UWG Online's Distance and Distributed Education Center helps support online, hybrid, and on-campus faculty and students, regardless of their physical location. Our staff is dedicated to helping all students succeed, with an emphasis on support for distance learning technologies and services, as well as enabling faculty to focus on teaching rather than technology. This Student Services Guide provides a convenient list of student resources available to all students, including resident, commuter, and online students, and how each resource can be accessed. A web-friendly version of this info is available at http://uwgonline.westga.edu/online-student-guide.php.

<table>
<thead>
<tr>
<th>Area</th>
<th>F2F On-Campus Students</th>
<th>Off-Campus &amp; Online Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions, Registration, and Fee Payment</td>
<td>Students may apply for admissions online through GaCollege411.edu and register online through the myUWG student portal and Banweb student information system. Students may see the online Scoop (Updated by the Registrar) for instructions, specific term important dates, deadlines, directions to off-campus sites, and fee schedules at <a href="http://www.westga.edu/registrar/766.php">http://www.westga.edu/registrar/766.php</a>.</td>
<td>Same as F2F with the following addition: Complete instructions for first-time registrants are provided online through the Distance Education’s Student Guide available at <a href="http://uwgonline.westga.edu/online-student-guide.php">http://uwgonline.westga.edu/online-student-guide.php</a>. All online/off-campus students are also provided with additional information specific to their programs, via our UWG Online website (<a href="http://uwgonline.westga.edu">http://uwgonline.westga.edu</a>) and their respective program websites and/or the state’s central GeorgiaOnMyLine website: <a href="http://www.georgiaonmyline.org/">http://www.georgiaonmyline.org/</a> <a href="http://ecore.usg.edu/">http://ecore.usg.edu/</a> <a href="http://ecore.westga.edu">http://ecore.westga.edu</a> <a href="http://www.westga.edu/business/">http://www.westga.edu/business/</a> <a href="http://www.eustudiesprogram.org/">http://www.eustudiesprogram.org/</a> For graduate-level students admitted into 100% online programs, an immunization hold will NOT be placed on the student’s record upon admission. The Office of Admissions’ Newnan representative is available to meet with prospective students in Newnan on Mondays. Official tours for prospective students and families are offered every Monday and Friday at 10:00 am and 2:00 pm. Tours are scheduled via <a href="https://www.westga.edu/admissions/visit-west.php">https://www.westga.edu/admissions/visit-west.php</a>. Area high school students interested in the Move On When Ready program in Newnan may meet with the Coordinator of Move On When Ready at the Newnan Center by appointment only by emailing the department at <a href="mailto:dualenroll@westga.edu">dualenroll@westga.edu</a>. The Newnan Office of Student Services’ Enrollment</td>
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<tr>
<td><strong>Orientation</strong></td>
<td>Specialist provides enrollment services assistance to Newnan students, including registration and fee payment.</td>
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<tr>
<td>------------------</td>
<td>-------------------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Orientation</td>
<td>Access to resources is communicated to students through the course syllabi, university websites, e-mail announcements, face-to-face orientations (<a href="http://www.westga.edu/orientation/">http://www.westga.edu/orientation/</a>), (online student orientations available within our course management system, CourseDen), myUWG portal announcements, and the UWG Student Handbook (<a href="http://www.westga.edu/~handbook/index.php">http://www.westga.edu/~handbook/index.php</a>).</td>
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<td></td>
<td>Same as F2F with the following exceptions:</td>
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</tr>
<tr>
<td></td>
<td>New students taking only online courses are not required to attend an on-campus orientation. Instead these optional resources are available online for students:</td>
<td></td>
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<tr>
<td></td>
<td>Distance Education’s Student Guide <a href="http://uwgonline.westga.edu/online-student-guide.php">http://uwgonline.westga.edu/online-student-guide.php</a></td>
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<tr>
<td></td>
<td>A Free Non-Credit Online Course within the CourseDen learning management system, in which all fully online students are automatically enrolled; the course covers orientation topics and allows the students to practice using the tools.</td>
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<td>Additionally, all online instructors are provided with narrated and non-narrated orientation presentations, 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. For those enrolled in hybrid courses, we sponsor multiple drop-in sessions, set up help tables outside busy locations, offer to do in-class demonstrations, and participate in the on-campus orientations.</td>
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<td></td>
<td><strong>eCore:</strong></td>
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<td>All new eCore students must complete an online Introduction and quiz prior to enrolling in an eCore course. The Introduction 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 (<a href="https://ecore.usg.edu/students/start/">https://ecore.usg.edu/students/start/</a>). Students may also refer to the eCore website or the eCore Student Guide online for ongoing reference <a href="https://ecore.usg.edu/students/guide/index.php">https://ecore.usg.edu/students/guide/index.php</a>.</td>
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<td></td>
<td>Also, all registered eCore students are encouraged to login early to the online course management system, GoView, and complete an additional eCore Student Orientation course called eConnection.</td>
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</tr>
<tr>
<td></td>
<td>All eCore courses also include a course-specific orientation within the first week’s lesson. Specific degree programs may have additional orientation requirements.</td>
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</tr>
</tbody>
</table>
| Financial Aid | The Newnan Office of Student Services refer first year Newnan Center students to Orientation Office’s website to register for one of the upcoming sessions.  
https://www.westga.edu/campus-life/orientation/index.php | 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 courses or courses at off-campus sites.  
See: http://www.westga.edu/finaid/  

Additionally, our UWG Online web site highlights the aid that is available and the costs:  
http://uwgonline.westga.edu/financial-aid.php  
http://uwgonline.westga.edu/cost.php  
http://uwgonline.westga.edu/online-student-guide.php |
| --- | --- | --- |
| Financial Aid | For Registration and Financial Aid questions and issues, the Enrollment Services Center is available via email, phone, or in-person on the first floor of Parker Hall. See http://www.westga.edu/esc/.  
All related forms are available online at:  
http://www.westga.edu/financialAid/index_23781.php  
Students may apply for financial aid online (https://fafsa.ed.gov/) including the ability to have students and parents sign their application using an electronic PIN at http://www.pin.ed.gov/.  
Additionally students and parents may visit the University of West Georgia’s Scholarship Search website (www.westga.edu/scholarships) to search for and apply for scholarships through UWG. In order to apply for scholarships at the University of West Georgia, students need to have been admitted through the Admissions Office as an incoming freshmen/transfer student OR they will need to already be an enrolled student to apply for scholarships as a current student. However, all are welcome to search scholarship opportunities through this site for information purposes.  
The UWG Financial Aid office also offers presentations and courses to groups, classes, and individuals, on financial aid, financial planning, and other money matters. Consultation and appointments with Financial Aid advisors and staff are available both face-to-face and via phone. | The Newnan Office of Student Services’ Enrollment Specialist provides enrollment services assistance to Newnan Center students, including financial aid.  

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 courses or courses at off-campus sites.  
See: http://www.westga.edu/finaid/  

Additionally, our UWG Online web site highlights the aid that is available and the costs:  
http://uwgonline.westga.edu/financial-aid.php  
http://uwgonline.westga.edu/cost.php  
http://uwgonline.westga.edu/online-student-guide.php  

The Newnan Office of Student Services’ Enrollment Specialist provides enrollment services assistance to Newnan Center students, including financial aid. |
| Bookstore | Regular Course Materials:  
UWG course materials may be purchased in person at the University Bookstore or through the UWG Bookstore’s website (http://www.bookstore.westga.edu/), with delivery available via mail service for an additional fee. Students who buy books online may also return them for a refund, provided they follow the proper return policy guidelines found on the bookstore receipt. University of West Georgia students may use their Bookstore to the Rescue financial aid funds to purchase their Textbooks by following the steps here: http://www.westga.edu/esc/5770.php | Same as F2F with the following addition:  
**eCore:**  
Many eCore classes have open textbooks, which are free online textbooks embedded in the class.  
eCore students may order their lab kits (for classes with a lab component only) through the MBS Direct website (http://ecore.usg.edu/courses/textbooks.php).  
Books for courses taken at the University of West Georgia Newnan are available through the UWG Bookstore (http://www.bookstore.westga.edu/). Ordering can be completed online with several shipping options including delivery via UWG Newnan shuttle. |
| Bookstore | Special Order Materials:  
|
To special order course materials from the University Bookstore, you must email bookstore@westga.edu your name, student ID number, phone number, E-mail address (school and/or personal) and course(s) and text information. Special Order questions can be answered by calling the bookstore at (678) 839-6523.

Once your books arrive, you will be contacted either by phone, e-mail or both for you to pick up your order. If students prefer to have their books shipped at an additional cost; they will need to notify the bookstore and provide their shipping information.

Students ordering special order textbooks may use the Bookstore to the Rescue financial aid program to purchase their Textbooks by following the steps here: http://www.westga.edu/esc/5770.php

Please note that if your special order will not arrive by the time Bookstore to the Rescue expires, the bookstore may have to deduct the funds up front to ensure the Bookstore to the Rescue deadline is met.

It is very important to note students should consider special orders very carefully and are committed to seeing their order through to completion.

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It is very important to note students should consider special orders very carefully and are committed to seeing their order through to completion.

Testing and Evaluation

All students benefit from the testing services of the Academic Testing Services at the University of West Georgia. The Academic Testing Services provide departmental, institutional, and national testing opportunities to students and non-students in an atmosphere which enables examinees to perform to the best of their abilities. This atmosphere relies on test administration practices which (1) adhere to nationally recognized professional testing standards and government regulations, (2) maintain the integrity of the testing process by incorporating ethical standards and security measures, and (3) treat all examinees in a professional yet personable manner. The UWG Academic Testing Office adheres to the Standards and Guidelines of the National College Testing Association. Students can arrange services by calling or emailing the testing Office. The Academic Testing Office provides a variety of test registration materials and also administers a series of national and institutional exams. The Academic 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

Bookstore services for distance and off-campus students are evaluated in the Distance Learning/off-campus evaluation form. According to previous results, more than 85 percent of students agreed or strongly agreed that materials required for their courses were available for convenient purchase.

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 services on site. Off-campus and distance students can also use approved proctoring sites at other university libraries or approved testing sites worldwide.

Exams and quizzes can be administered via CourseDen (D2L) either online at a location convenient to the student or a designated computer lab.

Some students who take their CourseDen (D2L) exams in a computer lab use Respondus Lock Down Browser as an additional means of security and integrity.

Instructors who teach courses that are mostly online have the option of using UWG Online’s online Exam Proctoring Services (http://uwgonline.westga.edu/exams.php). Students schedule their tests at a center convenient to them, and the UWG Online Testing Coordinator provides the proctor with the password. Proctors confirm the identity of the student, enter the password through the
classroom tests. The Testing Office provides test proctoring services to UWG students, including online and eCore students. As well as to other institutions and various entities such as licensing boards and national testing companies for a small fee. http://www.westga.edu/testing/

| Health Services | Health Education within the University of West Georgia’s Health Services (westga.edu/health), takes a proactive approach for providing quality personal health and wellness education. Innovative and relative programs that include class and group presentations, guest speakers, interactive activities, and social norming marketing campaigns provide a comprehensive, evidence-based approach.

For more information about UWG and other health resources visit:
- [http://www.westga.edu/student-services/health/resources.php](http://www.westga.edu/student-services/health/resources.php)
- [http://www.westga.edu/wolfwellness](http://www.westga.edu/wolfwellness)

Students can contact Health Services at 678-839-6452 for services and information about eligibility. |
| --- | --- |

| Counseling | The Counseling Center provides, academic and mental health counseling for all University of West Georgia students. Some of the areas of assistance include adjustment to college, personal exploration/growth, relationships, substance abuse and psychotherapy. Common Student issues are addressed in videos, accessible online, at [http://www.westga.edu/counseling/5126.php](http://www.westga.edu/counseling/5126.php). Additional support services for disabled are also coordinated through the Center.

The Counseling Center also offers, TAO (Therapist Assisted Online), a suite of online tools to help students learn and practice new skills everyday so that students can develop a new automatic responses to mid/moderate anxiety, depression, and stress. |
| --- | --- |

| Accessibility Services | Students who have learning, psychological or physical accessibility concerns may contact | Same as F2F with the following additions:

Off-campus and online students may contact the Counseling Center regarding online counseling sessions with UWG's Electronic Delivery Counselor. To schedule an appointment call 678-839-6428. For more information: [http://www.westga.edu/counseling/](http://www.westga.edu/counseling/).

Some types of mental health counseling will possibly require one face-to-face visit. If an off-campus or distance student cannot come to campus, the Counseling Center may recommend Electronic Counseling through the Counseling Center. An Electronic Delivery Counselor can service fully online students by offering live and archived, group and individual counseling.

The Newnan Office of Student Services’ Student Development Specialist refers Newnan Center students in need of counseling services to the Counseling Center for assistance with academic and mental health needs. |

http://uwgonline.westga.edu/assetsUWGOnline/uwgonline/Student_Services.pdf
Accessibility Services at the University of West Georgia. The office of Accessibility Services is housed in the Counseling Center and is committed to providing access to campus resources and opportunities to allow students with disabilities to obtain a quality educational experience at UWG. To get started with Accessibility Services, please go to the website and click on “How Do I Receive Accommodations”, and collect the required documentation. When you have documentation, please call 678-839-6428 and make an appointment with an Accessibility Counselor.

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 resources; closed captioning for audio or video-based lectures, and audio-based discussion boards and tools for students with limited dexterity.

Blackboard Collaborate/Wimba Classroom and CourseDen (UWG course management system) have accessibility features, including closed captioning, html reader (ReadSpeaker), and formatting for browser readers. UWG Online trains faculty on appropriate uses of technology to meet the needs of students with disabilities and to meet ADA guidelines.

Atomic Learning’s Suite of online tutorials is available for all UWG students and faculty, with a wealth of technology topics specific to Accessibility services. http://www.atomiclearning.com/

Additional accessibility information is provided for online eCore students here: http://ecore.usg.edu/students/disability.php and in the Student Guide to eCore here: https://ecore.usg.edu/student_guide.pdf

The Newnan Office of Student Services’ Student Development Specialist refers Newnan Center students in need of accessibility services to the Counseling Center.

Advising Center

The Advising Center has academic advisors who help students explore various options and help them choose a major best suited for them. Advisement Center staff members are available by appointment, phone and email, for advisement (678-839-6280, advisingcenter-list@westga.edu).

The Advising Center Offers: (1) information about advising and registration; (2) access to tools that put you in the driver’s seat; (3) course recommendations to keep students on track for graduation; (4) the fastest graduation date possible.

For those who have declared a major, the Advisement Center provides a guide, click on the following link and look for “Who is My Advisor”: www.westga.edu/advising

In addition to the Advisement Center there are professional academic advisors in The College of Education (http://www.westga.edu/coeadvisement/), Richards College of Business (http://www.westga.edu/business/rcssc.php) and Tanner Health System School of Nursing

The Newnan Office of Student Services’ Student Development Specialist refers Newnan Center students in need of accessibility services to the Counseling Center.

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Same as F2F with the following addition:

Since 2008, real-time online services have been made available to facilitate virtual advisement via instant-messaging and online collaborative tools. Faculty and departments advise distance and off-campus students online via email, web-conferencing, and by telephone. Students can also receive advising from faculty and full-time advisors at our off-campus locations, at specified times.

As of Fall 2012, courses are provided within our online learning management system (CourseDen D2L) for advising based on at-risk situations or majors.

eCore:

While online eCore students are still directed to consult with an advisor in their program of study or the Advising Center, eCore students are also assigned eCore Liaisons. They are knowledgeable about all issues associated with admissions, registration, student services, and success in the eCore program. The eCore Liaisons and central eCore Student Success Manager and accompanying Student Success Team members contact the online eCore students frequently via Google groups, with tidbits of helpful information and
| Career Guidance | Career Services offers a host of services for all students through its online Career Web at [http://www.westga.edu/careerservices/](http://www.westga.edu/careerservices/).

Career Web lists both on-campus and off-campus Job Fairs on the web site.

Career Services also offers an online service for mock interviews through [InterviewStream](http://www.westga.edu/careerservices/) and an online career library through [Vault](http://www.westga.edu/careerservices/).

InterviewStream will record student interviews that they can send to Career Services for evaluation or use the recordings for a self-evaluation. The Vault has information on a multitude of careers for students to research. Students may access both InterviewStream and Vault on the Career Services Website by clicking on “Students.”

Career Services offers: Career Counseling, Student Employment, Job/Internship Search and Career Development to all students.

Contact Career Services at 678-839-6431 or careers@westga.edu for more information.

| Tutoring, Learning Support & Training | The Center for Academic Success (CAS) provides services, programs, and opportunities to help all undergraduate students succeed academically. CAS offers free appointment-based peer tutoring in core courses, as well as supplemental instruction (SI)—which is peer-facilitated collaborative learning—in a variety of disciplines. Students seeking help with study skills and strategies can attend workshops though the Academic Success Workshop series, or work individually with either a staff or peer Academic Coach. Beginning Fall 2014, the CAS will also offer “Back on Track,” a voluntary academic recovery program designed for students who want to improve their grades and academic standing.

CAS offers:

UWG Online 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/](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.

The Newnan Office of Student Services’ Student Development Specialist refers Newnan Center students in need of career guidance to the Office of Career Services.

| | reminders. The eCore Student Success Team also takes at-risk reports from all eCore instructors and follow-up with at-risk students by email, phone, or text.

**Newnan Center:**

At the Newnan Center several advisors are available:

The Academic Instructional Support Specialist provides general academic advising for undeclared majors.

Advisors for COE, Nursing and the Richards College of Business are available to meet with students in Newnan during advising and registration periods.

eCore liaison onsite for any program related questions.

| | Same as F2F with the following additions:

UWG Online 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/](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.

The Newnan Office of Student Services’ Student Development Specialist refers Newnan Center students in need of career guidance to the Office of Career Services.

| | Same as F2F with the following additions:

SI is offered in several UWG Online courses. Faculty members hold online office hours in order to offer additional support to their distance and off-campus students. CourseDen (D2L), Blackboard Collaborate, Blackboard IM, Google Hangout, and other distance education technologies have provided effective ways for faculty to provide learning support.

If there are special requirements that students need at off-campus sites, 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.

http://uwgonline.westga.edu/assetsUWGOnline/uwgonline/Student_Services.pdf
### Academic Coaching
- Academic coaches, peers and professionals, can assist you with any challenges you may face as you transition into college, as well as the obstacles you may encounter as you enter your second year. Including: Study skills, time management, test taking, learning styles.

### Peer Tutoring
- One-on-one tutoring in all core curriculum courses and Some major specific courses in accounting, biology, chemistry and math.

### Supplemental Instruction (SI)
- Provides conveniently scheduled study sessions led by a trained student leader who has already made an A in difficult courses. SI leaders use engaging activities to help you understand and retain difficult course material.

### For computer training: the CAS has several tutors with specific skill in tutoring for CS 1000 (Practical Computing), CS 1020 (Computers and Society), and CS 1030 (Intro to Computer Concepts) who'd be able to offer computer literacy support.

Additionally, any of the CAS tutors are trained to meet their student “tutees” where they are in any of their current soft-skill proficiency level (reading, language, computer literacy, etc.). All CAS’s tutors are computer proficient at least at the basic use level and would be able to infuse tutoring sessions with computer literacy techniques should a student need or desire that assistance.

The Center for Academic Success is located in UCC 200, and can be reached at 678-839-6280. They offered extended hours throughout the semester.

http://www.westga.edu/cas/

Writing Center: walk-ins, extended hours and appointments available

http://www.westga.edu/writing/

Math Tutoring Center: walk-ins and extended hours

http://www.westga.edu/math/index_176.php

The Distance and Distributed Education Center provides many levels of support, including support and services for academic support. Smarthinking, an online embedded tutoring and writing service, is provided for all online/off-campus students, including eCore and students enrolled at the Newnan Center or any other off-campus instructional site. Smarthinking covers topics including Writing, Reading, Mathematics, Science, Business, English for Speakers of Other Languages, Spanish, Nursing and Allied Health, and Computers and Technology.

http://ecore.usg.edu/students/tutoring.php

Plagiarism services, such as TurnItIn is also available as a teaching tool for fully online students and faculty involved in UWG Online and eCore.

UWG|Online offers the SmarterMeasure Online Readiness Assessment for all current and prospective students interested in gauging their readiness for online learning. Students may take the assessment at http://westga.smartermeasure.com.

Username: uwg
password: student

An English instructor operates a Newnan Writing Center which offers assistance to students one to two days per week.

Academic Peer Tutors and Supplemental Instruction Leaders for various discipline areas are available to assist Newnan Center students weekly through the Center for Academic Success.

### Library Resources
- All UWG students are able to borrow most materials owned by any college or university within the University System of Georgia, and return them to any of those libraries. Students who reside out-of-state are provided with remote access to all databases available through GALILEO and the databases licensed by the UWG Library.

http://www.galileo.usg.edu/scholar/westga/subjects


- Same as F2F with the following additions:

UWG’s Office of Distance Learning Library Services (ODDLS) maintains a Distance Learning-support web page that outlines library services and resources available to students

http://libguides.westga.edu/distance.

Online/off-campus students may also request check-out and delivery (by mail, including postage-paid return) of books from the UWG collection, and delivery of journal articles, or other library materials not
Among the services are research consultation, check-out of books from the UWG collection and other USG libraries (delivery by courier to the student's preferred USG location and return to any of those locations); self-service photocopying of journal articles or other library materials not available online, and use of the interlibrary loan service for materials not held in the UWG collection.

Departments monitor student use of resources through project and paper bibliographies and other course interactions.

Available online, through our electronic delivery management system, ILLiad. Directions for using the services can be found at http://libguides.westga.edu/content.php?pid=194447. Questions can be directed to Margot Davis (mdavis@westga, 678-839-6321).

The ODDLS coordinates with UWG Online for assessment of student library services, and UWG Online 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/.

Links to the library’s DL services are included on each CourseDen (D2L) 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.

All students receive an announcement, via CourseDen/D2L, 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/.

**eCore**

Library resources for eCore Students are also provided in the course resource folder inside each eCore course, is posted under “Campus Announcements” inside GoView, and in the Distant Education’s Student Guide and orientation resources.

A LIBR 1101 class is taught each semester in Newnan, and this instructor provides additional research workshops for any interested students one day per week.

### Access to Software, Technology Tools, and Services

| Access to Software, Technology Tools, and Services | Most required software that may be used is either free or provided by the University of West Georgia to students directly or made available in campus labs, except in highly-specialized content areas. Students may download software from Software Resources & Services (SRS) for free or at discounted rates using their UWG email account credentials at the following site http://personal.srs.usg.edu/Personal_2/Student-Media_2. The list of additional free software provided to all UWG students, includes but is not limited to: the latest version of the Microsoft Office Suite, the latest Windows OS, the latest Mac OS, and virus protection. File transfer software, and numerous task-specific applications are available both in on-campus labs, the Newnan Center. The university provides students with a UWG ID account, this account grants access to campus | Same as F2F with the following additions: **Minimum Technology Requirements** A computer with audio capabilities, an internet connection, and a D2L (CourseDen) compatible browser is the only hardware necessary to support appropriate interactions. Additional technology requirements can be found at https://uwgonline.westga.edu/technology-requirements.php. 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. 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. |

http://uwgonline.westga.edu/assetsUWGOOnline/uwgonline/Student_Services.pdf
email (including calendar and Google Apps via Gmail.com), myUWG, CourseDen, the ConnectWest Wireless Network, Parking Services, and the Campus Virtual Private Network (VPN). The university also provides students with free personal web space.

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 (Course Den/D2L), which includes, but is not limited to, discussion boards, email, and various types of online assessments.

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.

In addition to video streaming and podcast servers that support mobile formats, UWG has recently added Wimba Pronto. Wimba 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.

Smarthinking (online tutoring) and a dedicated streaming video server are currently also available specifically for all online students.

Atomic Learning’s Suite of online tutorials is available for all UWG students, with a wealth of technology topics. [http://www.atomiclearning.com/](http://www.atomiclearning.com/)

**Newnan Center:**
Newnan students have the same access to technology as students on the main campus. A Student Information Technology Services (SITS) lab provides free computer services to students. UWG Newnan Academic Affairs department staff members and student SITS workers assist both faculty and students with computers, copiers, printers, online testing preparation, AV equipment, and other special instructional technologies. Some equipment is available for check-out by students. Students also have access to the wireless network. A newnanit-list@westga.edu email account allows faculty to submit IT requests. Faculty and student listservs and a Facebook account have improved communication among staff, faculty, and students.

### Technology Support/ After-hours Support

| 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. |
| Same as F2F. |
| | 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. |
| | **Newnan Center:** At the Newnan Center a Student Information Technology Services (SITS) lab provides free computer service to students. UWG Newnan Academic Affairs department staff members and student SITS workers |
| **http://uwgonline.westga.edu/assetsUWGOOnline/uwgonline/Student_Services.pdf** |
campus email, face to face classroom technologies, password resets, and our student information system (Banweb).

Student Information Technology Services (SITS) is also available to students who need assistance with their personal computers. For more information visit http://www.westga.edu/sits/.

In addition, the University System of Georgia’s Board of Regents provides 24-hour/365 CourseDen/ D2L support via an online searchable database and live toll-free phone or instant messaging (https://D2Lhelp.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).

| Student Activities | “Center for Student Involvement” – includes Calendar of Events, Student Organizations, and links to various other programs: http://www.westga.edu/csi/
“Weekends for West Georgia” https://www.westga.edu/campus-life/csi/free-and-fun-weekends.php | Same as F2F with the following additions:

Activities for Commuter or Online Students: https://www.westga.edu/campus-life/csi/commuter-students.php

The main UWG campus has a Commuter Lounge for commuter students that offers: couches, games, printers, refrigerators, microwaves, access to WiFi and offers activities throughout the semester. A study/computer lounge for commuter students is located in the Basement of Strozier Hall.

eCore students have a Blog: http://planetecore.blogspot.com/.

UWG Online has a strong physical presence on Facebook, Twitter (@UWGonline), LinkedIn, Blogs, and YouTube.

Newnan Center:
Through the support of the Vice President’s Student Affairs and Enrollment Management Office, Carrollton and Newnan administration, along with community partners, Newnan Center students are now provided the ultimate university experience by offering student life activities, events, leadership experiences, community services, all while promoting campus life, academic excellence and student success.

Newnan Center students are also made aware of all student activities that occur on the main campus and are encouraged to participate when possible. A Newnan Center website and social media pages for both the Newnan Center and Newnan Student Services provide timely information.
### Mentoring, First Year Programs

Many first year programs are available to assist students in the transition into college. [http://www.westga.edu/fyp/](http://www.westga.edu/fyp/)

Some of the First Year Experience programs are available to online students. For example, course sections of the First Year seminar.

### Student ID Cards

The official University of West Georgia ID Card for the campus community is known as the Wolves Card. It allows students to:

- 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.

Student ID cards are made in the University Community Center (UCC), Top Floor from 8am – 5pm Monday through Friday.


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 details under the heading “Student ID Cards.”


Newnan Center:

Newnan students may have ID’s made on the main campus. However, students may also elect to have their ID’s made in Newnan. UWG Newnan Academic Affairs department staff members take ID photos and send them digitally to the main campus so that ID cards may be produced and then sent back to Newnan. (Parking tags are also available for pickup at the Newnan Center when proof of the payment of transportation fees is presented by students.)

### Student Complaint Process/Grade Challenges

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/handbook/index.php](http://www.westga.edu/handbook/index.php)

See the Index and the Student Handbook’s Appendices for various applicable information.

If an individual believes that he or she has been sexually harassed, a formal complaint must be filed with Human Resources (Title IX Coordinator). 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.


Exception for online students:

UWG Student Handbook, Appendix O: Complaints by Distance Learning Students - Students who are enrolled in distance learning courses are provided with this student complaint form [http://www.westga.edu/~distance/Students/complaint/](http://www.westga.edu/~distance/Students/complaint/). Upon submission of the form, the issue is assigned to a UWG Online Department staff member 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.

**eCore:**

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](http://ecore.usg.edu/students/studentComplaint/policy.php). Online students are also encouraged to consult with their eCore advisors and the UWG Online Helpline, for assistance, as needed.

Newnan Center:
### Miscellaneous Services

The College of Education offers a Comprehensive Community Clinic, who is dedicated to offering services for the community in special education, counseling, communication sciences and disorders, mathematics, and language and literacy. They are an educational training facility for undergraduate and graduate students to apply the skills and knowledge they gain during their academic studies in a highly supervised clinical environment. The Clinic offers fee-based ADD/HD screening for UWG students. Students who wish to undergo the screening must contact the clinic at 678-839-6145 or ccc@westga.edu

**Adult Learners:**

UWG offers several online programs to meet the needs of busy adult learners as they pursue their educational goals or make the transition into a different career. However, sometimes returning to school takes a little extra support. In addition to UWG’s Center for Adult Learners and Veterans (link to [http://www.westga.edu/calv/index.php](http://www.westga.edu/calv/index.php)), some of the resources we offer to adult learners include:

- Tutoring
- Knowledgeable advisors
- Prior Learning Assessment (link to [http://www.westga.edu/registrar/461.php](http://www.westga.edu/registrar/461.php))
- Flexible classes - Online, evening, short sessions

Some of our flexible undergraduate and graduate degrees available to busy adult learners are in areas such as:

- Business
- Criminology
- Computer Science
- Education
- Sociology

[more...](http://uwgonline.westga.edu)

**NOTE:** 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.

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**Exception for online students:**

The ADD/HD screening is a two-step process. Step one involves a remote/online evaluation, but if the student is recommended for step two of the process, step two has to be done in person on the UWG campus. Please note: The evaluation in step one can only be used by the Comprehensive Community Clinic and cannot be forwarded to an external physician or clinic.

Shuttle services to and from UWG and the Newnan Center are available Monday through Friday. [https://www.westga.edu/campus-life/parking/assets-parking/docs/newnanrevised.pdf](https://www.westga.edu/campus-life/parking/assets-parking/docs/newnanrevised.pdf)

The Newnan Office of Student Services' Student Development Specialist refers adult learners, veterans and dependents of veterans to the Center for Adult Learners and Veterans for assistance.

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Last Updated: April 25, 2017

[http://uwgonline.westga.edu/assetsUWGOnline/uwgonline/Student_Services.pdf](http://uwgonline.westga.edu/assetsUWGOnline/uwgonline/Student_Services.pdf)