

JOHNSON C. SMITH UNIVERSITY

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ONLINE  
STUDENT  
HANDBOOK

2025 -26

JCSU  
eLearning

# Preface

This Online Student Handbook is intended to assist students as they successfully complete their online, hybrid, or web-enhanced courses at Johnson C. Smith University (JCSU).

After reviewing the handbook, you should have a much better understanding of JCSU's online requirements, policies and procedures, and processes. It serves as a supplement to the [University Catalog](#), the [Student Handbook](#), and other academic resources you may find on the university's website ([www.jcsu.edu](http://www.jcsu.edu)).



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## General Information Regarding Online Learning

Johnson C. Smith University (JCSU) is dedicated to educating individuals whose accomplishments demonstrate a high level of initiative, exhibit principled moral and ethical values, and possess the emotional and social maturity needed to thrive in a scholarly environment. The student who flourishes at Johnson C. Smith University has a history of academic success, is self-motivated, and is committed to lifelong service to his/her community.

JCSU's online courses have the same outcomes and objectives as courses which are offered on the campus, and therefore require as much commitment to learning as does any on campus course. However, online learning allows the student to receive college course instruction regardless of time and location. Students are challenged through online lectures, discussions, writing assignments, projects, and exams, just as in face-to-face instruction. All work is completed electronically during either an eight week or sixteen week academic period.

Online learning is flexible and convenient but also requires that students exercise time management, log into class on a regular basis, be an active participant, and maintain open lines of communications with fellow students and the instructor. Students who participate in this virtual learning environment are also expected to be familiar with Johnson C. Smith University's policies and procedures, as well as these guidelines established for the matriculation of online, hybrid, or web-enhanced on-ground courses.

## JCSU's eLearning Canvas®

Johnson C. Smith currently uses the Canvas® Learning Management system (<http://jcsu.instructure.com>) to deliver online, and hybrid courses. In addition, all courses offered at JCSU have a corresponding Canvas course shell, thereby providing instructors the opportunity to use the LMS to enhance their face-to-face courses. For all course formats Canvas offers a flexible option to provide high quality course content, and the ability to connect professors and students in an online environment. Canvas also offers students with single sign on capabilities. Your Canvas login and password is the same login used for your Office365 account.

# Technical Information

Today's technology environment is ever-changing, therefore it is impractical for Johnson C. Smith University to recommend specific hardware performance requirements to students. In general, the technical recommendations below govern acceptable computer interaction with Canvas. It is the responsibility of all students to have regular and unlimited access to the computing technology they need for their courses.

## Technical Recommendations

| Hardware/Software                    | Minimum Recommendations  |
|--------------------------------------|--|
| Device                               | Windows or Mac computer or laptop; iPad<br>*Chromebooks have limited use at this time  |
| Operating System                     | Windows 8 or Mac OS X 10.12 (or higher)  |
| Mobile OS                            | Android – 6.0 or higher; iOS – 12 or later   |
| Memory                               | 2 GB RAM   |
| CPU Speed                            | 2 GHz  |
| Free Disk Space                      | 1 GB or more   |
| Other                                | Sound card and speakers, web camera, microphone  |
| Internet Connection                  | DSL or broadband with min. speed of 512kbps<br><b>*do not rely on cell phone connectivity for quizzes</b>  |
| Productivity Software                | MS Office 2013   |
| Browsers<br>(most recent 2 versions) | Google Chrome*<br>Mozilla Firefox*<br>Edge<br>Safari<br>*preferred browsers  |
| Screen Readers                       | <ul style="list-style-type: none"> <li>Macintosh: <a href="#">VoiceOver</a> (latest version for Safari)</li> <li>PC: <a href="#">JAWS</a> (latest version for Firefox)</li> <li>PC: <a href="#">NVDA</a> (latest version for Firefox)</li> </ul> <p>*No screen reader support for Canvas in Chrome</p> |

## Preferred Browsers

The preferred browser for accessing Canvas is Google Chrome. While Canvas works with other browsers, Google Chrome currently provides automatic updates, along with the best level of functionality for courses offered at Johnson C. Smith University. However, for accessibility concerns where a screen reader is needed, Firefox should be used.

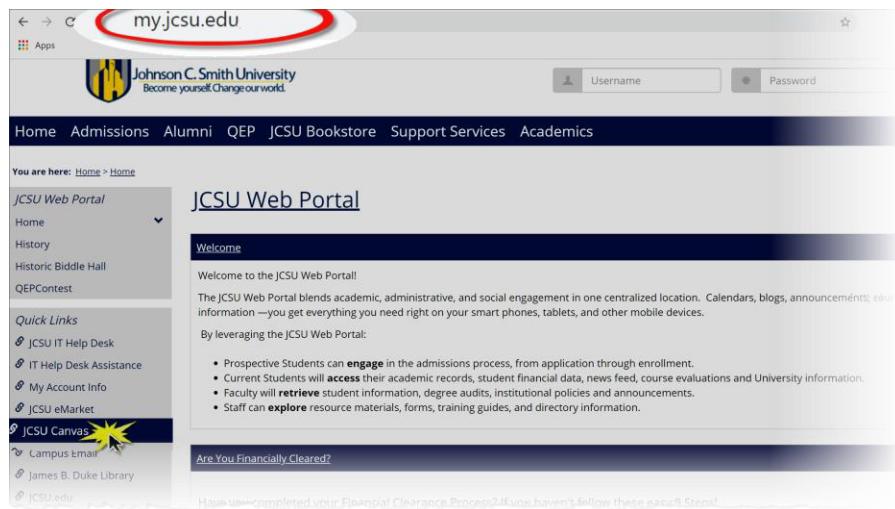
## Using Mobile Devices

Johnson C. Smith is committed to providing students with access to current technology that supports learning. Canvas provides students with access to course materials via mobile devices such as the Apple iPad, Chromebooks, and limited features can be accessed from Android and iPhones, as well. Although many of the features needed to be successful in your courses are accessible on mobile devices, some features are **not**, or require you to set up access for mobile devices.

Access via the preferred web browsers mentioned above, may provide greater functionality. **It is recommended that you have access to a desktop or laptop computer as a main device for your courses, and do not attempt class activities with a cellular device.** The use of the Canvas Mobile App is also **not** advised as your main access to Canvas, as it requires refreshing in order to see newly added/edited course materials, assignments, and due dates.

## Accessing Canvas

Every Johnson C. Smith University student has a Canvas account once registered for their first course. All courses offered (online, hybrid or on-campus courses) will have a Canvas course shell, however some on-campus courses may not use Canvas in the course. Canvas can be accessed directly at [jcsu.instructure.com](http://jcsu.instructure.com) or through the student portal ([my.jcsu.edu](http://my.jcsu.edu)), as shown below.

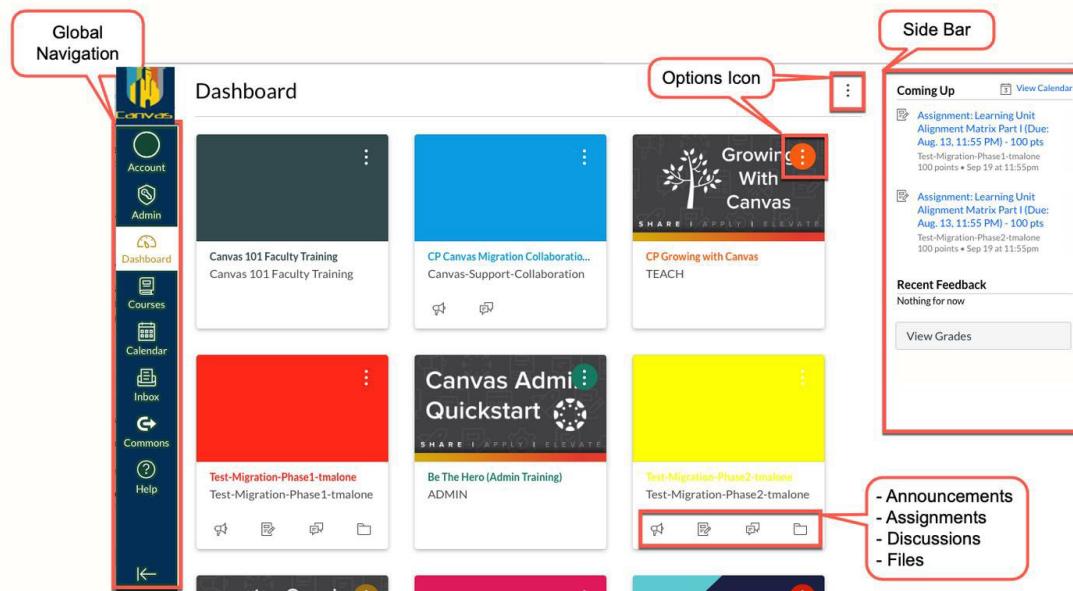


## Password Assistance

In order to log into Canvas you will use the same login and password used to access your Office365 account. If you need assistance with your password please visit [www.jcsu.edu//passwordreset](http://www.jcsu.edu//passwordreset) or contact the JCSU TECH SUPPORT at 704-330-1300.

## Accessing Courses

After logging into Canvas, you can view your current courses in Canvas on the Dashboard, along with global university announcements, upcoming dues dates, notifications on each course card.



## Profiles and Notifications

Each student account has a profile set up in the Canvas system. While this profile uses your JCSU issued @mymail.jcsu.edu account as the primary email, you can set up a secondary email and also receive notifications on assignments due in your courses there as well. Profile settings apply to all of your courses; you cannot change settings for individual courses.

\*The Canvas Android app supports setting notification preferences. However, setting preferences inside the app will override preferences in the browser version of Canvas, and some preferences are not supported.

### Ways to Contact

#### Email Addresses

emily.boone.canvas@gmail.com ★

emboone86@gmail.com

email@email.com

**+ Email Address**

In Global Navigation, click the **Account** link [1], then click the **Settings** link [2].

In the Email Addresses section, click the **Add Email Address** link. Type in the email address you want to add in the text field. When you are finished, click **Register Email** Open your email account you just added. Click the link that is in the email to finish registering the additional email address. You may have to check your junk mail folder.

If you need to resend the confirmation, click the **Re-Send Confirmation** link.

## Edit Notification Preferences

You can view and set notification preferences for your course materials. In Global Navigation, click the **Account** link [1], then click the **Notifications** link

**Notification Settings**

**i** Account-level notifications apply to all courses. Notifications for individual courses can be changed within each course and will override these notifications. X

**i** Daily notifications will be delivered around 6pm. Weekly notifications will be delivered Saturday between 3am and 5am. X

**Settings for** Account ▼

| Course Activities | Email<br>emilyboone@instruct... | Email<br>emily.boone.canvas... | Push Notification<br>For All Devices |
|-------------------|---------------------------------|--------------------------------|--------------------------------------|
| Due Date          | 1                               | 2                              | 3                                    |
| Grading Policies  | 4                               | 5                              | 6                                    |
| Course Content    | 7                               | 8                              | 9                                    |
| Files             | 10                              | 11                             | 12                                   |

Each notification is set to a default setting. To change a notification for a contact method, locate the notification and click the icon for the contact method [1].

To receive a notification right away, select the **Notify immediately** option [2]. These notifications may be delayed by up to one hour in case an instructor makes additional changes, which prevents you from being spammed by multiple notifications in a short amount of time.

To receive a daily notification, select the **Daily summary** option [3].

To receive a weekly notification, select the **Weekly summary** option [4]. The date and time of your weekly notifications are posted at the bottom of the notifications page.

If you do not want to receive a notification, select the **Notifications off** option [5].

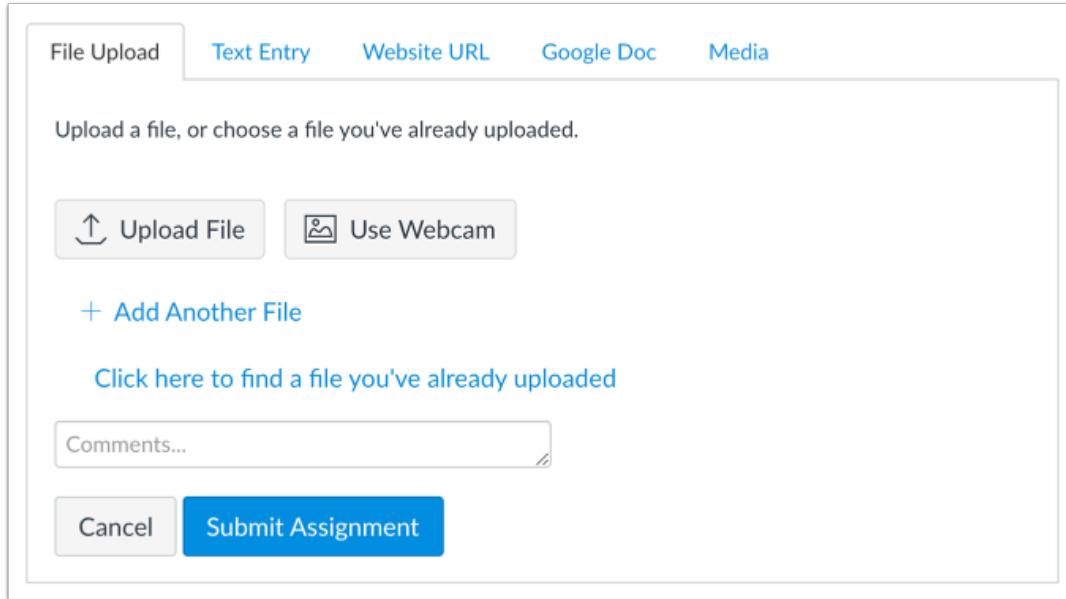
### Notes:

- Each set notification setting will automatically apply to all of your courses. However, if you manage notification settings for a single course, notifications for that course must continue to be managed in the course.
- Unregistered contact methods will appear in notification settings but will not receive notifications until you confirm the registration.

# Course Participation

## Submitting Assignments

Canvas accepts several different file types for your online assignments. Your instructors will choose the kind of online submissions they want you to use. You may only have the option to resubmit assignments if your instructor so permits. Wait until you see the 'Submission ✓ Turned In!' message before clicking on another link or closing the window.



File Upload    Text Entry    Website URL    Google Doc    Media

Upload a file, or choose a file you've already uploaded.

Upload File    Use Webcam

+ Add Another File

Click here to find a file you've already uploaded

Comments...

Cancel    Submit Assignment

If you cannot see the Submit Assignment button, the availability date has passed or your instructor may want you to submit your assignment in a different way. Be sure to follow the assignment instructions, or contact your instructor for clarification, before the due date.

## Mobile Submissions

You can also submit assignments using your mobile device. In order to submit files from OneDrive using your iPad, consult the One Drive To Canvas from Ipad set of instructions (see Appendix C)

## View Grades

To view grades in your Canvas courses, click on the Grades tab in the course. This will bring you to the Gradebook. Scrolling to the right, you will find the last column that displays your cumulative or final grade in the course.



## View Calendar

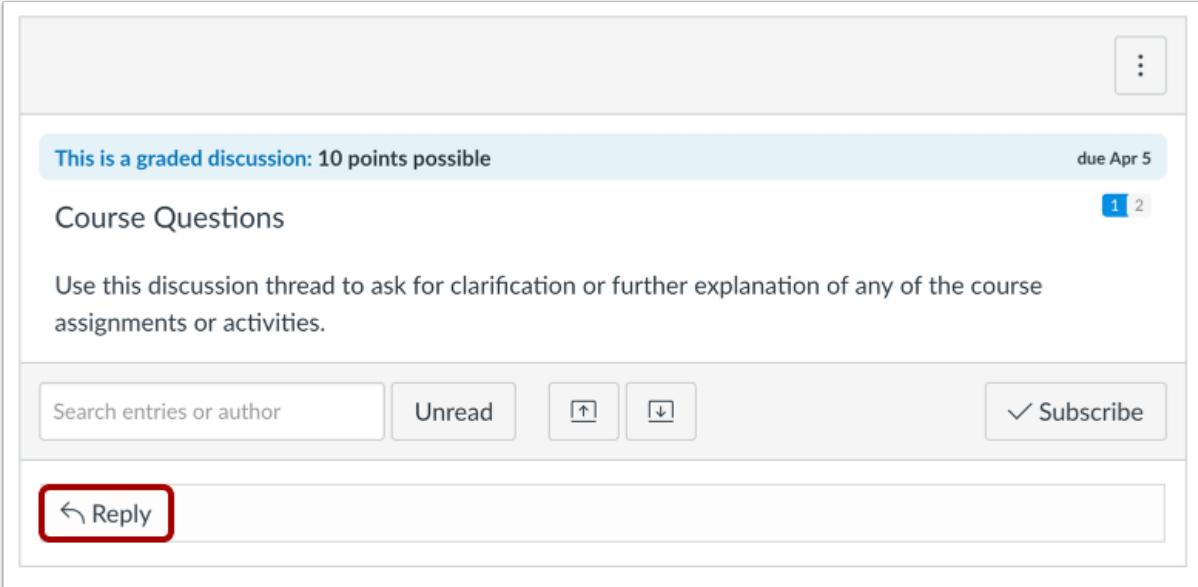
The Calendar spans all courses and displays information for each of your enrolled courses and groups. In the navigation bar, you can choose to view the calendar in Week, Month, or Agenda view [1]. The view you choose dictates the style of the calendar window [2]. By default, the calendar appears in Month view. The sidebar [3] shows a quick-view calendar, your list of courses and groups, and undated items for your courses and groups.

A screenshot of the Canvas Calendar interface. The main area shows a monthly calendar for July 2018. 
 - \*\*View Selection (1):\*\* At the top right, there are three tabs: Week (highlighted in red), Month, and Agenda.
 - \*\*Month View (2):\*\* The main grid shows dates from 1 to 31. Specific events are highlighted with red boxes and icons: July 6 (12:59a July-5), July 13 (1:59p History), July 20 (American Rev.), July 31 (Articles-of-Ce), and Read-to-Revo. 
 - \*\*Week View (3):\*\* A red box highlights the first week of July (1-7). Each day cell contains a red box with a small icon representing an event.
 - \*\*Sidebar (3):\*\* On the right, there is a sidebar with three main sections:
 - \*\*CALENDARS:\*\* Lists courses and groups: Emily Boone (blue), Bio 101 (teal), History 101 (red), and Introduction to the Solar System (blue). Each item has a red three-dot menu icon.
 - \*\*UNDATED:\*\* Lists items: 8th Grade Math - (light blue), BIO 102 (light teal), Advanced Biology (light grey), Chat 101 (light grey), Classic Literature (orange), History 101 (SIS) (light grey), and Histov 210 (purple). Each item has a red three-dot menu icon.
 - \*\*Calendar Feed:\*\* A small section with a blue icon.

Each personal, course, and group calendar is identified by a separate color that populates the calendar view. Associated assignments for each course or group will appear within the calendar view for each calendar. For instance, in the above example, assignments and events from the History 101 course will appear as red in the calendar view. By default, all your course calendars and group calendars will be selected and appear in the calendar view.

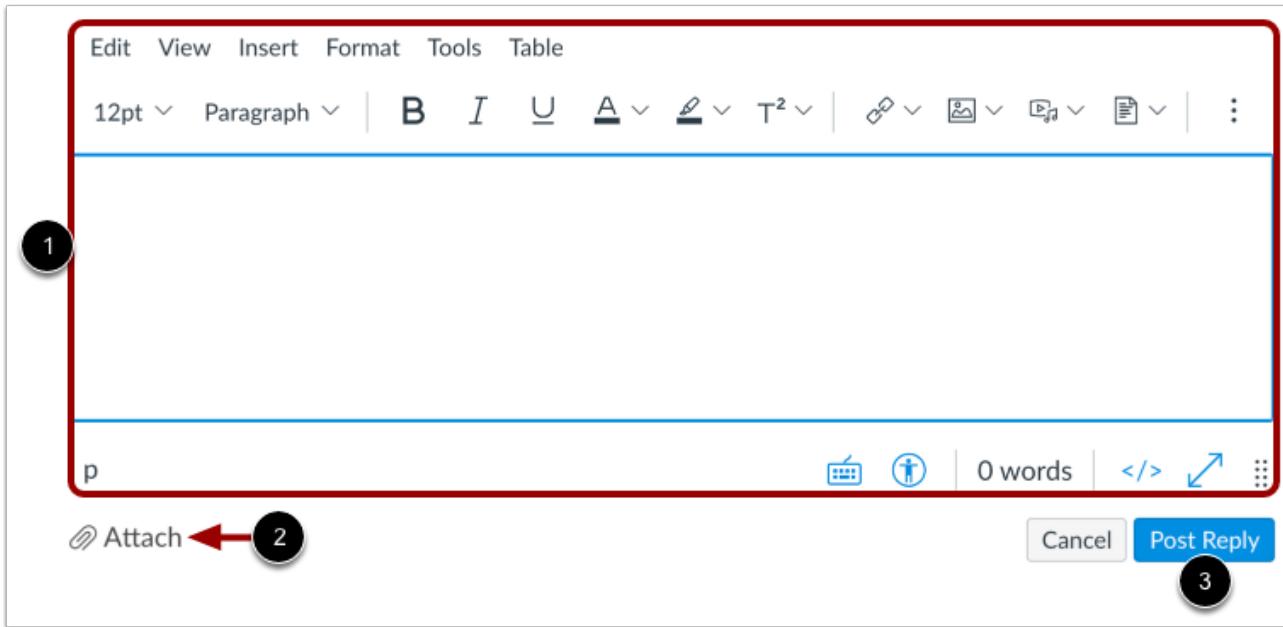
## Post to Discussions

To post to the main discussion, type your post in the **Reply** field.



The screenshot shows a discussion board interface. At the top, a blue header bar indicates "This is a graded discussion: 10 points possible" and "due Apr 5". Below the header, the title "Course Questions" is displayed, followed by a descriptive text: "Use this discussion thread to ask for clarification or further explanation of any of the course assignments or activities." Below the title, there are several buttons: "Search entries or author", "Unread", and "Sort" (up and down arrows). To the right of these buttons is a "Subscribe" button with a checkmark. At the bottom of the interface is a red-bordered "Reply" button.

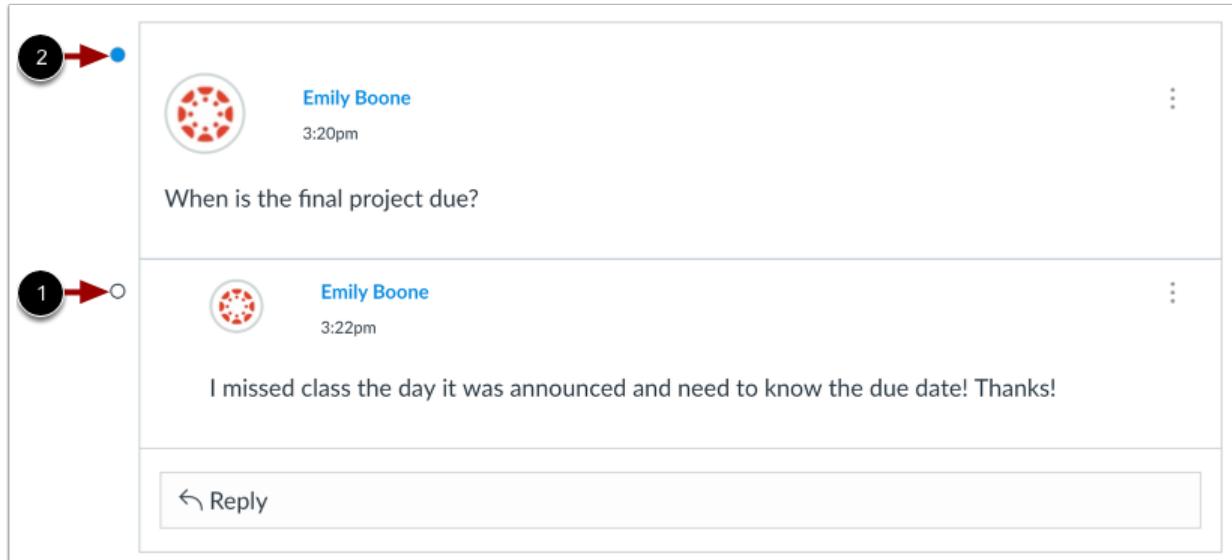
## Reply to Discussions



Type your response in the window provided [1]. You can add links, photos, equations, and/ or media within your response. If your instructor allows, you can also attach files [2]. Once you finish your response, click the **Post Reply** button [3].

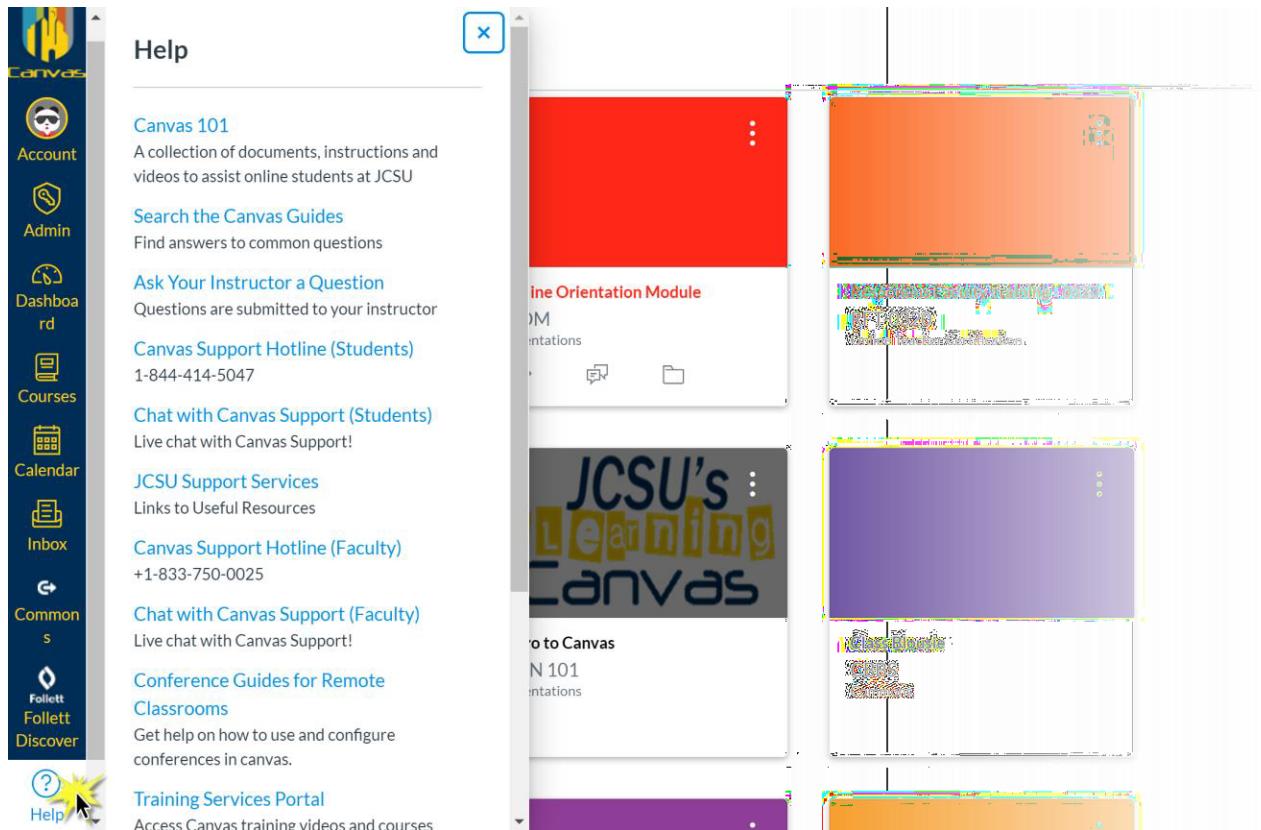
## View Discussion Replies

Your reply displays at the bottom of the discussion thread. If your discussion replies are automatically marked as read, your new reply displays a **Read** icon [1]. If you have selected to manually mark read discussion posts, your post displays an **Unread** icon [2] until you manually mark it as read.



## Canvas Support

Students needing help can use the help icon on the Canvas page for assistance.



You can also join the Canvas 101 or Passport course to learn out all things Canvas.

## Using LockDown Browser and Respondus Monitor

All online courses require the use of LockDown Browser and a webcam for online exams and/or other methods of assessment. The webcam can be built into your computer or can be the type that plugs in with a USB cable. Respondus Monitor, if enabled by your instructor, will record your activity while taking quizzes and exams. Watch this [short video](#) to get a basic understanding of LockDown Browser and the webcam feature. A student [Quick Start Guide \(PDF\)](#) is also available.

You download and install LockDown Browser from your quiz page.

When taking an online exam that requires LockDown Browser and a webcam, remember the following guidelines:

- Ensure you're in a location where you will be alone and won't be interrupted
- Turn off all other devices (e.g. tablets, phones, second computers)
- Clear your desk of all external materials not permitted — books, papers, other devices
- Remain at your computer for the duration of the test
- If asked to perform an environmental scan, turn your camera or device a full 360 degrees to capture the entire testing space.
- To produce a good webcam video, do the following:
  - Ensure that the camera shows above the top of your head to the top of your shoulders
  - Avoid wearing hoodies, baseball caps or hats with brims
  - Place your computer or tablet on a firm surface (a desk or table) — not on your lap, a bed, or other surface that might move
  - If using a built-in webcam, avoid tilting the screen after the webcam setup is complete
  - If using an external web camera that attaches to your screen, place it at the top center so you are looking straight ahead during the quiz.
  - Take the exam in a well-lit room and avoid backlighting, such as sitting with your back to a window or other light source.
- Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.

# Policies

## Honor Code

All online work submitted is subject to the University Honor Code, which is enforced by the Council of Deans and the University Judiciary Board. The Honor Code states:

I pledge that this work is my own and I will not cheat, or represent the words, ideas, or projects of others as my own. I further pledge that I will not engage in academic dishonesty, which includes lying, stealing or assisting others in misrepresenting their work. As a member of the student body of Johnson C. Smith University, I also pledge to report all violations of the Honor Code that I observe in others. I understand that violations of the Honor Code are subject to disciplinary procedures by the University.



## Academic Integrity

Academic Integrity is very important to Johnson C. Smith University. Observing and acknowledging the Honor Code is related to class assignments including tests, quizzes, written papers, as well as other assignments that involve student assessments. The University reserves the right to limit access to its resources when policies or laws are violated and to use appropriate means to safeguard its resources, preserve network/system integrity, and ensure continued service delivery at all times. This includes monitoring routing information of communications across its network services and transaction records residing on University resources, scanning systems attached to the JCSU network for security problems, disconnecting systems that have become a security hazard, and restricting the material transported across the network or posted on University systems.

Activities and behaviors that threaten the integrity of computer networks or systems are prohibited on both University-owned and privately-owned equipment operated on or through University resources. These activities and behaviors include but are not limited to:

1. Interference with or disruption of computer systems and networks and related services, including but not limited to the propagation of computer "worms," "viruses" and "Trojan Horses".
2. Intentionally or carelessly performing an act that places an excessive load on a computer or network to the extent that other users may be denied service or the use of electronic networks or information systems may be disrupted.
3. Failure to comply with authorized requests from designated university officials to discontinue activities that threaten the operation or integrity of computers, systems or networks.
4. Negligently or intentionally revealing passwords or otherwise permitting the use by others of University assigned accounts for computer and network access. Individual password security is the responsibility of each user. The user is responsible for all uses of their accounts, independent of authorization.
5. Altering or attempting to alter files or systems without authorization.
6. Unauthorized scanning of ports, computers and networks.
7. Unauthorized attempts to circumvent data protection schemes or uncover security vulnerabilities.
8. Connecting unauthorized equipment to the campus network or computers. University authorized business and other activities directly related to the academic mission of the University are excluded.
9. Attempting to alter any University computing or network components without authorization or beyond one's level of authorization, including but not limited to bridges, routers, hubs, wiring and connections.
10. Utilizing network or system identification numbers or names that are not assigned for one's specific use on the designated system.
11. Using campus resources to gain unauthorized access to any computer system and/or using someone else's computer without their permission.

12. Providing services or accounts on University computers or via University networks to other users from a personal computer unless required to meet the normal activities of students working as individuals or in collaborative groups to fulfill current course requirements. University authorized business and other activities directly related to the academic mission of the University, are also excluded.
13. Registering a Johnson C. Smith IP address with any other domain name.

## **Course Participation**

Dependent on the course format (online or hybrid), each course requires dedicated time per week for the completion of course requirements. This time is mainly spent reading materials, communicating via course discussions, and completing assignments and projects. The inability to meet this time requirement will reduce the benefit a student gets from the course, or, in some cases, fulfillment of assignments needed to complete and receive credit for the course. JCSU encourages open discussion, but it is the students' responsibility to know what is confidential if they choose to refer to personal or employer information. It is suggested that students should not specifically refer to their current or previous employers by name in the open discussion postings. Students must understand that posting to online discussions are to be done with discretion. The University is not legally responsible for any student postings.

## **Online Class Attendance**

Online classes are held as asynchronous learning. Attendance in all online courses is automatically recorded by Canvas via the login and submission of discussions and Assignments on a weekly basis. Monday at 12:00am through Sunday at 11:59pm constitutes a week. All assignments are due at 11:59pm Sunday of each week Eastern Standard Time (EST), unless otherwise stated. It is the student's responsibility to review the syllabus or calendar for due dates and times specified by the Professor.

## **Grades and Credit**

The quality of a student's work in a course must be reported to the Registrar by the use of the following grades: A, B, C, D, P, F, or I. An A denotes excellent scholarship; B, good; C, fair; D, poor; P, Pass. Work reported as the grade of D cannot be raised to a higher grade by examination. F indicates failure; a student receiving such a grade may repeat the course. The grade I (Incomplete) indicates that the work has not been completed due to conditions outlined in the University catalog or student handbook, and that the student did not withdraw from the class. A student who officially drops a course after the advertised drop date will receive the grade of W (Withdrawn). The University's grading symbols are accompanied by the following numerical equivalents: A (90-100); B (80-89); C (70-79); D (60-69); F (Below 60).

## **Drop/Add/Withdrawal**

Consult the academic calendar via the university website for official drop/add and withdrawal dates.

Further details on Johnson C. Smith University's policies can be found in the [University Catalog](#).

## **Grade Dispute Policy**

A student may appeal the final grade in a course, including online courses. The student must contact the professor involved to determine if there has been an error or some misunderstanding about the quality of the work in the course. If this discussion is not satisfactory, the student may contact in writing the department chair and subsequently, if not resolved, contact the Dean of the College. A grade appeal must be initiated within 30 days after the beginning of the next 7-week term after the final grade in question was received; otherwise, the grade in question will remain final. The University will resolve and adequately file formal written appeal within 30 days. For additional information, refer to the university catalog.

## **Proof of Identification for Distance Learning**

In compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) of 2008, Public Law 110-315, concerning the verification of student identity in distance learning, Johnson C. Smith University has established and will periodically evaluate its process to confirm that a person who is enrolling in the University is the person who is completing the enrollment form, that a student taking an examination is the student who registered to take the examination and that the student who is registered for an online course is the same student who participates in, completes, and receives credit for the course.

Students are asked to post a current profile photo in Canvas, as a baseline identifier. Respondus Monitor® uses a student's webcam to record an identity check, which is matched against the baseline identifier by the instructor, and also records an environment check, then acts as a proctor by monitoring activities during tests.

Though Johnson C. Smith University charges students an additional fee for enrolling in an online course, this charge is not associated with the verification of student identity.

(For further documentation see APPENDIX A)

## **Vaccination and Boosters Requirement**

JCSU is a vaccination- and booster-mandated university. Whether you are engaged in learning in a face-to-face, hybrid or fully virtual environment, you must still be fully vaccinated, including booster shots. You may request an exemption based on medical or religious reasons by contacting Dr. Marian Y. Jones at [healthcenter@jcsu.edu](mailto:healthcenter@jcsu.edu)

Your access to the JCSU Web Portal (including Canvas) will be suspended for failing to provide proof of vaccination or requesting and being approved for a medical or religious exemption. Failure to comply can also lead to disenrollment from the University. The opportunity for you to make up any missed work, if applicable, will be at the discretion of your instructors. Please contact the Student Health Center at [healthcenter@jcsu.edu](mailto:healthcenter@jcsu.edu) to submit proof of vaccination. Furthermore, JCSU will continue to monitor the COVID-19 pandemic and the monkeypox public health emergency and create protocols aligned with CDC recommendations.

## **FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA) Statement**

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. 1232g; 34 CFR Part 99) is a federal law that protects the privacy of students' education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Parents and guardians have certain rights with respect to their children's education records. However, under FERPA, these rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. At JCSU, a student's education record consists of: Permanent Academic Record Folders and Transcript of Grades, Student Personnel Records, Disciplinary Records, Student Accounts (Business and Financial Affairs), Financial Aid Records; Medical Records, Admissions Records, Counseling Records, Placement Records, and Academic Advisement Records. A student must give written authorization to the Office of the Registrar for the sharing of her or his education records.

Student records are confidential and private. In accordance with both federal law (FERPA) and University policy (Policy AD11), the University does not release student record information without prior written consent of the student. The one exception to this is that the University may release "directory information" items without prior student consent. Directory information is defined as that information which would not generally be considered harmful or an invasion of privacy, if disclosed. Designated directory information at Johnson C. Smith University includes the following:

- Name
- Address (local, permanent residence and electronic mail)
- Telephone number
- Class level (semester class or level: first-year, sophomore, junior, senior, etc.)
- Major
- Student activities
- Dates of attendance
- Enrollment status (full-time, part-time, or not enrolled)
- Date of graduation
- Enrollment status (full-time, part-time, or not enrolled)
- Date of graduation
- Degrees and awards received.

Students who do not wish this information made public must complete a Request to Withhold Directory Information Form located on the [JCSU portal](#) and submit it to the Office of the Registrar. The Office of the Registrar will notify other University offices of such request. Students understand that if they withhold directory information, it will not be released to anyone unless the health or safety of an individual is involved.

## **Disability Services/Accommodations Policy**

JCSU's online courses are designed to accommodate the needs of students with disabilities. The University provides reasonable accommodations, auxiliary aids, and services in accordance with applicable Federal and State laws. Consequently, if students require specific accommodations, they must register with the Disability Services Office at 704-378-1282. This office's mission is to provide and coordinate support services and programs that enable students with disabilities to maximize their educational potential and to increase the level of awareness.

The University supports the following organizations:

- Association on Higher Education and Disability (AHEAD)
- Americans with Disabilities Act
- Individuals with Disabilities Act
- Rehabilitation Act
- General Sources of Disability Rights Information

For additional information, refer to the university's website [www.jcsu.edu](http://www.jcsu.edu)

## **Inclement Weather Policy**

Even though inclement weather does not apply to students who are enrolled in online courses, it is important for everyone to be informed of local severe weather and natural disasters. Severe weather and natural disasters include, but are not limited to hurricanes, tornadoes, tropical storms, tropical depressions, ice and snowstorms. These weather conditions pose potential threats for the Johnson C. Smith University campus. The President or his/her representative makes decisions regarding the existence of emergency situations. It is the intent of the University to operate according to normal schedules whenever possible, and to cancel classes or close offices only when it is extremely difficult for students or employees to commute. It is the responsibility of each Dean, Director and Department Head to ensure that the faculty and staff are adequately informed, prepared and secured prior to the onset of forecasted severe weather conditions and to review procedures with faculty and staff in advance to ensure a state of readiness. For additional information, refer to the university's website <http://www.jcsu.edu>.

For additional policies pertaining to all students, consult the [university catalog](#) and [student handbook](#).

## Student Resources

Students enrolled in online and hybrid classes can utilize all of the following services:



## Library Services

The James B. Duke Memorial Library provides access to a variety of multidisciplinary scholarly journals, magazines, newspapers and e-books via their electronic resources, databases, and online public access catalog. These subscription based resources are offered to supplement the library's print resources and to provide the most current information available for research and information needs. Off-campus access to databases and e-books/videos is permitted through authentication using your Office 365 login credentials.

Please visit <http://library.jcsu.edu> or contact the library's Center of Information at 704-371-6732 for hours of operation, general information, and research assistance.

## Upswing

Johnson C. Smith University is proud to partner with Upswing® to offer FREE ONLINE TUTORING and a host of study support resources that are available to you for free, 24/7, and online.

Services include online tutoring, essay review, writing lab, and Ana - a virtual text messaging assistant. Meet virtually on the Upswing platform or face-to-face on campus with our professional tutors.



## Turnitin

Turnitin is an Internet-based plagiarism-prevention service. Students can be asked by their instructors to submit assignments, essays, and research papers to the Turnitin website, which checks the documents for unoriginal content. The results can be used to identify similarities to existing sources or can be used in formative assessment to help students learn how to avoid plagiarism and improve their writing. If this service is required for your course, please consult with your instructor for more information.



## Panopto

Panopto is the industry-leading intelligent knowledge management platform for on-demand video sharing. Panopto allows faculty to create and deliver accessible content across teams, classrooms, and locations with an easy-to-use platform.



# Definitions and Commonly Used Terms

**Asynchronous** – learning occurs in both different places, and at different times for students. There is no requirement of virtual meeting at a set date and/or time.

**Canvas** – the name of JCSU's Learning Management System (LMS). It hosts the university's online, hybrid, and web-enhanced courses. ([jcsu.instructure.com](http://jcsu.instructure.com))

**eLearning** – the department that oversees online, hybrid, and web-enhanced courses. It is a part of the Metropolitan College, however it serves both traditional, non-traditional, and graduate courses.

**Hybrid courses** – classes that are offered at least 51% face-to-face, but also have an online component that cannot exceed 49% of the total course time. Students are able to complete most of their work via the Canvas; however, they are scheduled to meet with their instructor in a traditional classroom setting throughout the term.

**MyMail** – also known as 'Student Email' is the University-issued student email. Students are required to access their student email regularly. College faculty and staff members will primarily utilize this email address when emailing students.

**Online courses** – classes that are offered via Canvas only. Students are not required to meet in a physical location or to visit campus. Both asynchronous and some synchronous activities may be utilized.

**Plagiarism** – stealing and passing off as one's own ideas and writings of another (i.e., without citation). Plagiarism can be intentional or unintentional, and both forms are against the JCSU Honor Code, and the penalty may be an automatic failure of the course.

**Synchronous** – learning occurs in different places, but at the same time for students. There is a required virtual meeting at a set date and/or time during the course.

**Validation** – also referred to as Financial Clearance, the process of meeting all financial obligations to the university, and thereby allowed access to course materials.

**Web enhanced courses** – classes offered face-to-face on campus that provide instructional materials and activities through Canvas to students to enrich their course. Often used to submit homework, give quizzes and exams, or make course announcements.

Web Portal – [my.jcsu.edu](http://my.jcsu.edu) also referred to as Jenzabar.

## Appendices

## Appendix A



### Proof of Identification for Distance Learning

#### Why are you being asked to complete this form?

In compliance with the provisions of the United States Federal Higher Education Opportunity Act (FHEOA) of 2008, Public Law 110-315, concerning the verification of student identity in distance learning, Johnson C. Smith University has established and will periodically evaluate its processes to confirm that a person who is enrolling in the University is the person 11111110 is completing the enrollment form, that a student taking an examination is the student who registered to take the examination and that the student 11111110 is registered for an online course is the same student who participates in, completes, and receives credit for the course. To authenticate identities, Johnson C. Smith University will use one or more of the following methods for verification:

- A secure login with user name and password
- New or emerging technologies and processes that are effective in verifying student identification

All methods of verifying student identity must protect the privacy of student information in accordance with the Family Educational Rights and Privacy Act (FERPA) and any other applicable laws or regulations regarding the confidentiality of personally identifiable information.

Personally identifiable information collected by the University may be used as the basis for identity verification. This information may include a combination of the following:

- Student ID number
- Last 4 digits of the student's Social Security number
- At least 2 other pieces of information such as the student's email address on file, date of birth, address, or user name

#### What identification is required?

Compliance

The Office of the Registrar is responsible for notifying students who do not have a valid photo ID on file. Students who do not comply will not be permitted to register in all courses.

You must submit this form notarized with a notarized copy of an unexpired driver's license or two forms of identification, one of which must be a Photo ID. You may mail the form to:

M@opolitan College Admissions  
 Johnson C. Smith University  
 1111 Bimestone Ford Road  
 Charlotte, North Carolina 28216



## Proof of Identification for Distance Learning

Notarized Identity Verification

IPRIN*111* f/JAMIE: \_\_\_\_\_

(First Name, Middle Initial, Last Name)

IE-mail Address (optional): \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

I hereby represent all above information is true and accurate.

Signature: \_\_\_\_\_

(Sign in the presence of a Notary)

### Notary Information

State of \_\_\_\_\_

County of \_\_\_\_\_

I hereby certify that I am \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

Personally appeared before me the signer above object to the above room, I have signed or attested to the same in my presence, and presented the following form of identification as proof of his or her identity:

Driver's License or Card

U.S. Passport

U.S. Driver's ID Card

State Identification Card

Birth Certificate

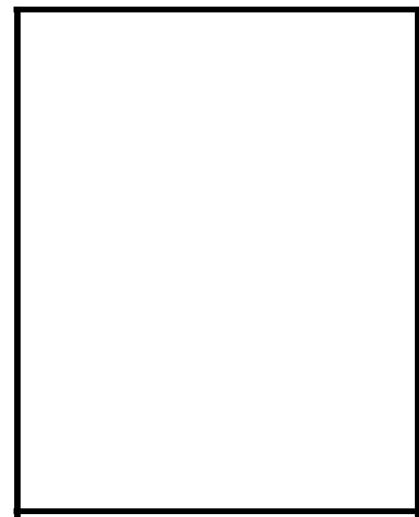
Other: \_\_\_\_\_

(With description)

Notary Public: \_\_\_\_\_

Notary Commission Expires: \_\_\_\_\_

Notary Public Signature: \_\_\_\_\_



Reserved for Notary Seal (Print Name)

Approved / 8/2016

## Appendix B

### Online Degree Compliance Process

Johnson C. Smith University (JCSU) has established student grievance policies and procedures to provide a method for aggrieved students to express substantive complaints about University administration and staff members and have them resolved in a timely manner. This complaint process for courses taken in online programs mirrors the onsite academic complaints and are described below and are available in the JCSU Written Student Grievance Policy as outlined in the University Catalog (p. 319).

Please consult the following university web page for full information

<https://www.jcsu.edu/directory/federal-requirements/johnson-c.-smith-university-state-authorization/-online-student-complaints>

If you are not satisfied with the outcome of the university's complaint process, you may choose to file a complaint by filling out the SARA-NC Complaint form, which can be found here: <http://www.saranc.org/docs/SARA-NC-ComplaintForm.pdf>

For addition information please visit the SARA North Carolina Student Complaint Process page: <http://www.saranc.org/Complaint.html>

Complaints may also be filed with the Southern Association of Colleges and Schools Commission on Colleges by filling out the [SACSCOC Student Complaint form. \(PDF\)](#)

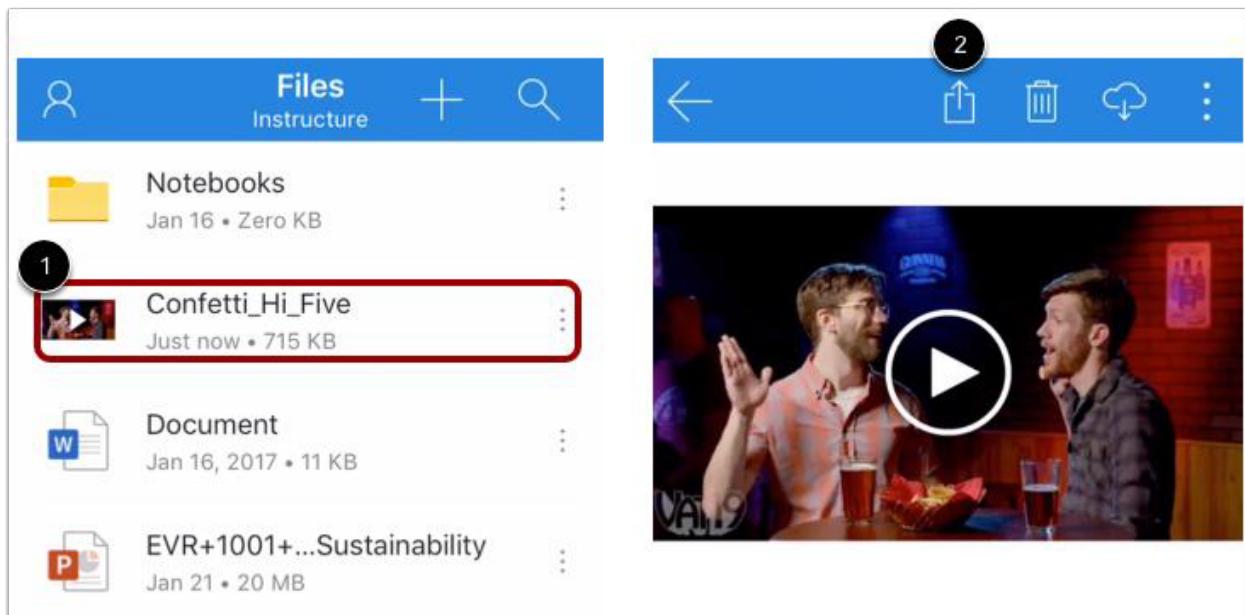
North Carolina Students may also choose to file a complaint by visiting the [State of North Carolina Post-Secondary Education Complaints page](#).

Students outside of North Carolina should visit the [State Higher Education Executive Officer Association \(SHEEO\)](#) for information on filing complaints in your home state.

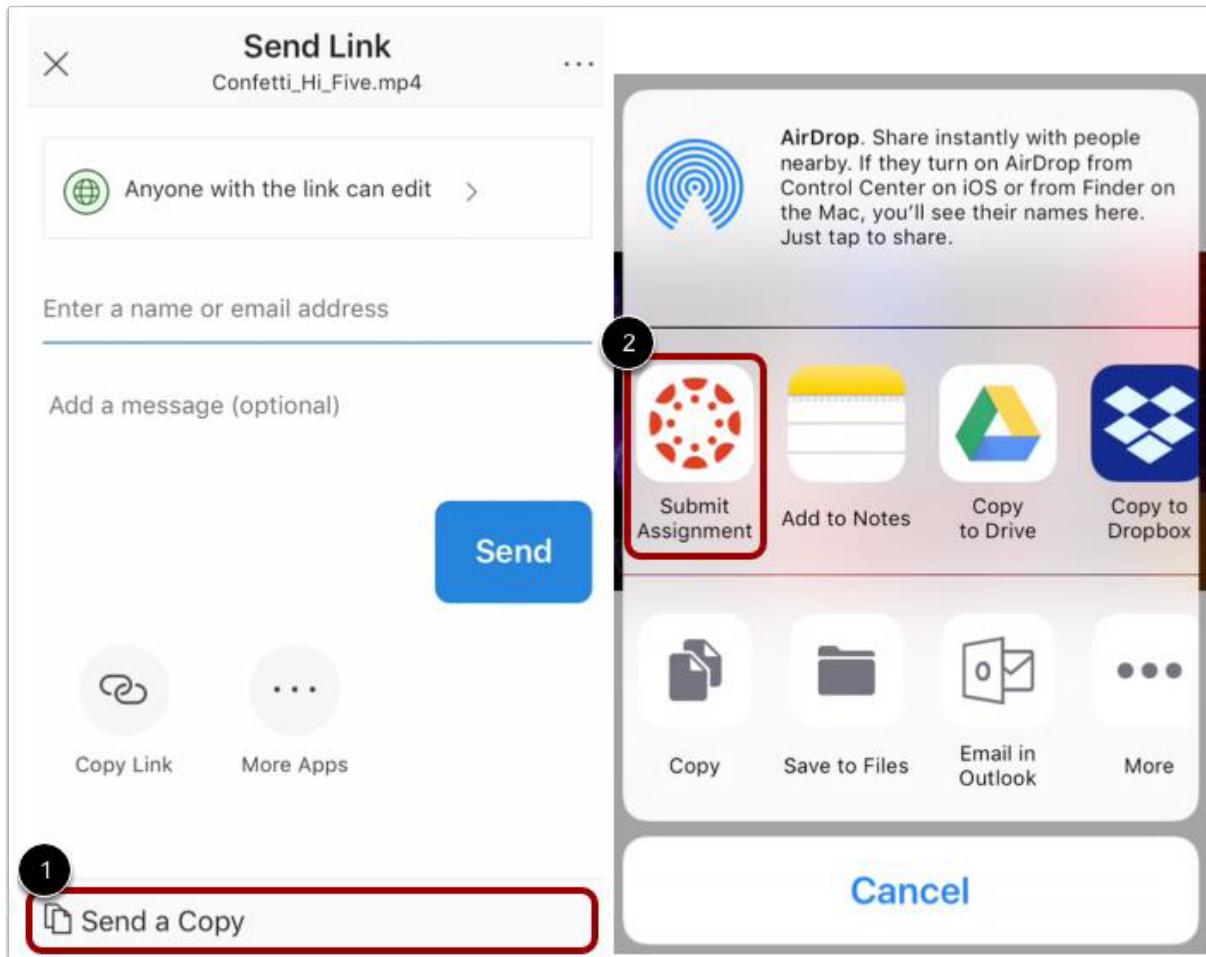
## Appendix C

# Uploading Files from OneDrive to Canvas on the iPad

Tap the name of the file you wish to submit as a Canvas assignment [1]. Then tap the Share icon [2].

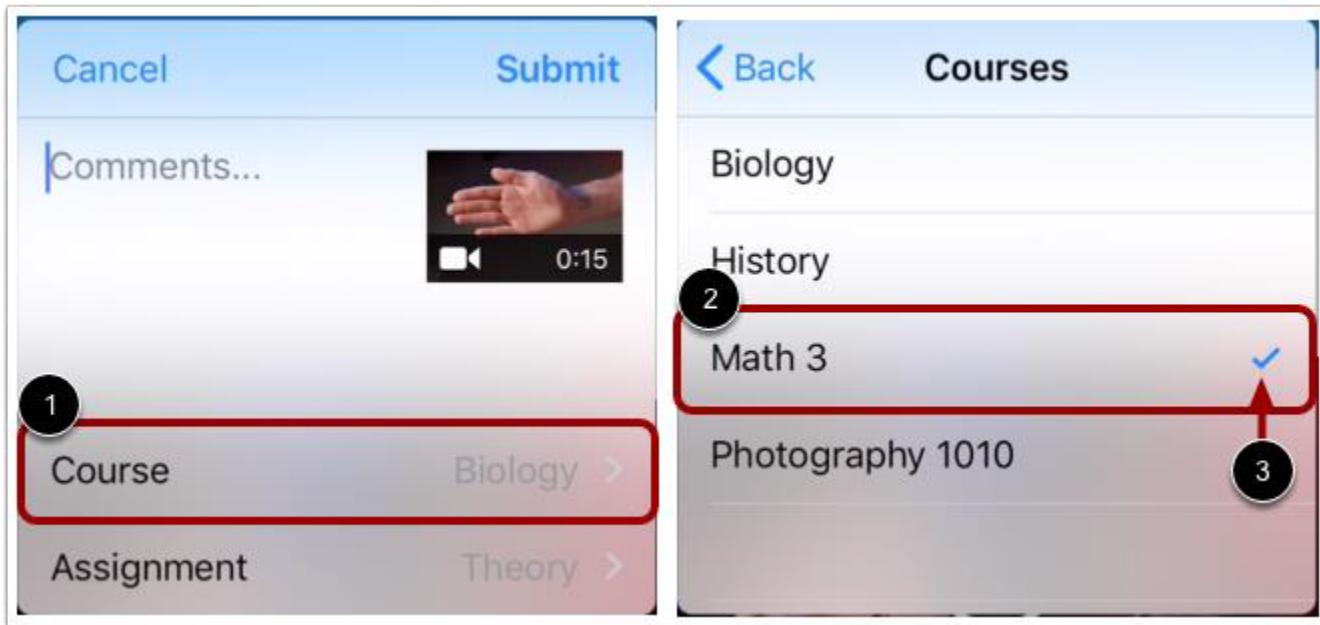


## Send a Copy to Canvas



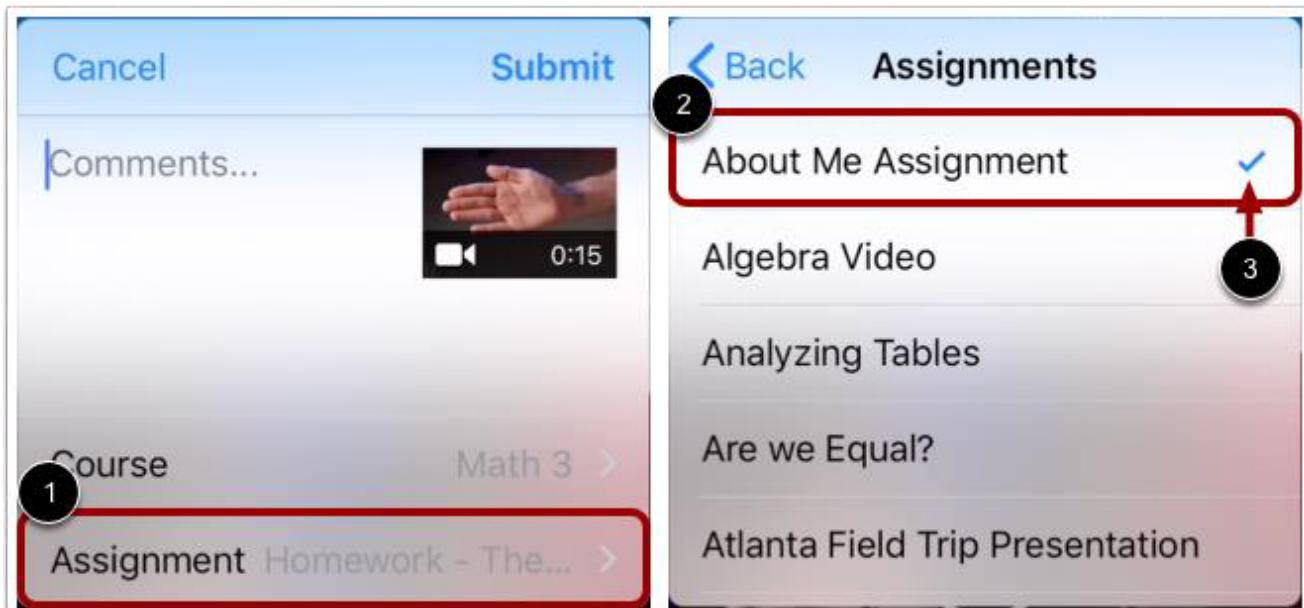
Tap the **Send a Copy** link [1]. Then tap the **Submit Assignment** link [2].

## Select Course



Tap the **Course** menu [1]. The Course list displays a list of your current Canvas courses. Select the course where you will submit your assignment by tapping the name of a course [2]. Your selected course displays a check icon [3].

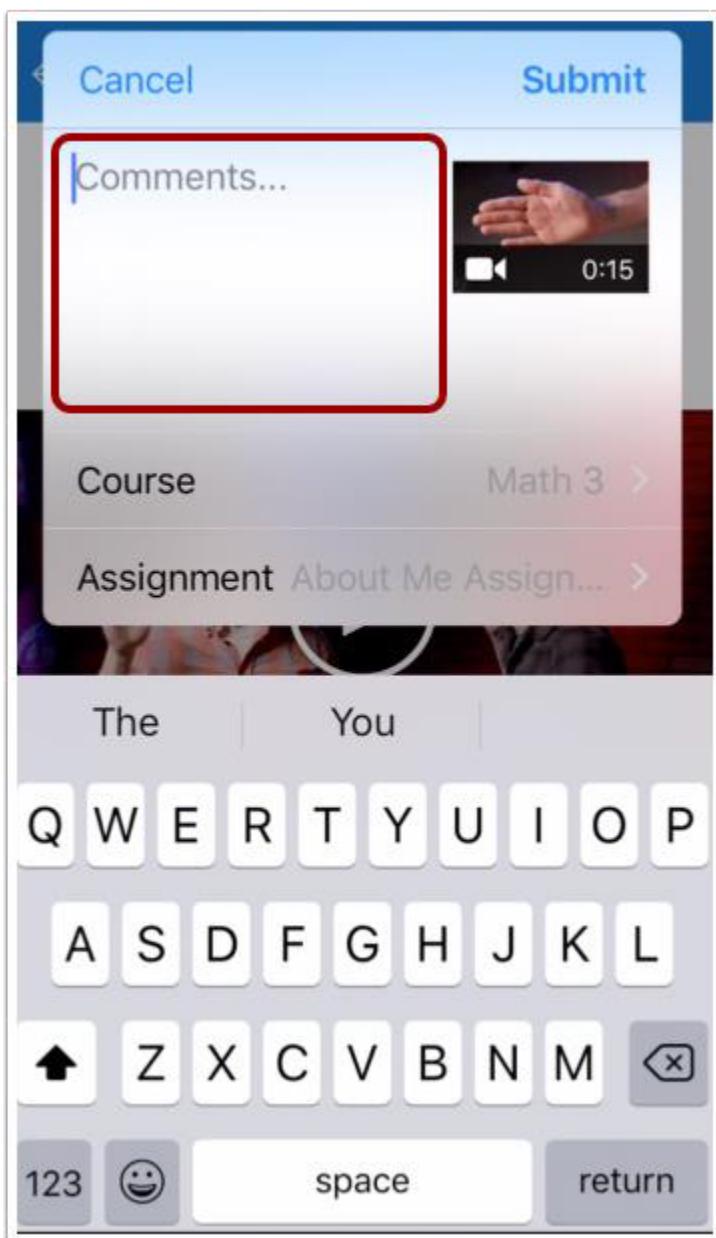
## Select Assignment



Tap the Assignment menu [1]. The Assignment list displays an alphabetical list of all assignments in your course. Select the assignment for your submission by tapping the name of the assignment [2]. Your selected assignment displays a Check icon [3].

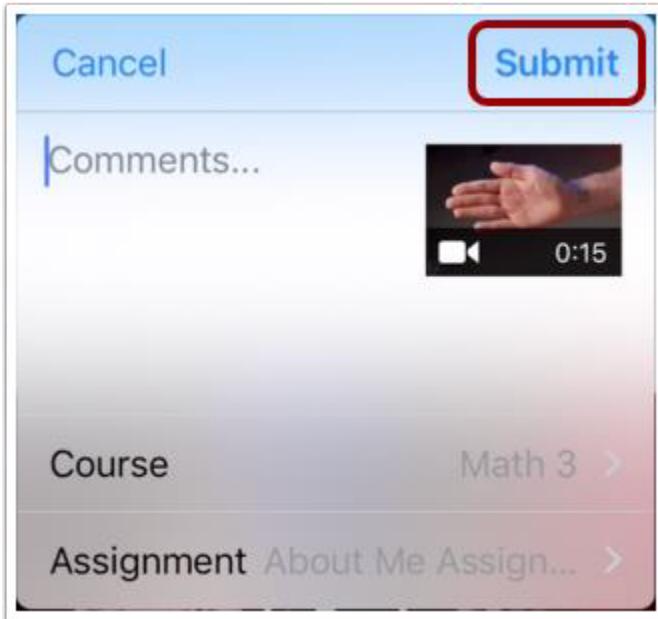
**Note:** The assignment list displays all assignments in a course, including locked assignments.

## Add Submission Comment



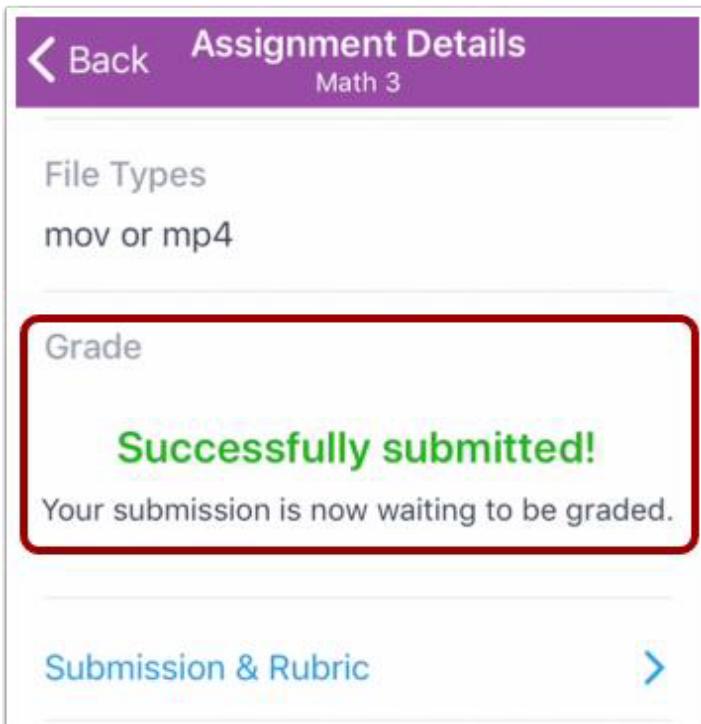
To include a comment with your assignment submission, tap the **Comments...** field.

## Submit Assignment



To submit your assignment, tap the **Submit** button.

## View Submission Success in Student App



You can [verify your assignment](#) submission from the assignment's Assignment Details page in the Canvas Student app.

**Note:** If you attempted to submit a file to a locked assignment, the Assignment Details page does not display a submission success notification and instead displays assignment availability dates.



Johnson C. Smith University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award baccalaureate and master's degrees. Questions about the accreditation of Johnson C. Smith University may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website ([www.sacscoc.org](http://www.sacscoc.org)).



Johnson C. Smith University