Welcome to the University System of Georgia's Student Guide to eMajor

This guide provides an overview of eMajor, how to use the academic services available to eMajor students, and explains computer-related support issues. All students should review the information in this guide before beginning an eMajor course or program.

The Student Guide to eMajor is divided into the five sections listed below.

- eMajor Overview
- Computer Support
- Policies and Procedures
- Instructional Support
- Academic Services
eMajor Overview

What is eMajor?

eMajor is a University System of Georgia program that has delivered flexible, online degree programs through multiple USG institutions since 2012. The purpose of eMajor is to provide quality, innovative, high-demand programs through traditional institutions. Developed and maintained by committed faculty and dedicated instructional design professionals, each course is consistent in quality, design, and accessibility standards and taught by University System of Georgia instructors. A cornerstone of eMajor is the inclusion of prior learning assessments in several programs, shortening time to degree.

What is Prior Learning Assessment?

PLA is a process through which students identify areas of relevant learning from their past experiences and demonstrate that learning through appropriate documentation, which is assessed for potential academic credit relative to specific course objectives.

Earning College Credit for Prior Learning

Broadly speaking, one of the goals of higher education is to prepare responsible, reflective citizens who adapt constructively to change. Higher education also helps students become critical thinkers and problem solvers in an ever-changing world.

Students acquire learning from a variety of sources outside the traditional classroom. Students may then earn appropriate credit towards a degree for verifiable college-level learning acquired through life or work experience, not for the experience itself. Students who acquire the level of knowledge that meets the expectations and the learning outcomes of a specific course may receive credit for that course, provided the students can demonstrate proficiency in that specific course.

A total of thirty (30) semester hours may be earned through any combination of credit by departmental examination, national standardized examinations, correspondence courses, extension work, advanced placement and PLA by portfolio. For additional information on how to obtain Prior Learning Assessment credits, please consult with your home institution regarding PLA policies.
What are eMajor Online Classes Like?

eMajor is designed to expand a student’s educational experiences independent of time, location, and physical boundaries.

eMajor courses are taught completely online; students are never required to meet face-to-face with their instructors. However, students will have plenty of opportunities to interact with instructors and fellow students in the virtual environment.

Each online eMajor class has a syllabus and schedule to follow. Just as in a class taught on campus, instructors specify the content to be covered, dates for exams and quizzes, individual and group assignments and other activities that students must complete by a specified date.

It is important to remember that these classes are not like independent study or self-paced courses. eMajor courses are very similar to traditional on-campus classes, with the exception that the courses are taught on the Internet; therefore, one cannot start and stop at any time. Students are part of a class, and classmates will count on one another to be active contributors. eMajor offers two program models: a collaborative program and a single institution program. Depending on the program, classes may be collaborative and include students located throughout Georgia, in other states, and possibly from other countries, or classes may consist of students from a single institution. Active participation takes place through the discussion area, which will be covered in detail later in this guide.

All students must log in to their eMajor course within the first week the class is available online. It is strongly recommended that students login on the first day of class.
Computer Support

Since one reason for taking an eMajor course is convenience, we strongly recommend access to a personal computer at home. It is not a good idea to depend on computers located in campus computer labs, libraries, or other public locations. These computers may not have all the proper hardware, software, and plug-ins one needs to access eMajor courses. eMajor courses are delivered in a course management system called GoVIEW. Part of this section will explain the basics of GoVIEW and where to get help if needed.

This section will provide information on the following:

- Technical Requirements
- Online Education Readiness Assessment
- Overview of GoVIEW
- Computer Support FAQs
Technical Requirements

Having a correctly configured computer is critical to success in eMajor. To ensure that a computer meets all the necessary technical requirements for hardware and software, please visit https://emajor.usg.edu/future-students/technical-requirements.php. Links to necessary plug-ins (special free software) are also provided here.

Online Education Readiness Assessment

Some students are unsure as to whether online learning is right for them. SmarterMeasure Online Education Readiness Assessment (formerly known as READI) is a good way to begin thinking about this type of instruction. SmarterMeasure is a web-based tool used by thousands of potential online students as an indicator of the degree to which distance learning will be a good fit for them. Visit SmarterMeasure here: http://goml.readi.info/. Students will log in initially with the following username and password (the password is case sensitive):

- Username = GOML
- Password = Georgia

Upon completion, students will be provided with a detailed report rating their readiness for online learning in various categories such as Life Factors, Learning Styles, Technical Competency, etc. Each section provides links to resources for support and improvement.

Overview of GoVIEW

The eMajor program uses GoVIEW as the learning management system. To use GoVIEW, students will need to remember the basic login and logout procedures including the appropriate website (http://go.view.usg.edu), the student’s assigned username and the corresponding password. Students will receive a welcome email to their campus email account up to 2 weeks before classes begin with more information about login procedures.

Need help using GoVIEW?

eMajor Helpdesk
Provides assistance with login issues, registration, and/or course support.

Available: Monday - Friday 8:00 AM - 5:00 PM EST
678-839-6400 or Toll Free 1-855-9EMAJOR
**USG D2L Help Center**
The USG D2L Help Center provides an online knowledge base of common questions and issues faced by GoVIEW users and is updated frequently. For issues not covered in the online knowledge base, students may contact the USG D2L Help Center. Students must mention that they are eMajor students.

Available: 24 hours a day, 7 days a week, 365 days a year.
Toll Free 1-855-772-0423
https://d2lhelp.view.usg.edu

**eConnection Self-paced Student Tutorial**
The eConnection orientation course is designed to help students become comfortable with the use of GoVIEW tools. Students have access to various tutorials that provide clear, concise instructions for working with GoVIEW tools as well as practice assignments. Additionally, students are able to select Help for context sensitive assistance with a given tool. For example, if a student is in the Discussions area, selecting Help will provide hints and assistance relative to the Discussions tool.

**Using GoVIEW Tools**
GoVIEW offers a number of tools for navigating and successfully participating in eMajor courses. Each of these tools serves a different purpose and some of them serve multiple purposes. For example, communication tools such as *Email* and *Discussions* allow students to talk to and interact with peers and instructors. The *Calendar* provides students with a tool to organize and keep up with class events. Personal administration tools such as *Grades* allow students to track progress through the course content, as well as check grades and notes. Finally, the assessment tools, such as *Quizzes*, allow students to deliver assignments to the instructor for evaluation.

All GoVIEW tools are found on the course toolbar. Following is a description of each tool.

*Please note, not all professors use each of the tools presented below.*
Email
The Email tool facilitates communication between the student, the instructor, and classmates. Using the Email tool to send messages is just like sending email from any other email program. However, unlike an external email program, students may only send messages to other members of the course. Messages cannot be sent outside of the course.

Calendar
The Calendar tool is available on each course homepage and is used to manage course events and personal tasks. It allows users to arrange and visualize course events in multiple views (Day, Week, Month, Agenda, List) and enables the integration of course content. Students will be able to view any course event that the instructor posts, such as project due dates, virtual office hours, reminders, and quiz information. Students may also add personal tasks that only the student will be able to see.

Classlist
The Classlist tool allows students to see others who are enrolled in the course. It also is a convenient place to email the instructor and/or classmates, view profiles, check who is currently online, send instant messages, and see group enrollments.

Discussion
The Discussion board is used to facilitate class discussion within the course. It allows users to post messages into defined topic areas as well as respond to messages posted by other users. If an instructor utilizes Discussion boards, they will typically post a discussion topic related to the course material, and students will respond by posting messages. The instructor will guide students on their expectations, as far as frequency, composition, and etiquette. The Discussion board is much like a message board in an online community, as communication does not take place in real time.

Assignments
The Assignments tool provides a location to accept, submit, and receive feedback for assignments. Each assignment link provides instructions and an individual folder in which students may attach and upload assignments. Depending on the instructor's directions, students may only be able to upload document(s) during a specific time period during the semester; likewise, students may only be able to upload a single document or multiple documents for the same assignment. After an assignment has been submitted and the instructor has assessed it, instructor feedback can be reviewed by clicking the submission
link. All assignments should be submitted via the Assignments tool rather than through the Email tool since the GoVIEW email system provides very little email storage.

**Locker**
The Locker tool is a storage area that provides a small amount of general storage. Students may use this area much like a flash or travel drive. For example, if a student is working on a document at school or home, the document may be saved to the locker; then, the document may be removed from the Locker at another location to complete the work. Files saved in the student’s personal Locker are kept private.

**Self-Assessment**
Self-Assessment is an assessment tool that allows instructors the opportunity to provide students with a series of questions about the material with immediate feedback. Question types can be similar to quizzes; however, responses are not graded allowing students to gauge their understanding of the course material without negative consequences being applied to their grades.

**Grades**
The Grades tool is a personal grade book where students can see the grades for each course activity, review instructor comments, and track overall progress in the course.

**Quizzes**
The Quizzes tool provides the opportunity to gauge understanding of course content and receive feedback from the instructor by delivering online tests based on course material. Quizzes in online courses are the same or similar to quizzes in face-to-face classes and may include multiple choice, true/false, short answer, and/or essay questions. Most instructors make quizzes available for a specific time period. The time period will vary by instructor and may range from one day to the entire semester.

**Instant Messenger**
The Instant Messenger tool within GoVIEW allows students to quickly talk to peers or instructors when online. It can be faster and less formal than an email; however, not all instructors choose to utilize the Instant Messenger tool. Students should check with their instructor first to see what communication method he or she prefers.
Computer Support FAQs

Q: "I am not certain that I am a good candidate for online courses. How can I know?"

A: To help you decide if online learning is right for you, take a look at the Online Education Readiness Assessment. (http://goml.readi.info/)

Q: "I do not have my own computer at home. May I use the local library's computer for eMajor courses?"

A: It is important to have your own computer. Public computers may not have all of the hardware, software, and plug-ins that you need to access your eMajor courses.

Q: "Where can I find 24-hour support or help with GoVIEW questions?"

A: The D2L Help Center (https://d2lhelp.view.usg.edu) is available for help 24 hours a day, 7 days a week.
Policies and Procedures

eMajor online courses have policies and procedures just like courses offered in the face-to-face classroom.

This section will provide information on the following:

- eMajor Degrees
- Admission and Placement
- Transfer Information
- Auditing Courses
- Registration without Tuition
- Course Evaluation
- Incomplete Grade Policy
- Academic Honesty Policy
- Grade Appeals
- Student Complaint or Grievance Policy
eMajor Degrees

The University System of Georgia’s eMajor program presently offers fully online degrees in both collaborative settings and single-institution settings. Degrees offered in a collaborative setting are taught by instructors from multiple USG institutions and include students from multiple institutions as well. Degrees offered in a single-institution setting are taught by instructors from a single institution and include students from the same institution.

Collaborative Degrees:

Students who wish to pursue a collaborative eMajor degree must be admitted to one of the institutions that offers the degree. Courses may include students from any of the institutions who offer the degree.

Bachelor of Science in Organizational Leadership

● Concentration in Healthcare Administration
● Concentration in Office Administration and Technology
● Concentration in Public Service

All three concentrations are available through Darton State College, Dalton State College, & Fort Valley State College where as the University of West Georgia offers the concentration in Public Service only.

Bachelor of Science in Criminal Justice

The Bachelor of Science in Criminal Justice is offered through Dalton State College and Georgia Southwestern State University.

Single Institution Degrees:

Students who wish to pursue a Single Institution eMajor degree must be admitted to the institution that offers the degree. Courses include students from a single institution.

Bachelor of Business Administration

● Major in Management
● Major in Marketing
● Major in Accounting
● Major in Human Resource Management
The Bachelor of Business Administration is offered through Georgia Southwestern State University.

**Associate of Science in Financial Technology**

The Associate of Science in Financial Technology is offered through Middle Georgia State University.

Additional programs may be added. For the most current listing of eMajor degree offerings, as well as curriculums and course descriptions for each program, please visit [http://emajor.usg.edu](http://emajor.usg.edu).

**Admission and Placement**

**Regularly Admitted eMajor Students**

Each student in the University System of Georgia is required to have a primary relationship with one institution, which is considered the student's home institution. This institution maintains the student’s transcript, monitors progress toward a degree, and processes any financial aid. Upon completion of degree requirements, the student will graduate from this institution.

Students who wish to enroll in an eMajor degree program (collaborative or single institution) must meet the admission requirements of an institution that offers the program, apply to the institution, and be accepted. Students who have graduated from high school in the past five years, should consult Georgia College 411 ([https://www.gafutures.org/](https://www.gafutures.org/)). Additionally, information on admission requirements may be found in the catalog of the chosen affiliate institution. Remember, admission requirements depend on the type of institution to which the student applies.

Information on eMajor affiliate institutions is available on the eMajor website. ([https://emajor.usg.edu/about/institutions/](https://emajor.usg.edu/about/institutions/))
Non-Traditional Students

Students who have been out of school for at least five years may apply as a non-traditional student. Please consult the affiliate institution website or catalog for more information on admissions procedures for non-traditional students.

Transfer Students

Students who have earned at least thirty (30) semester credit hours elsewhere may apply as a transfer student. Transfer requirements vary by institution. Please consult the affiliate institution website or catalog for more information on admissions procedures for transfer students.

Transient Students

Students enrolled at non-affiliate institutions—including those outside the University System of Georgia—may take eMajor courses as a transient student at an eMajor affiliate institution. The home institution will advise students on which courses to select. Also, with the home institution's permission, the credit from the courses one takes as a transient student may be used to satisfy the requirements of the home institution's degree programs.

Transfer Information

Transfer of Credit from eMajor to a University System of Georgia Institution

Credits earned in eMajor courses will transfer to institutions within the University System of Georgia and to most other colleges and universities. However, before registering for an eMajor course, students should consult their campus advisors to determine if courses fit within their chosen major program of study.

Review of Transfer Courses from another University System of Georgia Institution for Application to eMajor

If the student has completed coursework at another University System of Georgia institution, credit may transfer to an eMajor degree program. Official transcripts of all previous coursework must be provided to the home institution Admissions Office. Coursework will be
reviewed for potential transfer credit as part of the application process. The registrar or an academic advisor at the eMajor affiliate institution will offer advice on how these course credits may be used towards an eMajor degree program.

**Auditing Courses**

If students wish to audit a course, they may do so by selecting the 'audit' option during the registration process. Any requirements for prerequisites must be satisfied before registering to audit a course and no academic credit is earned in this status. Changing from audit to Credit status or vice-versa after the last day to register on the eMajor calendar is not allowed. Auditing students must fully participate in class. Those who fail to meet class participation and other assigned requirements will not be assigned to additional group and discussion activities in the class. Students should consult with their institutional Registrar’s Office regarding this option.

**Registration without Tuition**

Anyone desiring to register for courses under the Tuition Assistance Program (TAP) or the Georgia Residents Aged 62 or Over program may do so if space is available. These students must pay course-specific fees if any are required and will be allowed to register during the specified registration date at the student’s affiliate institution. Please consult with your institution for specific institutional policies.

**Course Evaluation**

Near the end of the semester, each student may complete an anonymous standardized online evaluation form for each eMajor course. The feedback provided will be helpful to the instructor and the University System in providing quality online instruction. Evaluation data will be gathered by eMajor Administrative Services sites and maintained at a single system location. The faculty member will not receive the evaluation information until after the end of the semester.

To help ensure that services are improved, evaluation data will also be shared with eMajor Administration, the VPAAs of each affiliate institution, and to the academic department heads of each instructor. Results regarding student services, portal access, or course design will be analyzed by eMajor Administrative Services to make program improvements.
Incomplete Grade Policy

The notation of I may be given to a student who was doing satisfactory work, but for nonacademic reasons beyond his or her control, is unable to meet the full requirements of a course.

In order to qualify for an I, a student must:

- Have completed most of the major assignments of the course (generally all but one); and
- Be earning a passing grade in the course (aside from the assignments not completed) in the judgment of the instructor.

When a student has a nonacademic reason for not completing one or more of the assignments for a course, including examinations, and wishes to receive an incomplete for the course, it is the responsibility of the student to inform the instructor in person or in writing of the reason. A grade of incomplete is awarded at the discretion of the instructor and is not the prerogative of the student. Conditions to be met for removing a grade of Incomplete are established by the instructor.

Removal of an Incomplete

A student receiving a grade of Incomplete (I) is expected to consult with the instructor on remaining work and assessments. The student is then expected to complete all necessary work and assessments before the end of the next academic term.

Once the student satisfies the incomplete requirements, the instructor will submit the Grade Change Form changing the I to an appropriate grade.

eMajor Administration will send the grade change to the Registrar’s Office at the student’s institution and the student’s Banner record will be updated accordingly.

The University System of Georgia requires that the grade of I be removed no later than the end of the third academic term after the grade of I was assigned whether or not the student was enrolled during these three terms; however, eMajor recommends the grade of I be removed no later than the end of the semester following the academic term the I was granted. The Office of the Registrar will assign a grade of F (or U, if an S/U grading) at the end of the third academic term unless the Office of the Registrar receives an approved grade change
request from the instructor. Using the grade change form, instructors may or may not change this F/U to an authorized academic grade (i.e., A, B, C, D, S or WF) but may not change it back to an I. Instructors may not change an I to a W unless a Hardship Withdrawal is awarded. Students need not be enrolled to complete assignments for a course in which a grade of I has been assigned. Auditing or retaking the same course will not remove a grade of I. No student may graduate with an Incomplete grade.

**Academic Honesty**

(Acknowledgement is hereby given to Georgia State University on whose policy this is based).

As members of the academic community, all students are expected to recognize and uphold standards of intellectual and academic integrity. The University System of Georgia assumes as a basic and minimum standard of conduct in academic matters that students be honest and that they submit for credit only the products of their own efforts. Both the ideals of scholarship and the need for fairness require that all dishonest work be rejected as a basis for academic credit. They also require that students refrain from any and all forms of dishonorable or unethical conduct related to their academic work.

In an effort to foster an environment of academic integrity and to prevent academic dishonesty, students are expected to discuss with faculty the expectations regarding course assignments and standards of conduct. In addition, students are encouraged to discuss freely with faculty, academic advisers, and other members of the academic community any questions pertaining to the provisions of this policy.

**Definitions and Examples**

The examples and definitions given below are intended to clarify the standards by which academic honesty and academically honorable conduct are to be judged.

- Plagiarism
- Cheating on Examinations
- Unauthorized Collaboration
- Falsification
- Multiple Submissions
- Unauthorized Distribution of Copyrighted Material
The list is merely illustrative of the kinds of infractions that may occur, and it is not intended to be exhaustive. Moreover, the definitions and examples provided represent typical occurrences of academic honesty violations; however, there may be unusual or unique cases that fall outside these conditions that can also be judged unacceptable by the academic community.

**Plagiarism**

(Note: Plagiarism detection systems are often used by eMajor faculty members. For example, see the following site: [http://turnitin.com/static/index.html](http://turnitin.com/static/index.html))

Plagiarism is presenting another person's work as one's own. Plagiarism includes any paraphrasing or summarizing of the works of another person without acknowledgment, including submitting another student's work as one's own. Plagiarism frequently involves a failure to acknowledge—in one's text, notes, or footnotes—the quoted material written or spoken by someone else. The quoted material could be as substantial as a whole essay or paragraph, or as minor as a sentence or merely a few phrases. Despite the length of the quoted material, it nonetheless constitutes plagiarism if one fails to credit the source of the material.

Plagiarism is the submission of research, papers, or projects completed by someone else. Additionally, the unacknowledged use of research sources gathered by someone else when that act is specifically forbidden by the instructor constitutes plagiarism as well. Failure to indicate the extent and nature of one's reliance on other sources is also a form of plagiarism.

Finally, there may be forms of plagiarism that are unique to an individual discipline or course, examples of which should be provided in advance by the instructor. The student is responsible for understanding the legitimate use of sources, the appropriate ways of acknowledging academic, scholarly, or creative indebtedness, and the consequences of violating this responsibility.

**Cheating on Examinations**

Cheating on examinations involves giving or receiving unauthorized help before, during, or after an examination. Examples of unauthorized help include the use of notes, texts, "crib sheets," websites, electronic documents or notes, and computer programs during an examination (unless specifically approved by the instructor), or sharing information with another student during an examination (unless specifically approved by the instructor). Other
examples include intentionally allowing another student to view one's own examination and forbidden collaboration before or after an examination.

**Unauthorized Collaboration**
Submission of a work product, developed in substantial collaboration with another person or source but represented as one's own individual effort, for academic credit is unauthorized. Seeking and providing such assistance is a violation of academic honesty. However, collaborative work specifically authorized by an instructor is allowed.

**Falsification**
It is a violation of academic honesty to misrepresent material or fabricate information in an academic exercise, assignment, or proceeding.

Some examples of falsification are:

- False or misleading citation of sources
- The falsification of the results of experiments or of computer data
- False or misleading information in an academic context in order to gain an unfair advantage

**Multiple Submissions**
It is a violation of academic honesty to submit substantial portions of the same work for credit more than once without the explicit consent of the instructor(s) to whom the material is submitted for additional credit. In cases in which there is a natural development of research or knowledge in a sequence of courses, use of prior work may be desirable, or required. However, the student is responsible for providing a written notice to the instructor that the current work submitted for credit is cumulative in nature.

**Unauthorized Distribution of Copyrighted Material**
Unauthorized distribution of copyrighted material occurs when a student reproduces, distributes or otherwise makes use of copyrighted material without written permission by the copyright owner. Unauthorized distribution of copyrighted material is prohibited.

**Evidence and Burden of Proof**
In determining whether or not an academic honesty violation has occurred, guilt must be proven by a preponderance of the evidence. This means that if the evidence that a violation
occurred produces a stronger impression and is more convincing compared to opposing evidence, then an academic honesty violation has been proven. In other words, the evidence does not have to be enough to free the mind from a reasonable doubt but must be sufficient to incline a reasonable and impartial mind to one side of the issue rather than to the other. Evidence as used in this statement can be any observation, admission, statement, or document that would either directly or circumstantially indicate that an academic honesty violation has occurred. Electronic means may be used to monitor student work for the inappropriate use of the work of others. (NOTE: Plagiarism detection systems are often used by eMajor faculty members. For example, see the following site: http://turnitin.com/static/index.html)

**Student Academic Honesty Violation Procedures**

*The following Academic Honesty Violation Procedure applies to collaborative eMajor programs only. Students enrolled in a single institution eMajor program should consult their home institution catalog for more information on the Academic Honesty Violation Procedure.*

A student who is contacted by an instructor regarding an academic honesty violation should provide all information requested so that a thorough investigation can take place. Grades and/or academic records may be affected if academic dishonesty is confirmed. Academic Honesty Violations may be reported to the judicial officer of the home institution. Students have a right to an appeals process if he or she feels any grade or decision is unfair; consult with the affiliate eMajor advisor as necessary. Also, after the initial discovery of an academic honesty violation by the instructor, the student will be afforded the following:

1. Student is made aware by instructor regarding concern of an academic honesty violation.
2. Student is provided with possible consequences of the offense.
3. Student is provided with the opportunity to discuss or explain the circumstances in writing.
4. Student responds to the concern(s) from #1 above within seven (7) calendar days. Response is sent to the instructor via the mail tool inside the course.
5. Student receives decision from the instructor.
6. Student accepts or appeals the instructor’s decision within seven (7) calendar days.

If the student decides to appeal the instructor’s decision, the student must submit an Academic Honesty Violation Appeal Form to the Executive Director of eMajor Academics by taking the following steps:
1. Complete the student Academic Honesty Violation Appeal Form (https://emajor.usg.edu/current-students/withdrawals-appeals-complaints.php)
2. Appeal in writing to the Executive Director of eMajor Academics.
3. If the appeal is not resolved at the Executive Director of eMajor Academics level, the student must inform eMajor Administration, in writing, within seven (7) calendar days that he/she is not satisfied
4. The student must then submit a written appeal to an ad hoc committee of eMajor faculty. The Executive Director of eMajor Academics will appoint the committee, which will then consider the written appeal from the Executive Director’s decision via conference call or through an electronic medium. After careful deliberation and consideration, the committee will recommend to the student’s home institution dean what should be done in the case.
5. The dean of the program at the student’s home institution will render the final decision, taking all relevant factors into consideration.

If the student is found in violation of academic honesty, all consequences set forth by the instructor will be enforced, including reporting the violation to the student’s home institution.

eMajor Administration will be involved in the escalation of academic honesty issues and provide guidance, signatures, etc., during any appeals process as needed.

**Grade Appeal Procedures**

*The following Grade Appeal Procedure applies to collaborative eMajor programs only. Students enrolled in a single institution eMajor program should consult their home institution catalog for more information on the Grade Appeal Procedure.*

If a student wishes to appeal a grade, that appeal must be made within thirty (30) days after the grade is posted. The student must first complete the eMajor Student Grade Appeal Form (https://emajor.usg.edu/current-students/withdrawals-appeals-complaints) to initiate the process and acknowledge his or her understanding of the grade appeal process. Once the form is submitted, the student may initiate the first step of the grade appeal process as follows.

**The grade appeal procedure is as follows:**

1. Student must appeal to the eMajor faculty member in writing by composing a short letter or memo to the professor stating the exact nature of the appeal and the reason for asking. The student should explain why he/she thinks that the grade received is not in
accord with what has been achieved in the class. The letter should be sent to the professor’s email address provided in the syllabus from the semester attended.

2. If the appeal is not resolved at the faculty member’s level, the student must inform the professor in writing within thirty days after the grade is posted that he/she is not satisfied, and then appeal in writing explaining why the grade was not what it should have been to the Executive Director of eMajor Academics.

3. If the appeal is not resolved at the Executive Director’s level, the student must inform in writing within seven (7) calendar days to the Executive Director of eMajor Academics that he/she is not satisfied.

4. The student must then appeal in writing to an ad hoc committee of eMajor faculty. The Executive Director of eMajor will appoint the committee which will then consider the written appeal from the Executive Director’s decision via conference call or through an electronic medium. After careful deliberation and consideration, the committee will recommend to the program Dean at the student’s home institution what should be done in the case.

The program Dean at the student’s home institution will render the final decision, taking all relevant factors into consideration.

**Student Complaint or Grievance Policy**

_The following Grievance Policy applies to collaborative eMajor programs only. Students enrolled in a single institution eMajor program should consult their home institution catalog for more information on the Grievance Policy._

Student complaints or grievances are handled through one of two procedures depending on the nature of the grievance. If the matter is academic in nature, the student should follow the stated academic grievance procedures. If the matter is non-academic or grade-related, the student should follow the stated non-academic grievance procedures. eMajor Administrative Services will not allow any form of retaliation against individuals who file a complaint to the eMajor Administration, or who cooperate in the investigation of such reports. To the extent possible, the confidentiality of the reports will be maintained.

**Academic Grievance Procedures**

An academic student complaint is any non-civil rights related complaint generated by an individual student concerning the work-related activities of any faculty member, such as
grade disputes. Students who wish to lodge a complaint about a grade should follow the Grade Appeal Policy. Students may not use this procedure to appeal grades resulting from violations of academic honesty. Students should refer to the Academic Honesty Appeal Procedures. Students who wish to lodge a complaint that is not related to a grade dispute but is academic in nature should follow the procedures outlined below:

Student must initiate a telephone conference with the instructor with whom they have a complaint no later than two weeks after the relevant incident/dispute. One representative from eMajor Administrative Services may be requested by each party to participate in this conference. At this conference, the student must identify the concern(s) and propose a resolution. For assistance in setting up the telephone conference, please contact eMajor Administration by calling 678-839-6400.

If the conflict is not resolved in the conference between the student and instructor, the student, if he/she chooses to pursue the matter further, must put the complaint in writing within five business days by completing the Student Complaint Form (https://emajor.usg.edu/current-students/withdrawals-appeals-complaints). Upon submission of the form, the Executive Director of eMajor Academics and the eMajor Administration are notified. The eMajor Administration will send an email acknowledging the initiation of the formal complaint process.

The Executive Director of eMajor Academics will convene a meeting with the student and instructor via a telephone conference. The Executive Director of eMajor Academics will conduct any necessary investigation prior to the meeting. The Executive Director of eMajor Academics will render a decision, taking all relevant factors into consideration.

If the student or instructor is unsatisfied with the results of the meeting with the Executive Director of eMajor Academics, either party may request a review of the complaint by the Program Level Dean. At that time, the formal written complaint and the instructor’s written statement of facts as he/she understands them will be submitted to the Program Level Dean. Within one week of the time the Dean has received copies of the applicable documentation, the Dean shall appoint an ad hoc committee that will consider the written appeal from the Executive Director’s decision via conference call or through an electronic medium. After careful deliberation and consideration, the committee will recommend to the Dean what should be done in the case.

The Dean will render the final decision, taking all relevant factors into consideration.
Non-Academic Grievance Procedures

A non-academic student complaint may be a complaint related to civil rights, services, violation of FERPA Regulations, or other complaints not academic in nature.

If a student has a complaint, he or she should initially attempt to resolve that issue with the other person(s) involved no later than two weeks after the relevant incident/dispute. If the student is not satisfied with the outcome of that attempt, then he or she should submit a formal complaint, within ten business days after the attempt to resolve the issue, by following the steps outlined below:

To file a formal complaint, the student must complete the Non-Academic Student Complaint Form (https://emajor.usg.edu/current-students/withdrawals-appeals-complaints). Upon submission of the form, the Executive Director of eMajor Academics and the eMajor Administration are notified. The eMajor Administration will send an email acknowledging the initiation of the formal complaint process.

The Executive Director of eMajor Academics will convene a meeting with the student via telephone conference. The Executive Director of eMajor Academics will conduct any necessary investigation prior to the meeting. The Executive Director of eMajor Academics will make a recommendation, taking all relevant factors into consideration.

If the student is unsatisfied with the response from the meeting with the Executive Director of eMajor Academics, he/she may request a review of the complaint by the Program Level Dean. At that time, the formal written complaint and the statement of facts as he/she understands them will be submitted to the Dean. Within one week of the time the Dean has received copies of the applicable documentation, at the Dean’s sole discretion, grievance appeals may be held in one of the following two ways:

The Dean will review the information provided by the student and administration. The Dean may convene a formal meeting with the student via telephone conference. Parties of interest may include the student, Executive Director of eMajor Academics, and other official campus representatives deemed necessary. The Dean will render the final decision, taking all relevant factors into consideration.

The Dean will appoint an ad-hoc committee who will consider the written appeal. A telephone conference may be scheduled with the parties in question. After careful
deliberation and consideration, the committee will recommend to the Dean what should be done in the case. The Dean will render the final decision taking all relevant factors into consideration.
Instructional Support

Many of the instructional support services that students would expect to be available on campus are now available online.

This section will provide information on the following:

- Library Resources
- eReserve Materials
- Smarthinking Online Tutoring
- Instructional Support FAQs
Library Resources

GALILEO

The extensive resources of GALILEO (http://www.galileo.usg.edu/) are available to all eMajor students and can be accessed through the homepage of their eMajor course. As a world wide web-based virtual library, it provides access to multiple information resources, including secured access to licensed products. Students have access to over 100 databases indexing thousands of periodicals and scholarly journals. Over 2000 journal titles are provided in full-text. Other resources include encyclopedias, business directories, and government publications.

The community of more than 2000 GALILEO institutions includes the University System of Georgia, K-12 schools, public libraries, technical institutes and colleges, and a group of private academic colleges and universities.

GALILEO Interconnected Libraries, or GIL, is an extension of GALILEO designed to enhance and expand educational opportunities. GIL provides students, faculty, and staff expanded access to the information resources of the University System's Libraries by offering a gateway to information resources held in the University System of Georgia (USG) libraries.

GIL integrates into one system, which contains:

- A web-based online union catalog of all the book collections of the University System (over six million volumes - 60% of the titles are unique)
- A circulation system with self-service options
- Fund accounting
- Cataloging
- Check-in
- Control functions

Students may initiate book requests directly from other libraries by using a computer or from within other libraries.
eCampus Librarian Support & Services

Access to the eCampus Librarian Support & Services course is now available to all eMajor students. This course gives students online access to a librarian who can assist with the following:

- **Research:** They will help you find the best databases to use for your topic, set up a search strategy and walk you through it, and help locate materials.
- **Finding Appropriate Materials:** Embedded Librarians will show you different methods of obtaining the materials, such as academic journals, popular magazine and newspaper articles, streaming videos, images and charts, and eBooks, you need for your classwork.
- **Formatting and Citation Style:** Librarians direct you to the information you need to format your paper and various types of citations, both reference and in-text, for whichever style your instructor requires (MLA, APA, Chicago, etc.). They will also double check citations you have written. Note: for proofing of papers, Librarians can direct you to the appropriate resources (like SMARTHINKING and campus writing centers) for help.
- **Finding Study Aids:** Depending on the topic, the course, and/or the instructor's requirements, Librarians can find online tools to assist you with studying for your exams.
- **Microsoft Office Programs:** Librarians can assist you with using Word, PowerPoint and Excel.

The eCampus Librarians provide support through a variety of avenues and resources, such as Discussion Boards to which students can post questions or discuss various research related topics, Video Tutorials on topics like “Avoiding Plagiarism” or “GALILEO Tips,” and links to outside resources.

eCampus Librarians also offer virtual office hours during which students can receive one on one help through real-time chat or Blackboard Collaborate.

Students may access the eCampus Librarian Support & Services course by selecting the course from the drop down menu on their GoVIEW homepage or by clicking on the eCampus Librarian Support and Services widgit located within each course.
eReserve Materials

Some eMajor courses may have supplemental material on electronic reserve at the University System of Georgia Libraries. Instructors provide access information to these resources.

Smarthinking Online Tutoring

Smarthinking is an online tutoring service that is available to all eMajor students at no cost. Smarthinking provides tutoring for eMajor students in various subjects, including Writing Across the Disciplines, Mathematics, Business (Accounting, Statistics, etc.), and Resume and Cover Letter Review. Tutoring is available 24/7.

With SMARTHINKING students can:

- Connect with an estructor and interact with a live tutor.
- Submit writing for any class to their Online Writing Lab.
- Submit a question and receive a reply from a tutor.

Students may access Smarthinking through the Smarthinking link on the navigation bar inside each course.

Having Problems?

Please review the Smarthinking Technical Guide available online at http://smarthinking.host4kb.com.

Still having problems? The SMARTHINKING Technical Support team is available to assist. The Customer Support (http://smarthinking.com/support/customer-service/) section of the Smarthinking site can answer any questions students may have about using the service. First check the information in the FAQ, then call or email SMARTHINKING support if additional assistance is needed:

Email support@SMARTHINKING.com, and someone will respond within 48 hours.

For additional assistance, please contact eMajor Administration at emajor@westga.edu or 678-839-6400.
Instructional Support FAQs

Q: I forgot my GoVIEW username and/or password. Can you help?

A: Please refer to the eMajor website for more information concerning your eMajor username and password (https://emajor.usg.edu/current-students/what-is-my-goview-login).

*If you have logged in before, changed your password, and have forgotten that password:*

You may change your own password by clicking the *forgot your password* link on the GoVIEW log in page. If you choose to reset your password you will need to wait 5-10 minutes for the change to be processed **OR** refresh your browser window. If you still cannot access GoVIEW, please contact the eMajor Helpline at 678-839-6400, 1-855-9EMAJOR or emajor@westga.edu.

Q: I cannot find my Welcome email. Can you tell me how to get started with my eMajor classes?

A: Contact the eMajor helpdesk 678-839-6400 or 1-855-9EMAJOR to have the email sent again.

Q: Where do I get my textbooks?

A: Textbook availability will depend on the type of eMajor program, collaborative or single institution.

Students in a collaborative eMajor program may purchase required textbooks through MBS Direct, the eMajor virtual bookstore, or from any other outside vendor. Campus bookstores are not required to stock eMajor textbooks for collaborative programs; however, a list textbook information can be found on the eMajor website each term if the bookstore wishes to stock or special order the textbooks for students.

A link to the MBS Direct Bookstore is provided on the eMajor textbook page (https://emajor.usg.edu/current-students/textbooks).

Students in a single institution eMajor program should purchase all eMajor textbooks through their campus bookstore.
Q: I've contacted the USG D2L Help Center, and they have not been able to help me with my login problems. What should I do?

A: Contact the eMajor Liaison at your eMajor Affiliate Institution (https://emajor.usg.edu/about/institutions/).
Academic Services

This section will outline the academic services available to eMajor students. Students should review these services, understand the registration procedures, and view a list of the courses that are offered through eMajor.

This section will provide information on the following:

- eMajor Liaisons
- Student Success Team
- Student Accessibility Services and AMAC
- Registration
- Tuition and Fees Information
- Dropping, Adding, or Withdrawing From a Course
- Financial Aid
- Academic Services FAQs
eMajor Liaisons

Each of the eMajor Affiliates has a specified representative on campus. These representatives can help students through the admissions and enrollment process, connect the student with their academic advisor, and answer questions about eMajor policies and procedures.

To contact an eMajor Liaison, please visit the eMajor affiliate institution list and select the appropriate affiliate. https://emajor.usg.edu/about/institutions/

Student Success Team

Students enrolled in eMajor courses may be contacted by members of the Student Success Team for assistance throughout the semester. The Student Success Team works alongside the eMajor Liaisons and the instructors to provide resources and guidance to students to help ensure success in the program. Throughout the semester, members of the success team will communicate with students through email and telephone, providing timely reminders and tips for success.

Student Disability Services and AMAC

If a student has a disability, or suspects that he/she has a disability and would like to be considered for accommodations, there are several options. Each eMajor affiliate campus has an Accessibility Services Office, and the campus eMajor Liaison can provide information regarding the office on each home campus.

In all cases, students will be asked to qualify for special accommodations by providing documentation that they have gone through an evaluation process at an approved University System of Georgia evaluation site.

If the student is unsuccessful in contacting the Accessibility Services Office at the home/affiliate campus, the student should contact eMajor Administration at 678-839-6400 and/or send an email to emajor@westga.edu. Please note that email communication is not secure and confidentiality cannot be assured if the student elects to communicate via email.
It is the student's responsibility to make arrangements with the campus Accessibility Services Office at the beginning of the semester and to let all eMajor instructors and the student's local proctored test site know prior to the time the student will need accommodations.

**Student Disability Services & AMAC FAQ’s**

*How do students access AMAC services?*

University System of Georgia eMajor students should contact the disability service provider at the institution to which they pay their tuition. The service provider will walk the student through accessing AMAC services. The student will need to provide the service provider with textbook information (i.e. title, author, ISBN, and edition). The disability service provider will need to have the student sign an accommodation form, which will be kept on file at the institution and a copy faxed to AMAC (706-583-0001). This form can be faxed or emailed to the student for his/her signature.

*How do students get access to their books in alternative media (e-text)?*

Books in e-text will have an email notification sent to the student, disability service provider, or both with instructions on how to download the book. Books from Recording for the Blind & Dyslexic in CD format are typically mailed to the service provider who will give the CD to the student. University System of Georgia eMajor students may have the CD mailed directly to them.

*How do students receive training on assistive technology (reading software and hardware) used to access their books on the computer or with a portable CD player?*

Students can be trained by the disability service provider or can call the AMAC Toll-Free Technical Support Help Line at 866-418-2750. Students might want to check the AMAC website for upcoming trainings in their area. There is also an AMAC Student Guide that can be accessed or downloaded through the AMAC website.

*What does the faculty member do when notified that a student has a disability?*

Faculty should refer the student to the eMajor Liaison at the institution where he/she registered. The eMajor Liaison will provide direction to the student and communicate with the eMajor Administration Center, eMajor registrars, and the disability service office at the student's registered institution.
Registration

Students register for an eMajor course through their Banner system at their affiliate campus. Each affiliate has its own registration schedule. Students should check their institutional calendars for the allotted time of registration or consult with eMajor Liaisons(s) for more information (https://emajor.usg.edu/about/institutions/). Please keep in mind, however, that eMajor follows a calendar that may be different than the institution’s regular calendar. Please consult the eMajor Calendar (https://emajor.usg.edu/about/academic-calendar/).

After registering for an eMajor course, the student will receive a ‘Welcome to eMajor - Getting Started’ email approximately two weeks prior to the beginning of the semester. The email will contain information on how to log in and get started in the eMajor course.

*Please Note: eMajor Administrative Services and the affiliate institution will use the affiliate campus email address to send important academic notices during the semester. It is important that students check their campus email often throughout the semester.*

Tuition and Fees Information

Tuition for eMajor is $199 per credit hour as of Fall 2016. Textbooks and special materials required for courses are not included as part of the tuition. Students who register for traditional classroom courses or other distance education courses offered at affiliate institutions will be billed for all of the courses in addition to any mandatory fees. For students enrolled only in eMajor classes, some of the additional institutional fees may not be charged.

Any financial aid is reflected on the student’s bill. Those taking classes from more than one institution will receive separate billing notices from each institution.

University System of Georgia Employees - Tuition Assistance Program (TAP)

Employees of the University System of Georgia may be eligible to register for eMajor courses through the University System TAP (http://www.usg.edu/hr/benefits/ tuition_assistance_program).

Institutional Human Resources Offices have the appropriate application forms. Each institution has specific guidelines and procedures relating to participation in the TAP.
Generally, employees may register for courses on a space-available basis and during the allotted registration time at each institution (a minimum of three days prior to the first day of classes).

**Georgia Residents Aged 62 or Over Program**

Georgia residents who are 62 years or over may receive a tuition waiver under the Georgia Residents Aged 62 or Over Program. These students will have to pay course-specific fees if any are required. These students may register for eMajor courses on a space-available basis and during the allotted registration time at the institution.

**Dropping, Adding, or Withdrawing From a Course**

*Drop/Add*

eMajor students can add eMajor courses through an affiliate institution’s Banner System during the first three (3) days of class each semester. Students may drop classes during the first five (5) days of class. Please note that the eMajor calendar may differ from the regular institutional calendar. Classes may begin earlier or later, and drop/add dates may also be different. Consult the eMajor Calendar for information:

https://emajor.usg.edu/about/academic-calendar/

*Drop for Non-Payment*

Some of the affiliate institutions drop students for non-payment if fees are unpaid prior to the first day of class.

*Drop or Withdrawal for Non-Attendance*

It is critical for eMajor students to be active in each eMajor course within the first week of class, ideally on the first day of class.

All students must log in to course(s) during the first five (5) calendar days of the semester and complete the Mandatory Attendance activities as outlined by the instructor in the course syllabus; if not, students may be reported as absent and administratively dropped or withdrawn.

NOTE: Although students may be dropped from courses for non-participation, students who wish to drop/withdraw should not count on being dropped/withdrawn by their instructor or
their institution. It is the student's responsibility to drop/withdraw from courses if that is their intention.

Withdrawal
If, for some reason, a student cannot participate in class activities, he or she should contact the instructor immediately. Failure to respond to the initial faculty communication within a week or to complete course activities within the first week will result in a student being reported for non-attendance. Failure to participate without officially withdrawing from the course will result in a grade of F. A student may officially withdraw up to the midpoint of the semester without academic penalty.

Withdrawal Procedure
A student may withdraw from a course with a grade of W if the withdrawal is completed by the official midpoint of the semester. The midpoint is listed in each course syllabus and on the eMajor calendar located on the eMajor Website (https://emajor.usg.edu/about/academic-calendar/). To withdraw from an eMajor course, a student must complete the online withdrawal form found here: https://emajor.usg.edu/current-students/withdrawals-appeals-complaints. Students cannot withdraw from an eMajor course without completing the online withdrawal form. Once the form is completed and submitted, the withdrawal information will be sent to the instructor and to the Office of the Registrar at the student’s affiliate institution within 48 hours.

Financial Aid
Regardless of whether a student is taking eMajor courses as a transient student, a transfer student, or as a new student, he or she may use financial aid to pay for eMajor courses just as he or she would with traditional campus classes. Financial aid information is available at the affiliate Financial Aid Offices. Contact them for assistance with determining aid eligibility, application procedures, and additional information.

Transient students must make financial aid arrangements through their home institutions.
Academic Services FAQs

Q: How do I withdraw from my class?
A: Withdrawal occurs after drop/add. To access the withdrawal form, visit the Withdrawals Appeals, & Complaints page on the eMajor website. (https://emajor.usg.edu/current-students/withdrawals-appeals-complaints)

The completed form will be sent to eMajor Administrative Services, the Registrar's Office at the student’s home institution, and the instructor for the course. Students who wish to withdraw after midpoint should contact their affiliate institution to determine penalties for withdrawal after midpoint.

Q: I need to withdraw from my class, but it's after the withdrawal deadline. What should I do?
A: Students should contact the eMajor Liaison at their home institution to discuss their options when considering a withdrawal after the midpoint. Students may be eligible for a hardship withdrawal if experiencing extenuating circumstances (e.g. illness, death in the family, military deployment, or other non-academic reasons). Students are not eligible for hardship withdrawal if they have completed the final exam.

Q: How do I find out how much money I owe for my classes? Where do I send my payment?
A: Contact your eMajor affiliate Bursar's Office. The phone number can be found on the eMajor affiliate web site. (https://emajor.usg.edu/about/institutions/)

Q: I believe my fee bill is incorrect. Who do I call to clear this up?
A: Contact your eMajor affiliate Bursar's Office.

Q: I thought I withdrew from my class, but I noticed it still showing on my schedule. Who do I contact to confirm that my withdrawal was properly submitted and processed?
A: Consult with your eMajor Liaison to ensure your withdrawal was processed. Please note: If you have withdrawn from an eMajor course, the course will continue to show in GoVIEW for a few days.