



ONLINE

STUDENT HANDBOOK

COURSES AND PROGRAMS 2016-2017



CONCORDIA UNIVERSITY TEXAS

Call Toll Free: **1-844-289-2891**

Email: ONLINEADMISSIONS@CONCORDIA.EDU

Website: ONLINE.CONCORDIA.EDU

11400 Concordia University Drive, Austin, TX 78726 | Phone: **(512) 313-5650** | Fax: **(512) 313-2652**

TABLE OF CONTENTS

PREPARING FOR AN ONLINE COURSE	4
ONLINE TERMINOLOGY	4
ACADEMIC CALENDAR.....	5
COMMUNICATION SOURCES	6
CTX COMMUNICATION	6
SOCIAL MEDIA.....	6
TECHNOLOGY REQUIREMENTS.....	7
COMPUTER AND INTERNET ACCESS	7
STUDENT TECHNOLOGY	7
ACADEMIC RESPONSIBILITIES.....	8
ACADEMIC RESPONSIBILITY OF THE STUDENT.....	8
ATTENDANCE	8
ACADEMIC HONESTY	9
ACADEMIC DISHONESTY	9
SCHEDULE CHANGES (ADD/DROP).....	9
WITHDRAWALS	9
REFUNDS	10
INCOMPLETE	10
OFFICIAL LAST DAY OF THE SESSION	11
GRADES	11
CONTACT INFORMATION	12
CTX HELPDESK.....	12
24/7 HELPDESK	12
MISCELLANEOUS QUESTIONS.....	12
ORIENTATION	12
TEXTBOOKS	13

TABLE OF CONTENTS

PRIVACY INFORMATION	14
RECORDS PRIVACY	14
EDUCATION RECORDS	15
CHANGE OF ADDRESS AND TELEPHONE NUMBER	15
STUDENT LIFE.....	16
THE STUDENT SUCCESS CENTER	16
DISABILITY SERVICES	16
CAREER SERVICES	17
BILLING AND PAYMENT POLICIES	18
BILLING	18
PAYMENT OPTIONS	18
PAYMENT DUE DATES	18

Concordia University Texas is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award the associate's, bachelor's, and master's degrees. Contact the Commission of Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Concordia University Texas.

PREPARING FOR AN ONLINE COURSE

As you prepare to take an online course, consider what type of a learner you are and what characteristics are needed to be successful in the online environment. Are you self-motivated? Do you procrastinate? These are crucial questions to ask yourself before you register for an online course. The following qualities are common characteristics of a successful online student:

- Sets time aside throughout the week to focus on school work
- Fluent in the English language
- Excellent written communication skills
- Motivated to read, write, and participate in class activities
- Communicates often with the professors and asks for help when needed
- Demonstrates basic technical skills
- Interested in current technology and has a reliable Internet connection
- Solves problems and troubleshoots technology setbacks with a flexible attitude
- Understands technology is an important component in the workplace and our lifestyle
- Keeps an open mind as part of the learning process
- Intrinsically motivated to learn the subject
- Formulates responses and reviews ideas before hitting “send” or “submit”
- Avoids online burnout by silencing the cell phone and avoids online games, Web surfing, online shopping, etc. while working on course assignments and activities
- Understands that learning opportunities can be experienced on a daily basis outside of the traditional classroom environment
- Believes a quality education can be bestowed outside of the traditional classroom environment

ONLINE TERMINOLOGY

For the purposes of the Online Center, the following definitions are valid:

- **LMS:** Learning Management System; this is the software platform used to deliver online courses. CTX uses the platform “Moodle.”
- **Moodle:** The software platform used to deliver online courses.
- **Tegrity:** Video capture software used in various online courses that allows faculty and students to record lectures, speeches, presentations, etc.
- **Big Blue Button:** A Web-based meeting room used for video conferences during online courses.
- **Tutor.com:** A 24/7 tutoring tool to assist with test preparation, study skills, and writing assistance in 40+ subjects.

PREPARING FOR AN ONLINE COURSE *CONTINUED*

- **Turnitin.com:** A plagiarism detector used in online courses to avoid plagiarism and ensure academic integrity.
- **LRS:** Learning Resource System; the CTX library offers a variety of research databases, interlibrary loans and learning resources available to online students. Visit www.concordia.edu to learn more.
- **Term:** The academic year is divided into three terms: the spring, summer, and fall semesters.
- **Session:** Semesters are divided into two sessions: Session I and Session II. Online courses are offered in 8-week sessions.
- **Log In:** The process of identifying oneself to a computer, usually by entering a person's username and password, which allows that person to access a computer system, network, device, or user account.
- **Day:** Twenty-four hour period beginning at 12:00 a.m. and ending at 11:59 p.m.
- **Week:** Week begins on Monday and ends on Sunday.
- **Plagiarism:** Plagiarism is the inclusion of someone else's words, ideas, or data as one's own work, whether intentional or unintentional. When such words, ideas, or data are used, the source of that information must be acknowledged through complete and accurate references. Quotation marks or block quotes along with appropriate notation(s) must be used if verbatim statements are included. Plagiarism covers unpublished as well as published sources.
- **Fabrication:** Fabrication is the intentional use of invented information or the falsification of academic records, research, or other findings with the intent to deceive.
- **Cheating:** Cheating is an act or an attempted act of deception by which students seek to misrepresent that they have mastered information on an academic exercise that has not been mastered.
- **Academic Misconduct:** Academic misconduct is the intentional violation of Concordia University Texas policies by tampering with grades or transcripts, or by taking part in obtaining or distributing in advance any part of a test.

ACADEMIC CALENDAR

The Registrar's Office maintains the academic calendar, which includes start and end dates for each term, as well as holidays and other information relative to the academic semester. It can be found on the University website under **Student Resources > Registrar**. Please note the calendar may change.

Online courses at Concordia University Texas are designed in an accelerated format of 8-week sessions. The online courses observe a Christmas break between the fall and spring semesters and a spring break in the spring semester each academic year. The same objectives for academic content and learning outcomes covered in a traditional course will be covered in the online delivery of the course.

COMMUNICATION SOURCES

CTX COMMUNICATION

Every student is assigned an @ctx.edu email address. This address will be used for official communication from the University and for all information associated with the student's online program and online classes. The CTX email account is institutionally generated and acts as the official vehicle for all communication in order to verify the student's identity. Please be reminded that all communication must be via the Concordia email address and not via personal email addresses. Students should check their CTX email daily while enrolled in an online class. Failure to check this email will not be seen as an excuse for not receiving official correspondence from Concordia.

Online students are required to enroll in the University's password reset service. This will allow students to change their passwords without needing assistance from the CTX Helpdesk. Visit the University Website, www.concordia.edu, and choose the "Webmail" link to access the student Webmail account page. Click on "Enroll" under "Student Password Reset" to subscribe to this service.

It is good practice for online students to add their CTX email accounts to their smartphones (if applicable). This allows the student to stay in constant communication with their professors and receive up-to-date official communications from the University.

Remember to protect your privacy by password protecting and locking your smartphone!

Students calling the University to discuss personal, academic, or confidential information, as regulated by FERPA requirements, are required to state their Student ID (B00) numbers before any information will be provided. If a student is unable to provide the Student ID (B00) number, CTX employees will ask for answers to security questions set by the student in his or her MyInfo account.

SOCIAL MEDIA

The University maintains several official social media sites for the purpose of communicating news and events to the campus community and interested parties. While these sites are constantly changing and evolving, the main sites that students will want to follow are:

ON-CAMPUS

www.facebook.com/concordiatx

www.twitter.com/concordiatx

ONLINE

www.facebook.com/ctxonline

www.twitter.com/ctxonline

TECHNOLOGY REQUIREMENTS

COMPUTER AND INTERNET ACCESS

It is the student's responsibility to ensure the necessary hardware, software, and a reliable Internet connection are each available throughout the entire course and/or program. Online courses and programs at Concordia University Texas strive to emulate the high-touch, hands-on atmosphere of the University. The required and recommended technologies will enhance your experience and engage you in the course. Students should ensure the required hardware, software, and settings are working properly before the first day of class. Students may call or email the CTX Helpdesk for assistance: helpdesk@concordia.edu or 512.313.HELP (4357).

STUDENT TECHNOLOGY

Concordia University Texas partners with a company to offer remote proctoring services for exams. Students will be charged a \$15 fee per exam to use this service. Students will be notified at the start of a course if this service is used and if a fee will be expected when taking the exam. This notification will occur within the add/drop window, so students will have time to choose another class without charge if they are not in a situation to pay the fee at that time. This is the only fee Concordia University Texas has associated with student identity verification.

It is the student's responsibility to have the following required hardware and software available when the online class or program begins.

REQUIRED:

- Webcam
- Headset with USB
- Google Talk
- Google Drive
- Flash installed
- Java installed
- Cookies enabled
- Pop-ups enabled for Concordia websites
- Laptop or computer with at least 4 GB of memory (no more than five years old)
- Premium DSL or better
- At least two Internet browsers installed (Chrome, Safari, Internet Explorer, and/or Firefox)
- Current telephone number listed in MyInfo

RECOMMENDED:

- Computer keyboard
- Computer mouse
- Microsoft Office Suite
- Email set up on a mobile device and password protected
- Printer with scanning capabilities

ACADEMIC RESPONSIBILITIES

ACADEMIC RESPONSIBILITY OF THE STUDENT

Students are responsible for knowing University policy regarding the standard of work required to continue in the University as well as the policies dealing with scholastic probation and academic withdrawal. Students enrolled in a fully online program should email online@concordia.edu to schedule a registration advising meeting prior to registering for classes each semester.

STUDENTS SHOULD:

- know and meet the requirements of their degree program,
- enroll in courses appropriate to their degree program,
- take courses in the proper sequence to ensure orderly and timely progress, and
- seek advice about degree requirements when appropriate.

**Failure to read the ensuing material does not excuse students from meeting all policy requirements.*

ATTENDANCE

Concordia University Texas expects students to log into class by Friday of the first week. Doing so establishes intention to participate in the course. Students are encouraged to log in and participate in class often in order to maximize their educational experience. The census date for online undergraduate and graduate courses is at 12:00 a.m. (Central Time) on Day six (6) of class.

Online attendance for all undergraduate and graduate courses is maintained by logging into the learning management system and participating in class activities (completing an assignment, completing a quiz, participating in a discussion forum, attending a synchronous session) at least once per week. Individual programs and/ or instructors establish additional attendance policies for courses and that policy is communicated to the student during orientation and in the course syllabus.

Students are responsible for familiarizing themselves with this policy at the beginning of each course. Students receiving any form of financial assistance (including VA benefits) must maintain regular attendance to be eligible for assistance.

The students' instructors and Student Support Coordinators will monitor attendance and make at least two attempts to contact students who have not participated in class activities for seven consecutive days. If the student does not communicate with the professor or Student Support Coordinator within 48 hours of the second attempt, the student will be administratively withdrawn from class.

ACADEMIC RESPONSIBILITIES *CONTINUED*

ACADEMIC HONESTY

Concordia University Texas students are expected to practice academic honesty at all times. This expectation includes avoiding all forms of plagiarism including those attained through electronic media, fabrication, cheating, or academic misconduct of any kind. It is the official policy of Concordia University Texas that all acts or attempted acts of alleged academic dishonesty, whether at the graduate or undergraduate level, be reported to the Office of the Provost by way of the Dean of the respective college within which the course is taught.

ACADEMIC DISHONESTY

If Academic Dishonesty is confirmed, the student will be informed of the charge, the investigation, the determination, and the resulting consequences by way of the Dean of the respective college within which the alleged incident occurred. The Provost will be informed of the incident by the Dean, who will submit a report concerning the process within five working days from the time the student has been informed of the initial allegation.

SCHEDULE CHANGES (ADD/DROP)

Courses may be added or dropped during the online registration period which closes at 11:59 p.m. (Central Time) on Friday of week one (1). All course schedule changes must be filed by the student to his or her assigned Student Support Coordinator once the online registration period has ended. If a student is receiving financial aid, s/he must contact his/her Student Support Coordinator prior to dropping a course.

Students in the graduate cohort programs are not encouraged to drop courses. If dropping or changing schedules is absolutely necessary, the student must contact his or her Student Support Coordinator for instructions.

WITHDRAWALS

Students enrolled in a course supported by the Online Center may withdraw from class through the traditional close of business on Friday of week eight (8). Signed and approved forms must be received by the registrar's office by the traditional close of business on Friday of week eight (8) in order for the student to be withdrawn from the class and receive a "W" on his or her transcript.

ACADEMIC RESPONSIBILITIES *CONTINUED*

REFUNDS

Tuition refunds are processed in accordance with the following schedule. If the student drops the class:

- Prior to the census date (*the 6th day of class: 12:00 a.m. (Central Time) Saturday of Week one (1)*): 100% refund
- If the student drops the class before the census date using the online registration system: 100% refund
- After the census date: 0% refund
- A student is administratively withdrawn from class when:
- The student did not log into class by the census date (*Day six (6) of class: 12:00 a.m. (Central) on the Saturday of Week one (1)*): 0% refund
- The student did not log in for seven consecutive days after initial log in and did not respond to faculty communication: 0% refund

**At 12:00 a.m. on the first day of class, the \$250 Online Course Admin Fee is nonrefundable and is not a part of the tuition refund policy. The \$250 Online Course Admin Fee is not applicable to students admitted to a CTX fully online program.*

Students should contact their Student Support Coordinator for further information or questions about refunds.

INCOMPLETE

An incomplete grade request form (available from the registrar's office, [here](#), or the student support coordinator) is initiated when the student has extenuating circumstances and cannot complete the course. Application for an incomplete must be made prior to the end of the course. Failure to apply for an incomplete prior to the end of the course will result in denial of the incomplete unless an academic petition is submitted and approved allowing the incomplete based on circumstances that prevented filing the application within the stated deadline. The instructor must indicate on the form the work to be completed and the due date. The student has the following 8-week session to fulfill the requirements of the course in which the Incomplete was received. Failure to complete the required coursework will result in a failing grade for the course. Repeated courses are not eligible for incomplete grades. The center dean must pre-approve incomplete grades before petitioning to the Dean for final approval.

ACADEMIC RESPONSIBILITIES *CONTINUED*

OFFICIAL LAST DAY OF THE SESSION

All online courses officially end at 11:59 p.m. (Central Time) on Sunday of week eight (8). Please note some professors have assignments due before the last day of class in week eight (8). Students should confirm all final due dates with their professors.

GRADES

Students enrolled in online courses may check their grades at any time during the session by viewing their grade reports in the Learning Management System, Moodle. Grades will be updated as assignments and activities are completed throughout the course. The grade report in Moodle is an unofficial posting of grades. Final course grades are posted in MyInfo within 7 to 10 business days after the official last day of the semester. Calculation of term and cumulative grade point averages is completed after all grades are submitted and are posted at the end of every term.

CONTACT INFORMATION

CTX HELPDESK

The CTX Helpdesk provides media services, technical support, and information regarding all services relating directly to the University and Online Center. Contact the CTX Helpdesk if you are unable to log into the Learning Management System, Moodle. Visit the University Website, www.concordia.edu, and choose the “Helpdesk” link for student resources and updated helpdesk hours.

CONTACT INFORMATION:

Email: helpdesk@concordia.edu
Telephone: 512.313.HELP (4357)

24/7 HELPDESK

Contact the 24/7 Helpdesk for questions and issues relating to the learning management system, Moodle. Students may also use the “live chat” feature within Moodle to access technical support.

CONTACT INFORMATION:

Email: help@tlhsupport.com (*include your name, school, and contact information in the email*)
Telephone: 800.985.9781

MISCELLANEOUS QUESTIONS

For questions regarding online registration, orientation, class schedules, and other concerns regarding your online course or program, contact the Online Center.

ORIENTATION

Webinar orientations will be held for students taking online classes and beginning fully online programs at least one week before the session begins. Students will learn how to access their class during the orientation. Information regarding the day, time, and location of the webinar will be emailed to students using their official CTX email accounts ending in @ctx.edu. It is the student’s responsibility to attend orientation or request a recording of the orientation from the Online Center.

CONTACT INFORMATION *CONTINUED*

TEXTBOOKS

All required and recommended books for online courses will be available through the Concordia University Texas bookstore. Use the “See Books” link in MyInfo Class Schedule Listing, visit the bookstore, or shop online at www.concordiabookstore.com to order your books.

Students must have all required textbooks on the first day of class.

Concordia Bookstore Main Campus

11400 Concordia University Drive
Student Center Building B
Austin, Texas 78726
(512) 313-4850

or shop online at www.concordiabookstore.com.

PRIVACY INFORMATION

RECORDS PRIVACY

Some of what happens as part of your experience will be maintained in records. All of your official records are considered confidential information. Official academic records are kept by the Registrar's Office. Transcripts, grade reports, and any information secured in the admission or readmission process are available only to those who can demonstrate a legitimate need for the information. Testing and other personal information included in your personal file(s) will not be available to unauthorized persons on campus or to any person off campus without your prior written consent.

The Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, is a Federal law which states (a) that a written institutional policy must be established and (b) that a statement of adopted procedures covering the privacy rights of students be made available. The law provides that the institution will maintain the confidentiality of student education records.

Concordia University Texas accords all the rights under the law to students who are declared independent. No one outside the institution shall have access to, nor will the institution disclose, any information from students' education records without the written consent of students, except to personnel within the institution, to officials of other institutions in which students seek to enroll, to persons or organizations providing students financial aid, to accrediting agencies carrying out their accreditation function, to parents of dependent students, to persons in compliance with a judicial order, and to persons in an emergency in order to protect the health or safety of students or other persons.

Students have the right to place a FERPA block on their academic records. However, the consequences of putting a block in place are far-reaching. Examples of information that will not be released include proof of enrollment, graduation honors acknowledgements, name listing in commencement program, etc. Once a block has been initiated, no information concerning that student can be released.

EDUCATION RECORDS

Within the Concordia University community, only those members acting in the student's educational interest, individually or collectively, are allowed access to student education records. These members include personnel in the Offices of the Registrar, Financial Aid, Admissions, Provost, Director of Student Services, Accounting, Placement, and academic personnel within the limitations of their need to know.

The law provides students with the right to inspect and review information contained in their education records, to challenge the contents of their education records, to have a hearing if the outcome of the challenge is unsatisfactory, and to submit explanatory statements for inclusion in their files if they feel the decisions of the hearing panels to be unacceptable. The Registrar at Concordia has been designated by the institution to coordinate the inspection and review procedures for student education records, which include admission, personal, academic and financial files, and academic, cooperative education, and placement records. Students wishing to review their education records must make written requests to the Registrar listing the item or items of interest. Copies of the policy detailing the procedures to be used by Concordia University Texas for compliance with the provisions of the Act may be acquired by contacting the Office of the Registrar.

CHANGE OF ADDRESS AND TELEPHONE NUMBER

It is the student's responsibility to maintain his or her correct addresses and telephone numbers through MyInfo throughout the duration of the student's program.

STUDENT LIFE

THE STUDENT SUCCESS CENTER

Successfully reaching your educational goals can be stressful at times. When you need support, whether it is for an academic need or a personal problem, the Student Success Center is available to help you. The Online Student Success Center is physically located in the Online Center on the Main Campus; however the Online Student Support Coordinator is available via web conference, instant message, text, phone, and email to serve you.

Academic coaching, online tutoring, academic success seminars, personal counseling and academic accommodations for students with disabilities all can be accessed through the Student Success Center.

For help, students are encouraged to call to schedule an appointment with the Online Student Services Coordinator.

DISABILITY SERVICES

Concordia University Texas makes every effort to provide reasonable accommodations for students with disabilities according to federal guidelines. Students desiring accommodations are required to submit documentation to verify eligibility under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act.

A variety of academic accommodations are available to qualified students. A complete list of all CTX policies and procedures for students with disabilities is available on the web [here](#).

CAREER SERVICES

Whether you are a current student looking for an internship or part-time job, a graduate seeking a full-time position, or an alumnus or alumna needing advice about a career change, the Career Services Office is available to help you. Career Services is not a “placement office,” but rather is part of the overall educational program at Concordia University Texas. We provide lifelong career management assistance to current and former students. Our goal is to teach students and graduates career management skills that they will use long after they leave Concordia.

One-on-one career coaching is available, as well as assessments, online tools, and local and national job listings.

For more information on job listings visit the Success Center at:

www.concordia.edu/resources/success-center/.

Contact the Career Services Office at 512-313-5041 or at studentjobs@concordia.edu.

BILLING AND PAYMENT POLICIES

BILLING

Bills will be sent to students on the first business day of each month for the current term. Bills for future registered terms will be sent on the first day of each month following the open registration period. Bills for future terms may be sent at interim intervals at the discretion of the Director of Accounting.

Bills sent to students will convey the amount due during the billing cycle, and any applicable financial aid, payments, and/or third party payer contracts for the term. Financial aid payments will only appear on bills after all financial aid requirements have been met. Third-party payer contracts will only appear on bills after the contract amount is confirmed with the third party, and payment is reasonably guaranteed. Outside scholarships are treated as payment only when funds are received from the payer. Certified, non-federal loans are treated as an anticipated payment, but payment is not applied to the student account until funds are received from the lender.

PAYMENT OPTIONS

All students may pay online or in person using Visa, MasterCard, Discover and debit cards. E-checks from checking and savings accounts are available online only. Students may also make cash, check and money order payments in person or by mail.

Payment plans are available through Sallie Mae TuitionPay. Payment plans are designed to spread the cost of the semester over the first 50% of the semester, so that all payments are complete prior to the registration period for the next term. Payment plan information will be disseminated with semester bills and is also available on the Student Accounts webpage.

Approved third-party payers include the Veterans Administration, any branch of the United States Military, Texas Guaranteed Tuition Plan, I-529 Plan, and several agencies of the State of Texas. It is the student's responsibility to notify the Student Accounts office of any third-party payers, and to follow up with said payer to ensure that all requirements for payment have been met.

PAYMENT DUE DATES

Payment is due seven (7) calendar days, before the start of the term as defined by the official academic calendar or by the published due date, whichever is earlier. Additional information can be found at Student Financial Services: <http://www.concordia.edu/resources/financial-aid/>.

This document is intended to convey pertinent information that directly impacts students taking fully online courses through the CTX Online Center.

For an official Concordia University Texas catalog, access the Schedules, Calendars, and Catalog page of the Concordia University Texas Website, www.concordia.edu.