Nashville State
Community College

Online Student Services and Resources

A handbook with links to resources, policies, and technology information for students in online courses.

Office of Online Learning

Contents

Student Services and Resources

You do not have to tackle the challenges of higher education alone! There are many resources available to Nashville State's online students. You are encouraged to utilize the available student and academic support services throughout the semester as needed. These support services are listed for your benefit should you feel the need to use them. These services or policies may change or be updated periodically.

You may want to begin by reviewing the NSCC Student Toolbox.

Student Academic Resources

- Learning Center/ Tutoring
- Bookstore
- John E. Mayfield Library
- Testing Center

Student Support Services

Student Support Services include resources you may need through the NSCC Foundation and include Campus Cupboard, Child Care Assistance, Textbook Assistance, Transportation Assistance, Community Support Services by County, Mental Health Resources, Health Insurance, Financial Empowerment Center, Support from Monroe Harding, and Homeless Student Liaison.

At the Student Success Center, we'll connect you to resources and opportunities to maximize your success at Nashville State. At the center you will find our Student Success Advisors, Financial Empowerment Counselors, and Student Resource Managers.

Links to Student Support Resources

- [Career Services](#)

- [Campus Cupboard](#)

- [Transportation Assistance](#)

- [Textbook Assistance](#)

- [Child Care Assistance](#)

- [Mental Health Resources](#)

- [Homeless Student Liaison](#)

Course Technologies

Technology Support

The [NSCC Service Desk](#) assist students and employees for campus systems as well as help with student personal equipment used for coursework. Help Desk Technicians offer remote troubleshooting assistance via phone, email, and remote desktop. Email support is strongly encouraged by contacting [servicedesk@nscc.edu.](#)

- [Student D2L Guides](#)
- [Support for Access to Internet and Technology](#)

Technology Statement

- All classes at the NSCC are web enhanced.
- It will be essential for students to have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials and technologies through D2L/NS Online course shells.
- Students may also be required to use free video conferencing platforms (ex: Zoom, Teams) for classes and meetings.
- Students will be responsible for appropriate dress while on video, to ensure a distraction free environment (mute sound as needed) and to ensure their background is neutral for others to view.
- If you have questions or concerns regarding access to a computer or internet resources, please review [Nashville State's Laptop Loaner Program and Internet Access](#) information or contact your instructor.
- Certain publisher materials or supported technologies may not work on cell phones, mobile devices, or Chromebooks.

Netiquette

What is Netiquette? It's network etiquette, a set of rules for behaving properly online. Cyberspace has its own culture, and it's easy to forget that in cyberspace we are dealing with real people, not just bits and bytes.

1. **Rule 1: Remember the Human.** The computer screen cannot convey facial expressions, gestures, and tone of voice, and the person you are communicating with is an actual person. Behave respectfully and resist the temptation to treat conversations as interactions with faceless strangers. They are real people.
2. **Rule 2: Adhere to the same standards of behavior online that you follow in real life.** In other words, don't download pirated content on the internet if you wouldn't steal an actual movie in real life.
3. **Rule 3: Know where you are in cyberspace.** Know the norms and behaviors of the group you are communicating with. For example, when texting, abbreviations and emojis are acceptable, but in some discussion groups, whole words and sentences are preferred.
4. **Rule 4: Respect other people's time and bandwidth.** "Bandwidth" is the information-carrying capacity of the wires and channels that connect everyone is cyberspace. When we think about time and bandwidth, we consider, "Is this message really something the recipient needs to know?"
5. **Rule 5: Make yourself look good online.** People online won't judge you by your looks or clothes or skin color, but they will judge you by the quality of your writing. Use good spelling and grammar. Know what you are talking about, and stick to the facts. Finally, be pleasant and polite, don't use offensive language, and don't be confrontational for the sake of confrontation.
6. **Rule 6: Share expert knowledge.** You have something to offer to conversations. Don't be afraid to share what you know. This is how the sum total of world knowledge increases, and it's one of the reasons the internet was invented: to share information.
7. **Rule 7: Help keep flame wars under control.** "Flaming" is what people do when they express a strongly held opinion without holding back any emotion. Netiquette doesn't prohibit flaming or flame wars -- sometimes ideas need the heat -- but letting them go on too long or happen too often is a waste of people's time and bandwidth.
8. **Rule 8: Respect other people's privacy.** There may be times when you stumble upon an unattended email account, social media account, or chat window. Resist the urge to snoop. It's bad Netiquette.
9. **Rule 9: Don't abuse your power.** Similar to respecting other people's privacy, there may be times when you have more power online than others do. Don't use that cyber-authority to snoop on others' private information and messages.
10. **Rule 10: Be forgiving of other people's mistakes.** Everyone is a newbie in some area. Be kind when you see a spelling error or a question that's been asked multitudes of times. Don't feel like you have to point out others' mistakes. If you do decide to inform someone of a mistake, point it out politely, and preferably by private email rather than in public.

Adapted from the "Core Rules of Netiquette," excerpted from the book *Netiquette* by Virginia Shea and found on [Albion.com's Netiquette page](#) .

Minimum Technology Requirements

Students taking courses that utilize online learning will be required to access a reliable computer and high-speed internet. You should have or will acquire the following technology skills throughout this course:

1. Downloading and installing software applications.
2. Using Microsoft Office 365 (or similar alternative software) to draft and save in multiple file formats.
3. Copying and pasting between documents and D2L. To **select all** press and hold *Ctrl* (the control key) on the keyboard and then press the *A* on the keyboard. To **copy**, press and hold *Ctrl* and then press the *C* on the keyboard. To **paste**, press and hold down *Ctrl* and then press *V*.
4. Communicate effectively using a webcam and microphone in synchronous interactions using supported video conferencing tools (Zoom or Microsoft Teams) to participate in video conferencing sessions, view recordings, or create recordings (if applicable).
5. Using D2L to upload files, post to discussion boards, complete tests, and submit files and assignment entries (where applicable).
6. Using NSCC email accounts to communicate with your instructors.

Additional Software and Hardware Requirements

- Computer or Laptop; Chromebooks or mobile devices may not be sufficient.
- High-Speed Internet
- **Internet Browsers:** [Google Chrome](#) and [Firefox](#) are the recommended browsers to use with NS Online D2L.
- [Install Office 365](#) (free)
- **Mandatory Accessory:** Webcam (built-in or external),

- Recommended Accessory: Noise-cancelling headphones/microphone (external, not one built into your computer)
- Student Wi-Fi Zones

NS Online/D2L

NS Online is the platform you will log into to access your courses. You may also hear it called "D2L." D2L and NS Online are the same thing.

It is students' responsibility to check D2L/NS Online course shells for all enrolled courses and myNSCC, including student email, on a regular basis. These are the official communication channels between the college and students, who are responsible for the information communicated through those channels. D2L/NS Online contains specific course information and myNSCC contains information important for other purposes. To register or access Nashville State online courses, go to NS Online. NSCC web courses have a "W" section number. Any course ending with section number R01, R25, R50 is a TN eCampus course.

Student Email

Find student email within Office 365. Use your student email address as the login ID and your myNSCC password. Download the Microsoft Office suite once you are logged in by clicking the "Office 365" download link on the upper left.

- Accessing myNSCC Email and Office 365

Computer Lab Access

Computers are available for student use at each campus during campus open hours. Open computer lab availability may vary from campus to campus. Students should check NSCC website for current hours of operation.

- **White Bridge Campus** WBR Library Computer Sign Up
- Southeast Campus
- Clarksville Campus
- Humphreys County Campus
- Dickson Campus
- North Davidson Campus
- East Davidson Campus

Accessibility and Privacy Information for Supported Technology

At Nashville State, we are committed to accessibility and equity for all learners. Below are links to accessibility and privacy information from vendors and/or publishers whose material is in use in online courses at Nashville State.

- D2L Brightspace Accessibility / D2L's Privacy Center
- Yuja Accessibility / Privacy
- Microsoft Accessibility Technology & Tools / Microsoft Privacy
- Zoom Accessibility / Zoom Trust Center
- Pearson Accessibility Information / Pearson Privacy Policy
- McGraw-Hill Accessibility / McGraw Hill Privacy Center
- Cengage Accessibility Page / Cengage Privacy Overview
- Redshelf Accessibility Commitment / Redshelf Privacy Notice Overview
- Turnitin Accessibility Standards Compliance / Turnitin Privacy Policy

- [Respondus Accessibility Statement / Respondus Privacy Center](#)
- [LinkedIn Accessibility / LinkedIn Privacy](#)
- [YouTube Accessibility Support / YouTube Privacy](#)

NSCC Student Policies and Procedures

Financial Aid and Attendance

The College is not an attendance taking institution as defined by [34 CFR 668.22(b)(1)](#) in the Code of Federal Regulations; however, students are expected to attend all scheduled classes and laboratories.

- Absences in a course may affect a student's final grade.
- Tardiness may also affect a student's final grade.
- Students are responsible for all work/tests that occur during any missed class session(s) regardless of reason(s) for absence.
- Students who are sick or not well enough to attend class must notify the instructor as soon as possible before the scheduled class time, unless incapacitated or unable to do so. In that case, students must contact the instructor as soon as reasonably possible.
- If a student has an unavoidable conflict with a scheduled class session, students must notify the instructor, preferably before the class session, or as soon as possible.

For purposes of financial aid continued attendance is determined via engagement in the course. This can be accomplished in several ways including, but not limited to, continued attendance and/or participation in on-ground class sessions, participating in D2L as prompted (e.g., responding to an instructor's email, posting to a discussion board), and/or completing and submitting assignments.

ADA Compliance Statement

Nashville State complies with the Americans with Disabilities Act (ADA). Nashville State complies with the Americans with Disabilities Act (ADA) and so provides accommodations for students with a documented physical, emotional, and/or learning

condition. If you require an accommodation for any courses in which you are enrolled, contact the [Access Center](#) at 615.353.3363, or e-mail accesscenter@nscc.edu. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center.

Sexual Misconduct Policies

It is the policy of Nashville State Community College, in order to maintain an environment in which the dignity and worth of all members of the institutional system are respected, that sexual harassment of employees or students is prohibited. Such conduct is a form of behavior, which seriously undermines the atmosphere of trust essential to the academic environment. This policy is consistent with federal and state laws prohibiting sex discrimination. It is also a policy of the University that willful false accusation of sexual harassment shall not be condoned. Review [NSCC's Sexual Misconduct Policies.](#)

Academic Misconduct

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. Students are responsible for understanding and abiding by the [Academic Misconduct Policy](#) in the Nashville State Student Code of Conduct. In addition to other possible disciplinary measures that may be applied through regular college procedures as a result of academic dishonesty, the instructor has the authority to assign an "F" or a "zero" for the exercise, paper, or examination, or to assign an "F" for the course. Students may appeal through the appropriate college grade appeal procedures.

Academic Early Alert System

Nashville State Community College uses an Early Alert System to let students know of a faculty member's concern in one or more of these academic areas: lack of attendance, lack of classroom participation, late or missing assignments, and/or poor performance on assignments/tests. *Please note that Early Alerts do not affect a student's academic

standing. If you receive an Early Alert email, please see your instructor and your academic advisor as soon as possible.

Inclement Weather, Campus Closings, and RAVE

You get notices about campus closings in these places: text messages from RAVE and www.nscc.edu. Even when campuses are closed, you are still responsible for completing all assigned work. Check D2L/NS Online for a message from your instructor so you do not miss important assignments and due dates, which may change due to the campus closure.

Equity Statement

Nashville State Community College has a relentless commitment to the transformation of our institution through the intentional design of college experiences that expect and promote excellence from students, faculty, staff, and administration. We consider equity to be an obligation of higher education. We strive to ensure that each student receives what that student needs to be successful, with goals of success beyond the classroom. We do this through an evidence-based and collaborative effort, understanding that our student population has diverse needs that must be addressed. We recognize that this effort may not always be comfortable and that partnering with students is the driving force to overcome barriers to success.

Academic Freedom

TBR Policy [5:02:03:30](5:02:03:30) Academic Freedom and Responsibility applies to all faculty members at Nashville State Community College. This policy specifically addresses faculty members':
1. Classroom freedom to discuss their subject matter;
2. Freedom in research and publication;
3. Freedom from institutional discipline when speaking or writing as a citizen, rather than as a representative of the college;

4. Responsibility to carry out assigned duties in accordance with professional standards;

5. Obligation to take appropriate professional action against faculty members who are derelict in discharging their professional responsibilities.

View the full Academic Freedom and Responsibility Policy.

Copyright

Nashville State Community College urges everyone in its community to abide by the computer acceptable use policy and comply with copyright law. Copying or sharing music or other copyrighted material, including software, without a permissible copyright defense, such as Fair Use, or a valid license, is not only a violation of the colleges and the Tennessee Board of Regent's policies, but also illegal. It may have dire personal consequences and jeopardize the individual's continued enrollment or continued employment, as well as future job prospects.

Acceptable Use Policy (PDF)

Student Grievance/Complaint Procedure

Grievances under College Policy and this Procedure are limited to adverse action(s), by the College, affecting a student:

1. Violates Nashville State or Tennessee Board of Regents policy, or involves an inconsistent application of these same policies;

2. Violates state or federal discrimination statutes in that the adverse action is based on race, sex, national origin, age, disability, or veteran status; or

3. Violates any constitutional right.