
9. Avoid backlighting situations, such as sitting with your back to a window. It's better to have light in front of your face than behind your head.
10. Don't take an exam in a dark room. If the details of your face don't show clearly during the webcam check, the automated video analysis is more likely to flag you as missing.
11. Do not wear hats or hoodies that cover any part of your face.
12. Do not wear sunglasses or eye coverings.
13. Do not cover the webcam in any way.
14. Do not look to the side of your monitor for an extended period, as this may result in an alert.
15. Use only supported browser versions and supported file names and extensions when taking online tests or submitting an assignment.
16. Use a wired high-speed internet connection (one in which the computer connects directly to the wall or to a router via an Ethernet cable) to take an online test, if possible, because a wireless connection is not as stable or secure as a hard-wired connection.
17. Disable pop-up blockers.

If you encounter an issue using Respondus LockDown Browser or Monitor, contact your instructor first. Then contact Blackboard Support at (844) 266-4990 or [submit a ticket](#).

## Attendance Policy

Regular class attendance is vital to your academic success. Students in online courses are expected to attend by actively participating in the course on a weekly basis.

Students enrolled in online courses who never actively participate in a course during the enrollment verification period will be dropped from the course. Examples of active participation include, but are not limited to, submitting an assignment; participating in a discussion, wiki, or journaling activity; completing quizzes or exams; completing a tutorial; or participating in computer-assisted activity.

To comply with federal mandates for universities' handling of student aid, certain kinds of student activity may or may not count as participation sufficient to qualify as "attendance" in online courses. For more information, view the [Federal Student Aid Handbook](#).

## SAFEASSIGN

SafeAssign is a tool used to detect potential plagiarism. The SafeAssign originality report provides detailed information about the matches found between the student's submitted paper and existing sources. It also creates opportunities to identify how to properly attribute sources rather than paraphrase. The instructor will determine if the student can view the results of the report.

# PLAGIARISM

Plagiarism is the reproduction of someone else's work without acknowledging its source, or citing a source that has not been used. Plagiarism is a serious offense with serious consequences. It is a form of academic dishonesty, along with cheating, and is considered a violation of the Code of Conduct ([Student Conduct Process](#) page, scroll down about halfway to Academic Matters > Academic Dishonesty).

An excellent source for writing, formatting, and citations: [OWL – Perdue Writing Lab](#)

# EMERGENCY NOTIFICATION SYSTEM

NSU uses a mass notification system to disseminate pertinent information quickly and widely during an emergency. Sign up to receive alerts through NSU's mass notification system. When the University deems it necessary for mass communication, it will send official alerts to faculty, staff, and students who voluntarily opt in to participate. To sign up, send an e-mail from your NSU e-mail account to Regina Lightfoot at [rlightfoot@nsu.edu](mailto:rlightfoot@nsu.edu). Include your name, e-mail address, and phone number. She will respond by sending you an invitation to sign up for the notification system.

# DIGITAL CITIZENSHIP

When using social media, be cognizant of privacy with material that you choose to place online or send through resources provided by Norfolk State University. Each student is responsible for anything written or printed online.

# ONLINE STUDENT SERVICES AND SUPPORT

Our goal is to assist students in achieving their goals. We have resources and information available to help you with your academic objectives, personal and career goals, tutoring, and much more. Click on the service's contact page below for up-to-date contact information.

- The [Counseling Center](#) provides a range of free professional services to assist students with their personal concerns. We provide crisis, individual, and group counseling services. Students come to the Counseling Center for a variety of reasons, such as adjusting to college, sexual assault, stress management, relationship issues, depression, and other concerns.
- The office of [Career Services](#) provides a comprehensive career development and assistance program to students and alumni, enhancing their capability for successful careers as productive citizens contributing to society.
- The [Dr. Patricia Lynch Stith Student Success Center](#) offers services designed to improve student achievement, increase retention, and reduce time to degree completion. Students are encouraged to take advantage of tutoring (including Smarthinking free online tutoring service), advising, mentoring, Sophomore Year Experience, and Examination of Writing Competency assistance.

- **Smarthinking** is a 24/7 academic support program that provides you with online access to live, one-to-one assistance from over 1,500 trained and qualified tutors in math, biology, chemistry, physics, economics, accounting, statistics, Spanish, writing, and more. With online academic tutoring services from Smarthinking, you get on-demand, individual instruction, and support from expert tutors. You can access it from within your Blackboard courses by clicking Tools, then the Smarthinking icon.
- The [Lyman Beecher Brooks Library](#) (Distance and Online Learning Services) supports all NSU students, regardless of location. Most of your research needs can be found on the Library's website, including your ability to e-mail a Librarian, search the Library's catalog, and search over a hundred online resources.
- [LibGuides](#) provide quick access to the best resources in many subject areas. These resources help you navigate the library to find books, articles, media, and more. You can browse by subject, course, A-Z Guides, and by Library Liaison.
- [Military Services and Veterans Affairs](#) proudly serves the military and their families. The mission is to provide an affordable and high-quality education to a diverse group of active-duty military, ready reservists, veterans, military family members, DoD civilians, and other non-DoD civilians in the Hampton Roads area and worldwide.
- The [Office of Accessibility Services / International Student Services](#) (OASIS) is committed to complying with the law as designated in the Americans with Disabilities Act (ADA0, 1990, and Section 504 of the Rehabilitation Act of 1973. The program assists currently enrolled students with documented disabilities, including physical, psychological, traumatic head injury, learning disabilities, and other health concerns. NSU is dedicated to assisting persons with disabilities to reach their fullest academic potential in higher education. Reasonable accommodations and services are provided to help equalize their opportunities and meet the individual needs of the student. Any student or applicant with a disability who wishes to request academic accommodations under Section 504 should contact the Office of Accessibility Services to begin the accommodation request process. You may view the [OASIS student resource guide](#) for more information.
- [University Bookstore](#) – Textbooks are usually mandatory, so shop for your course materials and textbooks via the official University bookstore. You can also purchase NSU apparel, gifts, and accessories, and supplies from the bookstore.
- The **Online Student Organization (OSO)** offers you a forum to meet students with similar interests, to ask questions, and to discuss related topics. All Norfolk State University students are eligible to join. To join OSO:
  1. Log into [MyNSU](#), then click the Blackboard icon.
  2. Type [online student](#) into the Organization Search module.
  3. Click **Go**.
  4. Hover the mouse over the name [Student-Online-Organization](#) and click on the drop-down arrow.
  5. Click on **Enroll**.
  6. Click **Submit** button.

**Organization Search**  
**(Please type organization name below)**



Organization ID ▲  
 Student-Online-Organization ▼

You may also search on other keywords to find organizations concerning your other interests.

## VIRTUAL STUDY ROOMS

Virtual Study Rooms using Blackboard Collaborate™ can be reserved to facilitate study sessions with your peers, or to collaborate on group projects using a computer or mobile device to participate anytime, anywhere. You can share audio, video, applications, files, and a whiteboard. For instructions on how to reserve your room, follow these steps:

1. Log into Blackboard via [MyNSU](#).
2. Click on the red [Virtual Study Room Request](#) link on the MyNSU Blackboard homepage (under Attention Students).

Alternate – Click the link within the information sheet (Student Resources tab > Virtual Study Rooms Guide for Students button). NOTE: The **Request a Virtual Study Room** link gives the direct e-mail address. **Click here** provides instructions on how to submit a request (same instructions as shown below).

3. An e-mail window will open.

From	nsuonline@nsu.edu
To	<a href="#">Blackboard Technical Support</a>
Cc	
Bcc	
Subject	Virtual Study Room

I would like to reserve a study room on day/date/time (Wednesday, March 22 from 7 p.m. to 11 p.m.) for a study group. My NSU email is [student@spartan.nsu.edu](mailto:student@spartan.nsu.edu) and my contact number is 757-555-2222.

Thank you,  
 Student

4. The subject field will auto-populate with **Virtual Study Room**. In the text field, type the following information, then click **Send**.
  - a. Time and date of your request
  - b. Reason (i.e., study group or group project)
  - c. Your **NSU** e-mail address
  - d. Your phone number (where you can be reached if additional information is needed).
  
5. Once your request has been submitted, your reservation will be processed by the Office of Extended Learning. You will receive a confirmation e-mail at your NSU e-mail address to include instructions, the Collaborate link to access your Virtual Study Room, and a [User Guide](#). You, the requestor, will be responsible for forwarding the invite and the confirmation e-mail to your group. All members of the group will have Presenter privileges to access the share content functions in the Collaborate Virtual Study Room.
  
6. Before accessing your Virtual Study Room, view the [Collaborating in Blackboard Collaborate video](#) to get acclimated to the Collaborate environment.
  
7. Congratulations! You may access your Virtual Study Room using Chrome or Firefox. You must have a webcam to share video and a headset with a microphone to share audio if using a computer. You also have the option to dial in for audio.

## GO MOBILE

There are various mobile apps to keep you connected with the University, accessing Blackboard, tutoring on the go, and participating in your course's online meetings, class discussions, and more. Visit your mobile device's app store to install the mobile apps of your choosing.

- [MyNSU Mobile](#) (Ellucian GO) – My NSU Mobile is an application for Android and iOS that provides a convenient way to connect to campus news, events, and MyNSU services. MyNSU Mobile is powered by the Ellucian GO platform. It can be used to check grades, view your class schedule, get MyNSU notifications see the campus map, get directions to campus locations, look up important phone numbers, read NSU news, and check the NSU events calendar.
  
- **Blackboard App** – Blackboard is Blackboard's first mobile app centered around one type of user: students. Get ready for a completely new experience and look for your mobile learning! The app provides an intuitive way for you to interact with courses, content, instructors, and other students. Use it throughout your academic journey to stay on top of coursework and plan ahead.
  
- [Blackboard Collaborate](#) – The Blackboard app includes Blackboard Collaborate with the Ultra experience for iOS and Android devices. Blackboard Collaborate is a synchronous web conferencing solution enabling high-quality interactive virtual classes and meetings.

## BLACKBOARD MOBILE APP INSTALL INSTRUCTIONS

The Blackboard mobile app allows you to access Blackboard on your mobile device. You can view course content, view your grades, collaborate, and submit assignments. Follow the steps below to install and

sign into Blackboard Mobile. *Your mobile device needs to have one of the following operating systems to run Blackboard Mobile: iOS8+, Android 4.0+, or Windows 8.1+.*

1. Access the Google Play Store (Android) the App Store (iOS), or Windows Store (Windows) and perform a search for **Blackboard**. Choose the app that has this icon:



2. Follow the steps for your individual device to download and install the app.
3. Once the install is complete, open the app and type **Norfolk State University**. Once the University's name appears below the search field, tap on it.
4. Enter your username and password and tap the **Log In** button.
5. If you receive an error, close the app, and then complete the following additional steps. You will only need to do this once.
  - a. Log into [MyNSU](#) and click the Blackboard icon.
  - b. In Blackboard, click on the global navigation menu.



- c. Click on **Settings** in the dropdown menu and choose **Personal Information**.
  - d. Choose **Change Password** and enter your MyNSU password in both fields.
  - e. Click **Submit**.
  - f. Log out of Blackboard and then re-launch the Blackboard Mobile app.
  - g. Follow step #3 above to log in.
  - h. You will see a purple spinning circle when you have successfully logged into the app.
6. Read the Blackboard Terms of Use, then tap the **Agree** button.
  7. You will land on your Activity Stream screen. Continue on to perform your Blackboard tasks.

## TIPS FOR TAKING AN ONLINE ASSESSMENT

### Before you are required to take an online assessment

1. Become familiar with how to complete an online assessment.
2. Review the course syllabus to determine if there is a deadline for your test or assignment.
3. For essay examinations, if permitted, compose your response to the essay questions or assignments offline prior to pasting them within the content editor.

## While you are taking an online assessment

1. Read the test directions carefully, including the timing, availability of the test, the number of attempts allowed, whether the test will be submitted automatically when time expires, whether the test can be resumed or must be completed in one sitting, and if you are able to backtrack, etc.
2. Read each question carefully and double-check answers.
3. Wait for the server to finish processing a request before clicking another button, e.g., wait until the test has loaded fully before you start answering questions.
4. Save your answers periodically.
5. Be aware of the time allocated for the assessment.
6. Make sure to click the **Save and Submit** button to submit your assessment at the end. If you click **Save All Answers**, your test is not submitted. After taking an online test, you should see the Test Submitted page if the submission was successful. NOTE: Click **Using the Assessment Tool-Student** to see how to submit tests and confirm test submissions.
7. Do not close your browser or exit the test until you receive a confirmation from Blackboard. Depending on the question types and test options your instructor chooses, you may see your score, submitted answers, and correct answers immediately. If you are not certain that your test submission was successful at the end, contact your professor immediately. **If a test requires that Respondus LockDown Browser be used**, you will be asked to provide feedback at the end.

**If you encounter technical issues while taking an online test, contact your instructor first** and then call Blackboard Technical Support at (844)266-4990 as soon as possible. Remember, only your professor can reset a test attempt so that you can retake a test. If your instructor resets the test for you to take again, you must start from the beginning.

## Don'ts for taking an online assessment

### Don't:

- Double-click the Begin button on a test while waiting for it to load
- Double-click on any buttons – Next, arrow keys, Submit (single click should work)
- Alter (shrink or resize) the test window. Make sure to set the window size the way you want it before you start the test.
- Click outside the test window or leave the test environment.
- Select any pages from the Favorites/Bookmarks list in the assessment's browser menu
- Enter new URLs in the Address or Location fields of the browser or open a new tab or window to visit any other websites.
- Click the Tab key on the keyboard to move between questions or buttons.
- Close the window of the test.
- Leave the browser idle for an extended period. Instead, periodically answer questions or at the very least interact with the browser (e.g., click the Save button) to minimize any problems that might be caused by browser inactivity. Note that typing is **not** recognized as activity.
- Click the Back, Forward, Home or Refresh/Reload buttons.
  - Do NOT click the Back button on your browser to go to a previous question. If backtracking is allowed, the test window will provide a button to go back to the previous question(s).
  - Use buttons within the exam window instead of using any buttons on the browser window. However, when your screen goes blank (white) or freezes in Blackboard while taking a test or just

working in Blackboard, click the back arrow in the upper left corner of your screen. Your test may be restored. Do not click the refresh button.

- Make screen adjustments after the exam starts. If you push the screen back, this will result in only the top portion of your face being recorded.
- Lie down on a couch or bed while taking an exam. You may move out of the video frame or change your relative position to the webcam.
- Take an exam in a dark room or with backlight (your back to a window or light source). If the details of your face don't show clearly during the webcam check, the automated video analysis may flag you as missing.

## VIRTUAL COMPUTING LAB (VCL)

The VCL is available to NSU faculty, staff, and students, and provides a remote access service that allows you to reserve a computer with a desired set of applications and remotely access it over the internet.

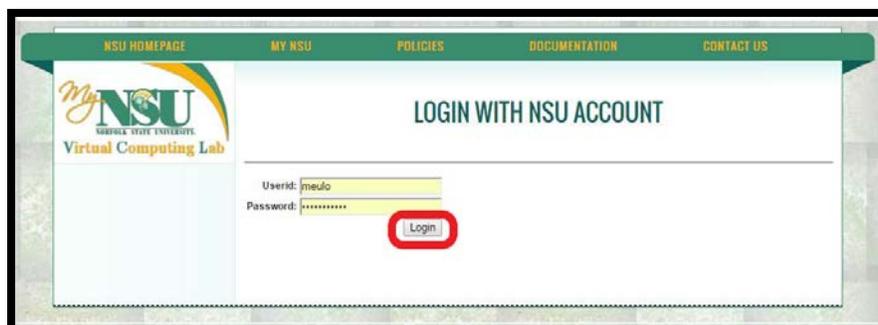
You can use many of your favorite applications such as Camtasia, SPSS, GMetrix, and Mathematica. In addition, you may use a variety of OS Environments.

### VCL Instructions

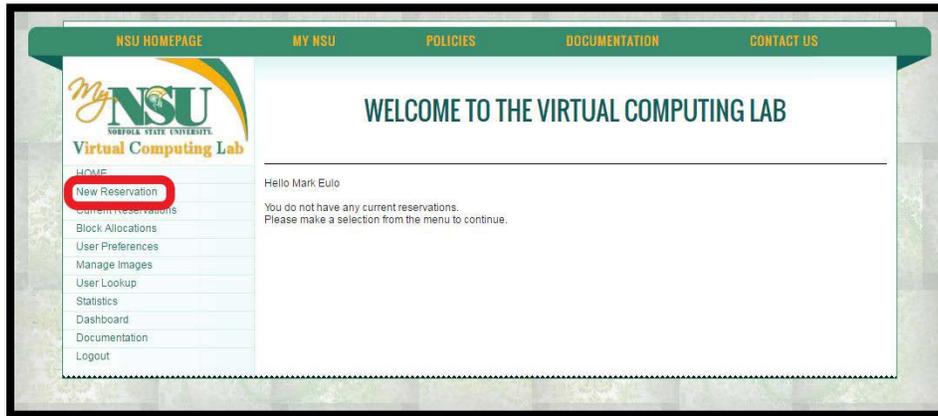
1. [Click here](https://vcl.nsu.edu) or copy and paste the URL into the address line of your browser – **https://vcl.nsu.edu**
2. The login page is displayed. Click the **Proceed to Login** button.



3. Type in your network username and password, then click the **Login** button.



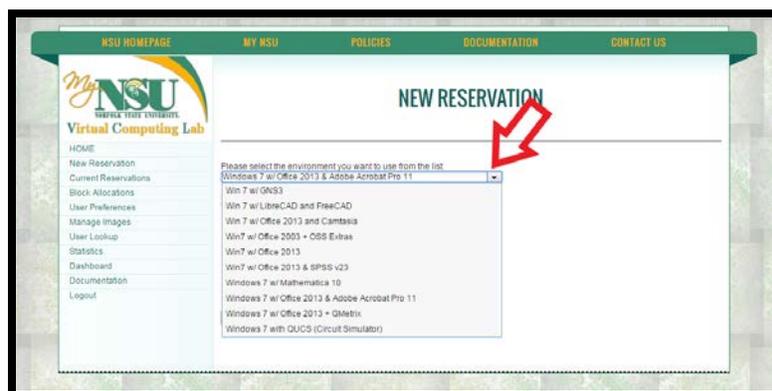
4. The welcome page is displayed. To use the VCL, you must create a reservation. Click the **New Reservation** link on the menu at the left side of the screen.



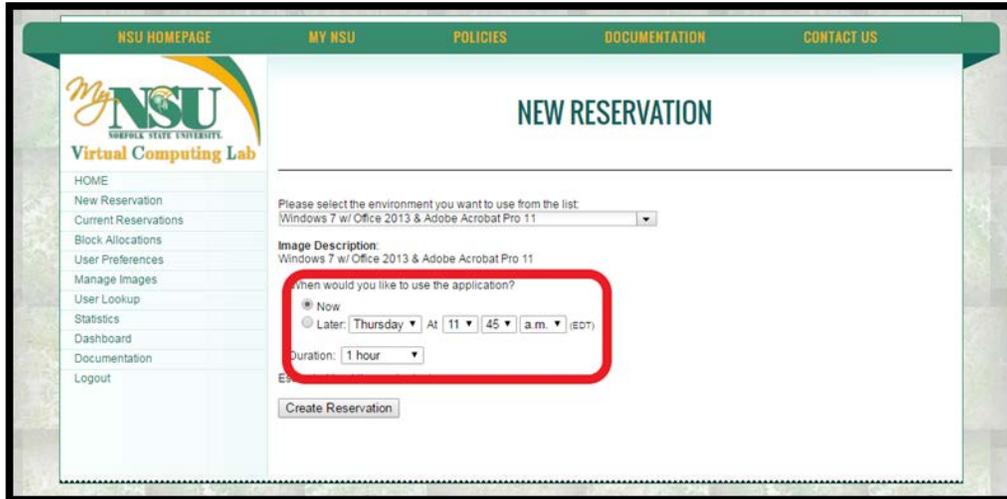
5. Click the down arrow to the right of the environment box to choose the environment and applications you want to use.



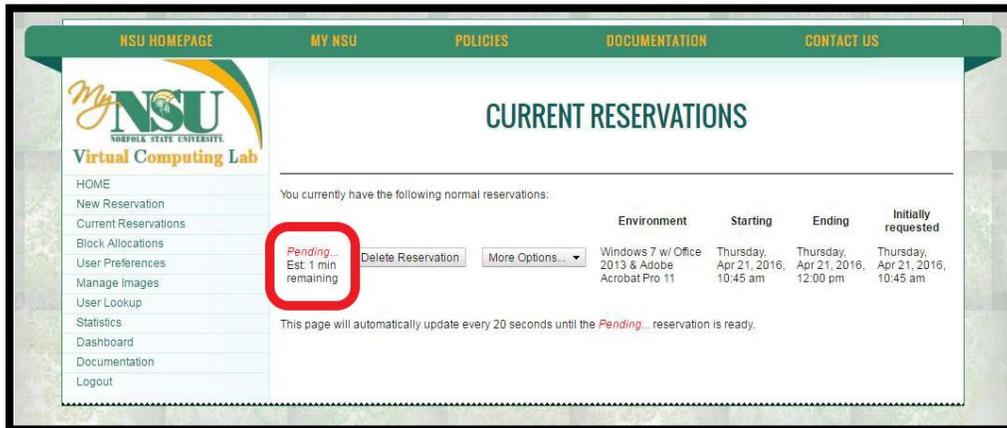
6. Select the environment by clicking on one of the options.



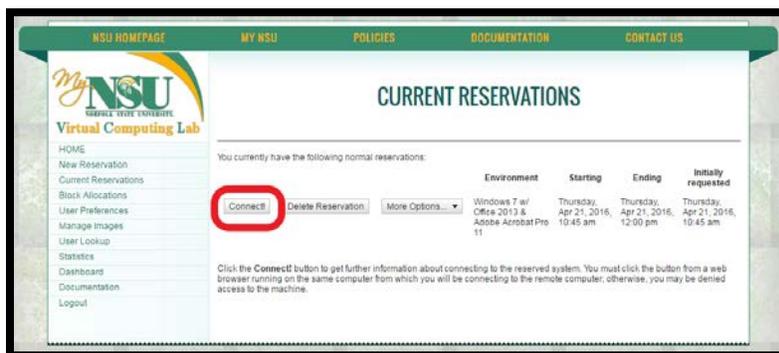
7. To choose the time of your reservation, click the **Later** radio button and use the dropdown menus to choose the time. If you wish to use the application immediately, leave the **Now** radio button selected. Click the Create Reservation button.



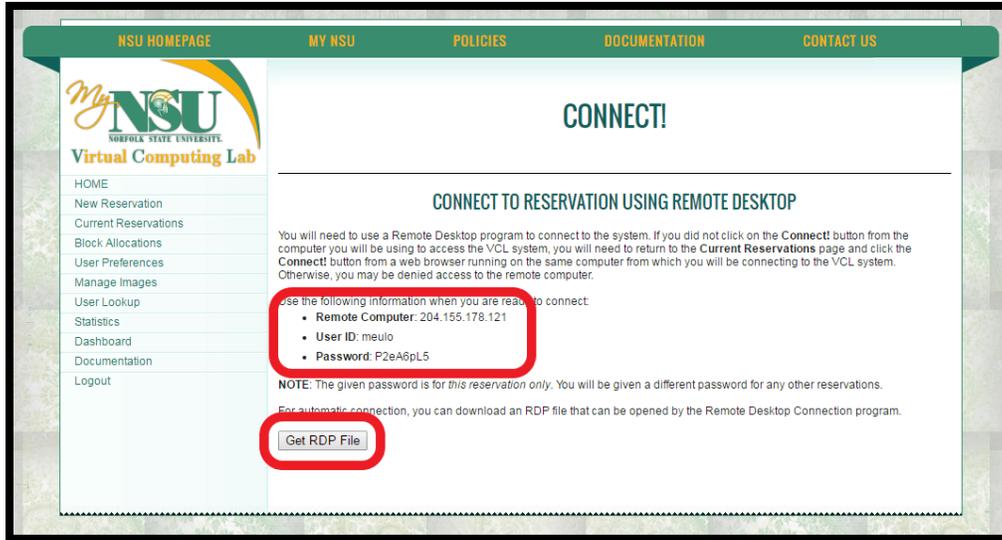
8. While **Pending** is displayed, your reservation is being created.



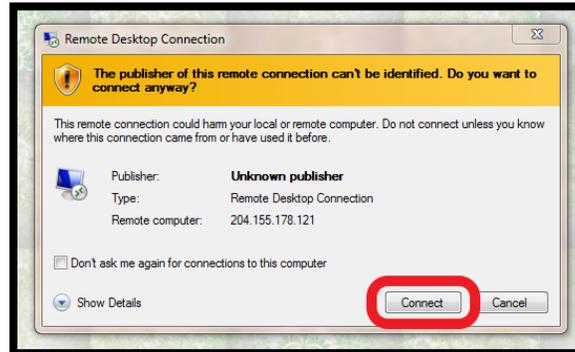
9. Once the **Pending** notice disappears, click the **Connect** button.



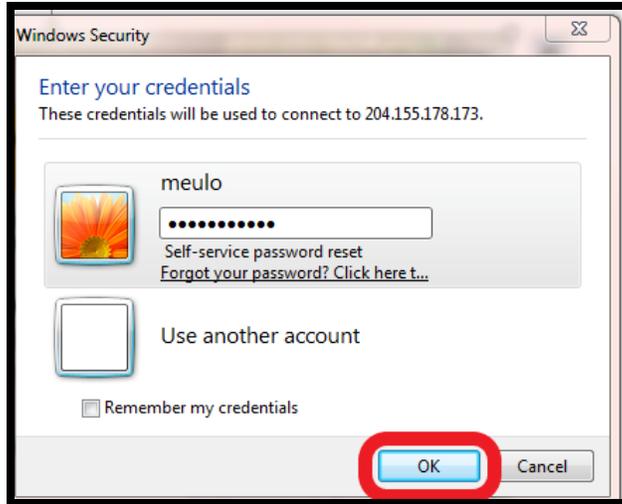
10. This screen allows you to download the Remote Desktop Program (RDP), which is used to connect you to the VCL from your PC. Click the **Get RDP File** button. *When prompted, enter the User ID and Password that has been generated (above the Get RDP File button), NOT your NSU credentials. Write this info down now!*



11. Once the RDP file is downloaded to your PC, open the file and click the **Connect** button.



12. Enter the User ID and Password from step #10 above. Click the **OK** button.



13. The virtual desktop will open, and you will have access to the environment and applications that you chose. You will still have access to your own PC desktop by minimizing the VCL desktop using the icon at the top of the screen.

14. When you are finished with your VCL session, click the **X** at the top of the screen.

