

	F2F On-Campus Students	External/ Online Students
Admissions, Registration, and Fee Payment	<p>Students may apply for admissions online through Ga411.edu and register online through the myUWG student portal and Banweb student information system.</p> <p>Students may see the online Scoop for instructions, specific term important dates, deadlines, directions to off-campus sites, and fee schedules at http://www.westga.edu/~registra/.</p> <p>For Registration and Financial Aid, the Enrollment Services Center is available via email, phone, or in-person on the 1st floor of Parker Hall. See http://www.westga.edu/esc/</p> <p>All students may contact the Office of Student Accounts (http://www.westga.edu/bursar/index_1561.php) by phone or visit their offices located on the first floor of Aycock Hall to make payments online, over the phone or in person.</p> <p>Fees can be paid online through BANWEB with any of these major credit cards; American Express, Discover, Master Card or with a check by using the Web Check option.</p> <p>They can also be paid in person with cash or a personal check at the Cashier's window in Aycock Hall. (Credit cards cannot be accepted in person or over the phone.)</p>	<p>Same as F2F with the following addition: Complete instructions for first-time registrants are provided online through the UWG Distance Education Department's Student Guide available at http://www.westga.edu/~distance/distancestudents/8registration.htm.</p> <p>All online students are also provided with additional information specific to their programs, via their respective program websites and/or the state's central GeorgiaOnMyLine website: http://www.georgiaonmyline.org/ http://ecore.usg.edu/ http://www.westga.edu/~ecore/ http://www.westga.edu/rcob/index_12364.php http://www.eustudiesprogram.org/</p>
Orientation	<p>Access to resources is communicated to students through the course syllabi, university websites, e-mail announcements, face-to-face orientations (http://www.westga.edu/orientation/), online student orientations available within our course management system (CourseDen), myUWG portal announcements, and the UWG Student Handbook (http://www.westga.edu/~handbook/index.php).</p>	<p>Same as F2F with the following exceptions: New students taking only online courses are not required to attend an on-campus orientation. Instead, the UWG On-Line Connection http://www.westga.edu/~online/, and the UWG Distance Student Guide http://www.westga.edu/~distance/distancestudents/ provide orientation materials specific to online students.</p> <p>All online instructors are provided with a narrated and non-narrated orientation presentation, as well as a complete Orientation module that they may include in their online class. The module reviews services, as well as navigation of the course management system, how to use each of the tools, practice assignments, and information on how to get help.</p> <p>All new eCore students must complete an online orientation and quiz prior to enrolling in an eCore course. The orientation provides students with critical information about course success as well as what to expect in their online course. In addition, the eCore Student Success Manager sends a Getting Started Letter to all eCore students at the beginning of the term (http://ecore.usg.edu/students/start/uwg_summer09.php). Student may also refer to the eCore website or the eCore Student Guide online for ongoing reference (http://ecore.usg.edu/student_guide.pdf).</p> <p>Also, all registered eCore students are encouraged to login early to the online course management system and complete an additional eCore Student Orientation course. Small prizes are provided as incentives.</p> <p>All eCore courses also include a course-specific orientation within the first week's lesson. Specific degree programs may have additional orientation requirements.</p>
Financial Aid	<p>For Registration and Financial Aid, the Enrollment Services Center is available via email, phone, or in-person on the 1st floor of Parker Hall. See http://www.westga.edu/esc/</p> <p>The same financial aid opportunities and processes available to those who take on-campus courses, are also available to students who take hybrid or fully online</p>	<p>Same as F2F.</p>

	<p>courses. See: http://www.westga.edu/finaid/ All related forms are available online at: http://www.westga.edu/financialAid/index_2774.php Students may apply for financial aid online, including the ability to have students and parents sign their application using an electronic pin# at http://www.pin.ed.gov/. The UWG Financial Aid office also offers presentations and courses to groups, classes, and individuals, on financial aid, financial planning, and other money matters. These sessions are available face-to-face and online at http://www.cashcourse.org/pft/Default.aspx Consultation and appointments with Financial Aid advisors and staff are available both face-to-face and via phone.</p>	
Bookstore	<p>Course materials may be purchased through the Online Bookstore at the University of West Georgia, and delivery is available via mail service (http://www.bookstore.westga.edu/). Students may order books and materials over the phone, request a buyback quote on their textbooks online, and receive email notifications when their books are added to the buyback listing. Students who buy books online may also return them for a refund. Bookstore services for distance and off-campus students are evaluated in the Distance Learning/off-campus evaluation form. According to results from the last three years, more than 85 percent of students agreed or strongly agreed that materials required for their courses were available for convenient purchase.</p>	<p>Same as F2F with the following addition: eCore students may order their textbooks through the MBS Direct website or by phone, fax, or email. The eCore website contains a list of all textbooks needed for eCore courses (http://ecore.usg.edu/courses/textbooks.php) as well as a convenient link to the MBS Direct Bookstore.</p>
Testing and Evaluation	<p>All students benefit from the testing services of the Learning Support and Testing Office of the University of West Georgia. Students can arrange services by calling or emailing the Testing Office. The Testing Office provides a variety of test registration materials and also administers a series of national and institutional exams. The Testing Office also provides a supervised environment for students with documented physical and/or learning disabilities that are eligible to receive accommodations, such as extended time for their classroom tests. The Testing Office provides test proctoring for a small fee.</p>	<p>Same as F2F with the following additions: Off-campus students often take exams administered by their professors at their off-campus locations. The Newnan Center also provides test proctoring on site. Off-campus and distance students can also use approved proctoring sites at other university libraries. In addition, exams and quizzes are administered via CourseDen (GeorgiaVIEW) either online at a location convenient to the student or a designated computer lab. Some students who take their CourseDen (GeorgiaVIEW) exams in a computer lab use Secureexam as an additional means of security and integrity. Instructors who teach courses that are mostly online have the option of using UWG Distance Education Department's Exam Proctoring Services. Students schedule their tests at a center convenient to them, and the DE Testing Coordinator provides the proctor with the password. Proctors confirm the identity of the student, enter the password through the course management, maintain physical proximity to the student, and ensure exam integrity. The DE Testing Coordinator locates proctors for students who are located more than 100 miles away from an approved site. Through funds raised through online course tuition, UWG was able to expand and update its Carrollton Campus Testing Center site, as well as open a new site at the off-campus Newnan site. Proctored testing services for online eCore students are administered through UWG's central eCore office: http://ecore.usg.edu/exams/</p>
Counseling	<p>The Student Development Center (http://www.westga.edu/~sdev/) provides career, academic and mental health counseling for all University of West Georgia students. Some of the areas of assistance include adjustment to college, person exploration/growth, relationships, substance abuse and psychotherapy. Additional support services for disabled, international and non-traditional students are also coordinated through the Center.</p>	<p>Same as F2F with the following changes: Off-campus and distance students may contact the Student Development Center regarding counseling services by telephone or email. Many work books and web sites are available via the web. Some types of mental health counseling will require one face-to-face visit. If an off-campus or distance student cannot come to campus, the Student Development Center may refer the student to local counselors in the student's locale.</p>
Disability Services	<p>Students who have learning, psychological or physical disabilities may contact Disability Services at the University of West Georgia (http://www.westga.edu/studentDev/index_8884.php).</p>	<p>Same as F2F with the following additions: The Distance & Distributed Education Center also helps faculty provide technology options for students with disabilities. For example, instructors are provided with the tools to create ADA-compliant web</p>

	<p>Students may contact coordinators from Disability Services by telephone or email. These coordinators communicate with faculty to plan for the individual needs of students.</p>	<p>resources, closed captioning for audio or video-based lectures, and audio-based discussion boards and tools for students with limited dexterity.</p> <p>Wimba Classroom and CourseDen (UWG course management system) have accessibility features, including closed captioning, and formatting for browser readers. The DE trains faculty on appropriate uses of technology to meet the needs of students with disabilities and to meet ADA guidelines.</p> <p>Additional disability information is provided for online eCore students here: http://ecore.usg.edu/students/disability.php</p>
<p>Advising</p>	<p>The EXCEL Center for Academic Success has academic advisors who help students explore various options and help them choose a major best suited for them. Ask Andy is a way for students to get answers for all their college concerns. Andy is the "answer all" expert at UWG. If students have any questions about anything, Andy has the answer. The students simply type their question and point-click at http://www.westga.edu/~EXCELCenter/pages/AskAndy.htm to send an e-mail.</p> <p>The College of Education Academic Advisement Center provides guidance and information about the programs offered by the College of Education. The College of Education Academic Advisement Center:</p> <ul style="list-style-type: none"> • provides intensive advising support through regular contact with their advisees • helps students explore various fields of interest, select a specific academic major, research career options that relate to their programs • develops plans of study appropriate for students' educational goals • refers students to other campus offices for assistance in academic, personal, and career counseling; academic skills development; and financial aid <p>Undergraduate and Post Baccalaureate / Certification students may contact the College of Education Academic Advisement Center (http://coe.westga.edu/advisement/) by telephone.</p> <p>Additionally, other faculty and departments advise distance and off-campus students online via email, CourseDen Vista, via Wimba, and by telephone. Students can also receive advising from faculty and full-time advisors at our off-campus locations, at specified times.</p>	<p>Same as F2F with the following addition:</p> <p>Beginning in 2008, the UWG Distance Education Department helped each EXCEL advisor set up their own online audio/video-conferencing room, using Wimba tools, for advisement. In FY09, the DE Department provided the Wimba Live Classroom tool for EXCEL and Computer Science virtual advisement, resulting in 2755.5 hours of virtual advisement.</p> <p>In Fall 2010, real-time online services were further expanded to include a custom instant-messaging and collaborative tool called Pronto.</p> <p>While online eCore students are still directed to consult with an advisor in their program of study or the EXCEL center, eCore students are also assigned eCore Advisors with knowledge specific to all issues associated with admissions, registration, student services, and success in the eCore program. The eCore Advisors and central eCore Student Success Manager contact the online eCore students frequently via listservs, with tidbits of helpful information and reminders. They also take at-risk reports from all eCore instructors and follow-up with at-risk students by email, phone, or text.</p>
<p>Career Guidance</p>	<p>The Department of Career Services offers a host of services for campus, off-campus, and distance students through its online Career Web at http://careerweb.westga.edu/. Career Web lists both on-campus and off-campus Job Fairs on the web site. The Department of Career Services offers four main services to students: Career Employment, Student Employment, Professional Practice, and the Volunteer Office. For all career services, students can email, call or visit the office.</p>	<p>Same as F2F with the following additions:</p> <p>Distance Education Student Evaluations include a question that evaluates the availability of career services information on UWG's web site http://www.westga.edu/~distance/data/eval/. In the last three years, less than four percent of the students who submitted the distance evaluation felt that information regarding career services for UWG's distance students needed improvement.</p> <p>In addition, career counseling services are available to distance and off-campus students through the Student Development Center of Student Services (http://www.westga.edu/~sdev/). Students may contact the Student Development Center regarding career counseling services by phone or email.</p>
<p>Tutoring, Learning Support & Training</p>	<p>EXCEL Center for Academic Success, located at the University of West Georgia's main campus, is devoted to the success and welfare of all UWG students. To receive academic support and tutoring through electronic means, all students can email helpme@westga.edu, telephone the</p>	<p>Same as F2F with the following additions:</p> <p>Faculty members hold online office hours in order to offer additional support to their distance and off-campus students. CourseDen (GeorgiaVIEW Vista), Wimba Live Classroom, and Wimba Pronto, have been an effective medium for faculty to provide learning support. If there are special requirements that students need at off-campus</p>

	<p>Excel Center, or interact live via the web in a Wimba Classroom or Wimba Pronto virtual helpdesk that provides two-way audio, video, instant messaging, an interactive whiteboard, and application sharing.</p> <p>The Computer Science department is also successfully using Wimba Pronto for this purpose.</p> <p>The Excel Center web site (http://www.westga.edu/~EXCELCenter/) includes links to study skills, advice from tutors and a Frequently Asked Questions page. The EXCEL center is exploring online tutoring options, such as AskOnline, to find additional mediums through which tutors can interact with students off campus.</p> <p>The EXCEL Center offers:</p> <ul style="list-style-type: none"> • Free tutoring in all core curriculum courses • Peer mentors • Career exploration in hundreds of fields • Training in study habits and basic computer knowledge <p>Students may also telephone and email the Learning Support Center and Testing Office for academic and testing support services as well as the Writing Center.</p>	<p>sites, such as the Newnan Center, arrangements are made for personnel from the main campus to be available on site. This is in addition to the regularly-scheduled office hours that faculty provide at off-campus locations.</p> <p>The Distance and Distributed Education Center provides many levels of support, including support and services for academic support. SmartThinking, an online tutoring and writing service, is provided for all online students, including eCore students. http://ecore.usg.edu/students/tutoring.php</p> <p>Plagiarism services, such as TurnItIn is also available as a teaching tools for fully online students and faculty involved in eCore.</p>
Library Resources	<p>UWG students, whether enrolled in face-to-face or DL courses, are able to use the library services of any college or university within the University System of Georgia. Students who reside out-of-state are provided with delivery services and are also provided with access to the Galileo Interconnected Libraries System (http://gil.westga.edu/).</p> <p>Among the services are research consultation, check-out and delivery (by mail or courier) of books from the UWG collection, photocopying and delivery (by mail, fax, or courier) of journal articles or other library materials, and use of the interlibrary loan service for materials not held in the UWG collection.</p> <p>The institution monitors whether students make appropriate use of learning resources. Departments monitor student use of resources through project and paper bibliographies and other course interactions.</p>	<p>Same as F2F with the following additions: UWG's Office of Distance Learning Library Services (ODDLS) maintains a DL-support web page that outlines library services and resources available to students (http://www.westga.edu/~library/depts/offcampus/). The ODDLS coordinates with the UWG Distance Education Department for assessment of student library services, and Distance Education Student Evaluations include two questions related to whether students are aware of such library services and whether students make use of them (http://www.westga.edu/~distance/data/eval/). In addition, a postage-paid, anonymous response card is included with each shipment of materials to a student so that the user can evaluate the timeliness and appropriateness of materials received (http://www.westga.edu/~library/depts/offcampus/policies.shtml). The ODDLS conducts ongoing assessment by using this data to determine the level of user satisfaction and to identify areas for improvement. Links to the library's DL services are included on each CourseDen (GeorgiaVIEW) course home page and on the syllabi for all distance courses. The library employs a full-time individual dedicated to supporting distance and off-campus learning students.</p> <p>All online students receive an announcement, via GeorgiaView Vista, with the Galileo username and password each semester, as well as information on how to access the Online Library Learning Center (http://www.usg.edu/galileo/skills/). Library resources for eCore Students are also provided in the course resource folder inside each eCore course, is posted under "Campus Announcements" inside GeorgiaView Vista, and in the online Student Guides and orientation resources.</p>
Access to Software, Technology Tools,	Most required software that may be used is either free or provided by the University of West	Same as F2F with the following additions: A computer with audio capabilities, an internet connection, and a

<p>and Services</p>	<p>Georgia to students directly or made available in campus labs, except in highly- specialized content areas.</p> <p>The list of additional free software provided to all UWG students, includes but is not limited to: Microsoft Office Suite, Windows OS, Mac OS, virus protection, campus email, web space, file transfer software, and numerous task-specific applications available both in on-campus labs, the Newnan Center, and via a virtual lab accessible from anywhere with an internet connection.</p> <p>Many asynchronous and synchronous distance education technologies are available for use to enhance on-campus courses or deliver instruction. The primary tool used for this purpose is our course management system (GaVIEW's Blackboard Vista 8.1), which includes, but is not limited to, discussion boards, email, and various types of online assessments.</p> <p>A variety of additional distance education supplemental software, tools, and services are available freely to all instructors, students, and administrators: Wimba Classroom (live and archived audio, video, texting, polling, assessments, application sharing), Wimba Voice Tools (asynchronous audio podcasts and emails, threaded audio/text discussion boards), Respondus Lock Down (a custom browser that locks down the testing environment), Wikispaces (for online collaboration), CourseEval (online surveys), and online presentation tools such as Impatica, Camtasia, Respondus Studymate (interactive flash modules), and Quiz Creator.</p> <p>In addition to video streaming and podcast servers that supports mobile formats, UWG has recently added Wimba Pronto. Pronto is an instant communication platform designed for educators to advance and promote collaborative learning in an environment that integrates seamlessly with our course management system. Pronto includes unique features to specifically benefit students, teachers, and educational institutions including audio and video conferencing, instant messaging, app sharing, whiteboard, tutoring, office hours, and instant access to campus services. Additional free software, services, and tools may also be made available, to suit the specific need of the users involved.</p>	<p>Blackboard Vista/GeorgiaVIEW (a.k.a. CourseDen) compatible browser is the only hardware necessary to support appropriate interactions. CourseDen and any other distance education supplemental software that a specific instructor may wish to use is provided freely to all students, faculty, and administrators.</p> <p>So that off-campus and online students may have access to the same software applications available in on-campus computer labs, a virtual lab server is provided.</p> <p>Smarthinking (online tutoring) and a dedicated streaming video server are currently also available specifically for all online students.</p>
<p>Technology Support/ After-hours Support</p>	<p>For just-in-time help, both students and faculty can work with the UWG Distance Ed Helpline (678-839-6248) or Information Technology Services (678-839-6587) via phone, email, web-based application-sharing, or instant messaging, during normal campus business hours. The Distance Ed Helpline assists with the CourseDen course management system and related distance technologies, while Information Technology Services assists with more general network, campus email, on-ground classroom technologies, and the student</p>	<p>Same as F2F.</p> <p>In addition, eCore students can also receive technical assistance through the eCore Helpdesk, available Monday – Friday, 8:00 AM – 5:00 PM EST, by calling 678-839-5300 or emailing ecore@westga.edu.</p>

	<p>information system.</p> <p>In addition, the University System of Georgia's Board of Regents provides 24-hour / 365 day a year CourseDen/ GaVIEW support via an online searchable database and live toll-free phone or instant messaging (see http://help8.view.usg.edu). As part of our annual contract, support for Wimba tools is also available via email, a toll-free phone number, and the web (http://www.wimba.com/services/support).</p>	
Student Activities	<p>"Center for Student Involvement" – includes Calendar of Events, Student Organizations, and links to various other programs: http://www.westga.edu/csi/</p>	<p>Same as F2F with the following additions: Activities for Commuter or Online Students: http://www.westga.edu/commuter/index_9160.php eCore students also have a Blog and Facebook group in which participation is facilitated and encouraged. See http://ecore.usg.edu/inside/</p>
Mentoring, First Year Programs	<p>Many first year programs are available to assist students in the transition into college. See http://www.westga.edu/fyp/</p>	<p>Some of the FYP programs are available to online students. For example, course sections of UWG1101 are taught online. In addition, there is a mentoring program specifically designed to assist students who live off-campus, called the "Freshman Commuter" peer mentoring program. A new mentor-based program, specifically for online students, is being developed. eCore students also have a Blog and Facebook group in which participation is facilitated and encouraged. See http://ecore.usg.edu/inside/</p>
Student ID Cards	<p>The official University of West Georgia ID Card for the campus community is known as the Wolves Card. It allows students to:</p> <ul style="list-style-type: none"> • Gain access into your residence hall • Check books out at Ingram Library • Get free or discounted prices to plays, sporting events, and concerts • Access the Campus Center fitness area • Access Health Services • Get a parking tag • here's another list of benefits: http://www.westga.edu/wolvesCard/index_2637.php <p>Student ID cards are made in the University Community Center (UCC), Top Floor from 8 am –7 pm Monday through Thursday, and from 8 am-4:30 pm Friday.</p>	<p>Exception for fully online students: UWG Students registered in online courses only; not attending classes at the Carrollton campus or Newnan Center, are eligible to obtain their student ID Wolves Card via mail. See: http://www.westga.edu/~distance/distancestudents/idcard/index.htm</p>

NOTE: It should also be noted that some of our UWG students take at least one or more courses on campus, in addition to their online courses. As a result, these hybrid students have access to both the on-campus services, in addition to the ones available through online.

Area	Face to Face students	External/Online Students
Student Complaint Process/ Grade Challenges	<p>The students' rights, the procedures, and the policies for all student complaints (whether academic or non-academic) are outlined in the UWG Student Handbook: http://www.westga.edu/adr/ See the Index and the Student Handbook's Appendices for various applicable information.</p> <p>If an individual believe that he or she has been sexually harassed, a formal complaint must be filed with Human Resources. Employees should contact the Human Resources Office at (678) 839-6403 if assistance is needed related to this policy or any acts of sexual harassment. See http://www.westga.edu/UWGCares/index_6670.php</p>	<p>Exception for online students:</p> <p>UWG Student Handbook, Appendix O: Complaints by Distance Learning Students -</p> <p>Students who are enrolled in distance learning courses are provided with this student complaint form: http://www.westga.edu/~distance/Students/complaint/ . Upon submission of the form, the issue is assigned to a UWG Distance Education Department staff person for follow-up or routing to the appropriate parties. For all non-anonymous submissions, surveys of this service are provided. As necessary, complaints are resolved following the same general procedures for students who attend classes on campus. However, for any process that requires that a student appear in person, the university may make other arrangements. For processes that cannot be completed via telephone, e-mail, or written correspondence, the university may set up a two-way videoconference site in place of a meeting on the UWG campus.</p> <p>eCore students have an additional route that they may pursue, for help with academic and non-academic issues: http://ecore.usg.edu/students/studentComplaint/policy.php. Online students are also encouraged to consult with their eCore advisors and the UWG Distance Ed Helpline, for assistance, as needed.</p>