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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 this information in this guide before beginning an eMajor course or program.

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

• Student Guide to eMajor
• Computer Support
• Policies and Procedures
• Instructional Support
• Academic Services
What is eMajor?

eMajor is a collaborative program through the University System of Georgia which delivers flexible online degree programs through regionally accredited University System of Georgia institutions. The purpose of eMajor is to provide quality, innovative online degree programs through traditional institutions in the University System of Georgia. Our innovative approach allows students to earn credits for prior learning and reduce the time to graduation.

While the focus is increasing access to higher education and workforce development to Georgians, the program is open to students in other states as well. Developed and maintained by dedicated instructional design professionals and committed faculty, each course is consistent in both design and accessibility standards, and is taught by a University System of Georgia instructor.

What is Prior Learning Assessment?

PLA is a process through which students identify areas of relevant learning from their past experiences, demonstrate that learning through appropriate documentation, and submit their materials so that they can be assessed and possibly awarded academic credit relative to specific course objectives.

Earning College Credit for Prior Learning

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

Students can acquire learning from a variety of sources outside the traditional classroom, and they can earn appropriate credit in their work 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 get 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—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 an active contributor. Each class typically consists of students located throughout Georgia, in other states and possibly from other countries. Active participation takes place through the discussion area, which will be covered in detail later in this guide.
Introduction

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.

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 an indicator of the degree to which distance learning will be a good fit for. Visit SmarterMeasure here: [http://goml.readi.info/](http://goml.readi.info/). Students will log in initially with the following username and password (the password is case sensitive):

- Username = GOML
- Password = Georgia
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.

This section will provide information on the following:

- Technical Requirements
- Computer Skill Self-Assessment
- Overview of GoVIEW
- Computer Support FAQs

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.

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/prospective/techreqs.php. Links to necessary plug-ins (special free software) are also provided here.
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.

Need help using GoVIEW?

The eMajor Helpline provides support Monday – Friday, 8:00 AM – 5:00 PM. Contact the eMajor Helpdesk at emajor@westga.edu or call 678-839-6400 or 1-855-9EMAJOR (1-855-936-2567).

24 X 7 Technical Support

Please contact the USG D2L Help Center at https://d2lhelp.view.usg.edu for technical assistance at any time, day or night.

To assist students with GoVIEW use, the Board of Regents has developed the D2L Help Center (https://d2lhelp.view.usg.edu). This online knowledge base of common questions and issues faced by GoVIEW users will be updated frequently.

Accessing GoVIEW Student Help

The eMajor Connection orientation course includes assignments that are designed to help students become comfortable with the use of GoVIEW tools. Each assignment provides clear and concise instructions on working with specific GoVIEW tools. For more information on a certain tool, select Help on the top of the screen. GoVIEW Help is context sensitive, which means that help is provided for the specific tool or content page accessed. So, if one is in the Discussions area, selecting Help will provide hints and help on using the Discussions tool.

Using GoVIEW Tools

GoVIEW offers a number of tools for navigating and successfully participating in eCore 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 you, your instructor, and your classmates. You can use the Email tool to send email messages to other users in your course(s). Using the Email tool to send messages is just like sending email from any other email program. However, unlike an external email program, you can only send messages to other members of your course(s); you cannot send messages outside your course(s).

**Calendar**

The Calendar tool is used to manage course events and personal tasks. It will allow you to arrange and visualize your course events in multiple views and enables integration of course content and your Calendar. You will be able to view course events such as project due dates, virtual office hours, reminders, and quiz information that your instructor posts through the calendar on the course homepage. You can also add personal tasks that only you will be able to see.

**Classlist**

The Classlist tool has several uses for interacting with others in your class. You can use this tool to see who’s enrolled in your course, view profiles, check who’s online, send emails and pages, and see group enrollments. The Classlist tool is also a convenient place to e-mail your instructor or your classmates.
Discussion

The Discussion tool provides a way for users to communicate by posting messages into defined topic areas and responding to messages posted by other users to facilitate class discussions. If your instructor utilizes Discussion boards, they will typically post a discussion topic related to the course material and you and your classmates will respond by posting messages. The instructor will guide you 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 and discussion postings allow you to interact with your instructor and classmates.

Dropbox Tool

The Dropbox tool provides a location to accept, submit, and receive feedback for assignments. Each assignment link provides instructions and an individual folder in which you can attach and upload your assignment. Depending on the instructor's directions, you may upload only during a specific time period or upload multiple documents for the same assignment. After you have submitted your assignment and your instructor has assessed it, you can click on the submissions link to review possible instructor feedback. All assignments should be submitted via the Dropbox tool rather than through the Email tool since the GoVIEW email system provides very little email storage.

Locker Tool

The Locker tool is a storage area that provides a small amount of general storage. You can use this area much like the way you use a flash or travel drive. For example, if you are working on a document at school or home, you can save the document to your locker; then, when you get to your next location, you can then take the document out of the locker and finish your work. Files saved in your personal locker are kept private.
Self-Assessment

Self-Assessment is an assessment tool that allows your instructor the opportunity to provide you with a series of questions about your material with immediate feedback. Question types can be similar to quizzes; however, your responses are not graded but allow you to gauge your understanding of the course material.

Grades

The Grades tool is your personal grade book where you can see the grades for your course activities, review instructor comments and track your overall progress in the course.

Quizzes Tool

The Quizzes tool provides the opportunity to gauge your understanding of course content and receive feedback from your instructor by delivering online tests based on your course material. Quizzes in online courses are the same or similar to quizzes in face-to-face classes in that you may find multiple choice, true/false, short answer, and/or essay questions. Most instructors will 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.

Pager Tool

The Pager tool is an instant messaging tool within GoVIEW that allows you to quickly talk to any of your peers or instructors when they are online. It can be faster and less formal than an email; however, not all instructors choose to utilize the Pager tool. Check with your 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 Readiness for Education at a Distance Indicator (READI).
   (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 will 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, seven 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:

- Admission and Placement
- eMajor Curriculum
- Transfer Information
- Academic Honesty Policy
- Student Academic Dishonesty Procedures
- Grade Appeals
- Incomplete Grade Policy
- Auditing Courses
- Registration without Tuition
- Course Evaluation
- Student Complaint or Grievance Policy
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. eMajor courses and degrees must be taken at an eMajor affiliate. Information on these institutions is available on the eMajor website (http://emajor.usg.edu/about/institutions.php).

To pursue an eMajor degree, one must meet the admission requirements of one of the Affiliate Institutions. If the student has graduated from high school in the past five years, consult Georgia College 411 (http://www.gacollege411.org/). Additionally, please consult the catalog for a selected affiliate institution for information on admission requirements. Remember, the admission requirements depend on the type of institution to which the student applies.

Non-Traditional Students

Students who have been out of school for at least five years may apply as a non-traditional student. Please see the eMajor affiliate admissions procedures for non-traditional students.
Transfer Students

Students who have earned at least 30 semester credit hours elsewhere may apply as a transfer student. For information on obtaining Prior Learning Assessment credits, consult with the eMajor Liaison at the affiliate institution. Transfer requirements vary by institution.

Transient Students

Students enrolled at non-affiliate institutions Institution (including those outside the University System of Georgia) may take eMajor courses as a transient student at an eMajor affiliate. 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 can be used to satisfy the requirements of the home institution's degree programs.
eMajor Degrees

The University System of Georgia’s eMajor program presently offers the following degrees:

**Bachelor of Science**

- Organizational Leadership, with concentrations in:
  - Health Care Administration
  - Legal Office Administration
  - Office Administration and Technology
  - Public Service Administration
- Criminal Justice
- Office Administration and Technology

**Bachelor of Arts**

- French/French Minor
- Legal Assistant Studies
- Spanish/Spanish Minor

**Certificates**

- TESOL Certificate
- ESOL Endorsement
- Spanish for Professionals

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).
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 majors’ programs of study. For information on the transferability of Prior Learning Assessment credits, consult with the eMajor Liaison at the affiliate Institution.

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

If the student has completed some curriculum credit at another University System of Georgia Institution, that work may transfer to eMajor after being admitted to an eMajor affiliate institution as the home institution. The registrar or an academic advisor at the eMajor affiliate institution will offer advice on how these course credits can be used. Official transcripts of transfer credit must be provided to the home institution Admissions Office which will determine which courses will be accepted.

The evaluation of transfer courses from a previous institution for credit in eMajor may be completed before eMajor classes are begun.
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
- Evidence and Burden of Proof
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 suggest conditions under which unacceptable behavior of the indicated types normally occurs. However, there may be unusual cases that fall outside these conditions that also will 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)

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 the submitting of another student's work as one's own. Plagiarism frequently involves a failure to acknowledge in the text, notes, or footnotes the quotation of the paragraphs, sentences, or even a few phrases written or spoken by someone else.

The submission of research or completed papers or projects by someone else is plagiarism, as is the unacknowledged use of research sources gathered by someone else when that use is specifically forbidden by the instructor. 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.
Policies and Procedures

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 for academic credit of a work product, developed in substantial collaboration with other person or source but represented as one's own effort, 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 indicating in writing, that the current work submitted for credit is cumulative in nature.

Evidence and Burden of Proof

In determining whether or not academic dishonesty has occurred, guilt must be proven by a preponderance of the evidence. This means that if the evidence that academic dishonesty occurred produces a stronger impression and is more convincing compared to opposing evidence, then academic dishonesty 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 academic dishonesty has occurred. Electronic means may be used to monitor student work for the inappropriate use of the work of others.
Student Academic Dishonesty Procedures

A student who is contacted by an instructor regarding academic dishonesty 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. All academic dishonesty cases will 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 academic dishonesty by the instructor the student will be afforded the following:

1. Student is made aware by instructor regarding concern of academic dishonesty.
   a. Student is provided with possible consequences of the offense.
   b. Student is provided with the opportunity to discuss or explain the circumstances in writing.
2. Student responds to the concern(s) from #1 above within 7 calendar days. Response is sent to the instructor via the mail tool inside the course.
3. Student receives decision from the instructor.
4. Student accepts or appeals the instructor’s decision within 1 business week.
5. If the student decides to appeal the instructor’s decision, the student should complete the Student Academic Honesty Appeal Form and then take the following steps:
   a. Appeal in writing to the Department Head to which the course originates.
   b. If the appeal is not resolved at the Department Head’s level, the student must inform the Department Head, in writing, within one business
week that he/she is not satisfied and must then appeal to an ad hoc committee of eMajor faculty in writing. The Program Level Dean will appoint the committee, which will then consider the written appeal from the Department Head’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.

c. The Dean will render the final decision taking all relevant factors into consideration.

If the student is found in violation of academic honesty, the eMajor Student Success Manager will report the violation to the appropriate judicial officer at the student’s home institution. The eMajor Administration, Department Head or Dean will be involved in the escalation of academic honesty issues and provide guidance, signatures, etc., during any appeals process as needed.
Grade Appeals

If a student wishes to appeal a grade, that appeal must be made within thirty days (30) after the grade is posted. The student must first complete the eMajor Student Grade Appeal Form to initiate the process and acknowledge his or her understanding of the grade appeal process. Once the form is submitted, the student will receive an email from the eMajor Student Success Manager acknowledging that an appeal is being initiated, and after that time, the student may initiate the first step of the grade appeal process.

The grade appeal process is as follows:

1. Student must appeal to the eMajor faculty member in writing why he/she thinks that the grade received is not in accord with what has been achieved in the class. Send the letter to the professor via the 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 Department Chair of the course or program.

3. If the appeal is not resolved at the Department Chair’s level, the student must inform in writing within one business week to the Department Chair that he/she is not satisfied and must then appeal in writing to an ad hoc committee of eMajor faculty. The Program Level Dean will appoint the committee which will then consider the written appeal from the Department Head’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.

4. The Dean will render the final decision taking all relevant factors into consideration.
Incomplete Grade Policy

The notation of “I” may be given to a student who, 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:

a. Have completed most of the major assignments of the course (generally all but one); and
b. 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 “I” (incomplete) 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 before the end of the following academic term, the instructor will submit the Grade Change Form changing the “I” to an appropriate grade.

The grade change will be sent to the student’s home institution, and the student’s record will be updated accordingly. The eMajor Registrar will send the grade change to the Registrar’s Office at the student’s affiliate institution and the student’s Banner record will be updated accordingly.
The university system 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). 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.
Auditing Courses

If students wish to audit a course, select 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.

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 on based on availability of space. These students must pay course-specific fees if any are required and will be allowed to register beginning the last day of registration on the eMajor calendar. 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 the eMajor CEO, 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.

Student Complaint or 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:

1) 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 the eMajor Administration by calling 678-839-6400.

2) 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. Upon submission of the form, the Department Chair of the program or course in which the student is enrolled and the eMajor Administration are notified. The eMajor Administration will send an email acknowledging the initiation of the formal complaint process.

3) The Department Chair will convene a meeting with the student and instructor via a telephone conference. The Department Chair will conduct any necessary investigation prior to the meeting. The Department Chair will render a decision taking all relevant factors into consideration.
4) If the student or instructor is unsatisfied with the results of the meeting with the Department Chair, 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 who will consider the written appeal from the Department Chair’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.

5) 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:

1) To file a formal complaint, the student must complete the Non Academic Student Complaint Form. Upon submission of the form, the Department Chair of the program and the eMajor Administration are notified. The eMajor Administration will send an email acknowledging the initiation of the formal complaint process.

2) The Department Chair will convene a meeting with the student via telephone conference. The Department Chair will conduct any necessary investigation prior to the meeting. The Department Chair will make a recommendation taking all relevant factors into consideration.

3) If the student is unsatisfied with the response from the meeting with the Department Chair, 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:
a) 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, Department Chair, and other official campus representatives deemed necessary. The Dean will render the final decision taking all relevant factors into consideration.

b) 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

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.

The Online Library Learning Center is a tutorial on libraries and researching.

**eReserve Materials**

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

Smarthinking is an online tutoring service that is available to all eMajor students. Smarthinking provides tutoring for eMajor students in mathematics (basic math through Calculus, including Bilingual Math), Chemistry, Physics, Statistics, Spanish, and Writing across the disciplines. Tutoring is available 24/7.

With SMARTTHINKING 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 SMARTTHINKING Technical Support team is available to assist. The Customer Support 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 SMARTTHINKING support if additional assistance is needed:

- Email support@SMARTTHINKING.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 your institution's Getting Started with eMajor guide for more information concerning your eMajor username and password.

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

You may change your own password. 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, 1-855-9EM-AJOR 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 1-855-9EM-AJOR to have the email sent again.

Q: Where do I get my textbooks?

A: Go to the eMajor Online 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.
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 answer any questions about eMajor, from admissions and registration to information about policies and procedures.

eMajor Liaisons help students explore their career goals, select and schedule courses and assist in planning the long-term schedules to facilitate degree completion in a timely manner. eMajor Liaisons also explain the criteria for earning credit for college-level learning and help students navigate the process for seeking prior learning credits.

To contact an eMajor Liaison, please visit http://emajor.usg.edu.

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 Advisors 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 throughout the semester 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 office of accessibility services, 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 the 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.

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 or private agency evaluation site.

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.

How do students access AMAC services?

Students should contact the disability services provider at their registered institution. 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 get training on assistive technology (reading software and hardware) which will give them access to 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 up-coming 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 affiliate campus’ Banner system. Each affiliate has its own registration schedule. Students should check their institutional calendars for the allotted time of registration or consult with eMajor Liaison(s) for information. Please keep in mind, however, that eMajor follows a calendar that may be different than the institution’s regular calendar. Please consult with the eMajor Calendar.

After registering for an eMajor course, the student will receive a welcome and getting started with eMajor email approximately two weeks prior to the beginning of the semester. The email will contain information on how to 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 $250 per credit hour. 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/employment/benefits/tuition/index.phtml).

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 classes. 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: http://emajor.usg.edu/degrees/calendar.php

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 login into course(s) during the first five calendar days of the semester and complete introduction assignments set forth by the professor; if not, students may be reported as inactive and administratively dropped or withdrawn.

NOTE: Although courses may be dropped for non-participation, students who wish to withdraw, should not count on being withdrawn by their instructor or their institution. It is the students’ responsibility to 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 (http://emajor.usg.edu/degrees/calendar.php). To withdraw from an eMajor course, a student must complete the online withdrawal form found here: http://emajor.usg.edu/students/withdraw.php. 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 like 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. Go to the Withdrawal Policies page. When you complete this form, it will be sent to eMajor Administrative Services, and the Registrar's Office at your institution and your instructor will be notified. If you wish to withdraw after midpoint, you must contact your affiliate institution to determine penalties for withdrawal after midpoint.

Q: I need to withdraw from my class but it's after the "W" deadline. What should I do?

A: Contact the eMajor Liaison at your eMajor affiliate institution for a consultation to discuss options that may be available to you. You may be eligible for a "hardship" withdrawal if you have experienced extenuating circumstances (e.g. illness, death in the family, military deployment, or other non-academic reasons, and you must not have taken the final exam in the course in order to be considered for a hardship withdrawal.)

Q: My institution cancelled my registration because my financial aid didn't come in on time. I've now cleared up my account. How do I get back in my class? How do I contact my instructor to let him/her know that I'm trying to get back in?

A: Contact the Registrar's Office of your eMajor affiliate to re-enroll. The eMajor affiliate's Registrar's Office will consult with the professor to obtain permission for you to be added back to the class. You may contact the instructor regarding the viability of participation if you've missed significant class time.
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.

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?

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.