2014-2015
Orientation for Online Learners
A Message from the President to BCU’s Online Learners...

Welcome to Briar Cliff University and congratulations on your decision to pursue your degree through BCU’s online degree program.

Because Briar Cliff has been serving adult students since 1979, we have a long tradition and well-respected reputation of providing a supportive learning environment and academic excellence with faculty attuned to the needs of adult learners.

Ranked regularly in the top tier of the Midwest Best Colleges in the U.S. News & World Report edition of America’s Best Colleges, BCU is committed to helping you reach your goals.

Our adult learners choose Briar Cliff for flexibility, affordability and the market relevance of our programs. Learners stay with BCU because they have discovered a lifelong quest for knowledge and learning they never knew existed.

I wish you the very best as you embark on your journey at Briar Cliff University!

Blessings,

Beverly A. Wharton
President
ONLINE LEARNING AT BCU

To be a successful online learner at BCU, use the following tips:

• Online courses offer more flexibility and freedom, requiring students to be more self-motivated, self-disciplined and assertive.

• Consider your online courses the same way you would for classes that meet face-to-face. Online courses offer the same rigor and require the same amount of time as face-to-face courses require.

• Log on to your course as frequently as your instructor requires or at least 2-3 times per week – more frequently for summer courses. Schedule time online wisely as time management is critical to taking online courses.

• Become comfortable with participating in online classes and articulating your views through writing, since most interactions in online courses are through writing.

• Use online technology appropriately. Become familiar with using the Internet, email, downloading/uploading, saving files.

• Get to know your instructors and how to contact them. If you have questions and concerns about the course, contact your instructor by whatever means the instructor has specified.

Academic Integrity Policy
Briar Cliff strives to create an environment where the dignity of each person is recognized. Accordingly, integrity in relationships and work is supported and rewarded, and honesty in academic matters is expected of all students. (For the entire Academic Integrity Policy, please see p. 50 of the Briar Cliff University Catalog.)

Briar Cliff University Catalog
The Briar Cliff University Catalog provides students with the University’s history, mission, values and detailed information on curricula, graduation and degree requirements, course descriptions, academic policies and regulations and a list of fulltime faculty, administration and staff.

Academic Calendar
BCU’s academic calendar shows dates for the start and end of semesters, breaks, holidays, in addition to advising/registration, add/drop/withdrawal dates.
ACADEMIC ADVISING AND REGISTRATION FOR COURSES

**Undergraduate Advising**
As an online undergraduate student, you will be contacted by your Academic Advisor to set up a Program of Study and to register for classes every semester.

Undergraduate Advisors:
Dr. Traci Holmquist (nursing majors only) | traci.holmquist@briarcliff.edu | 712-279-5490
Liz Rembold (social work majors only) | liz.rembold@briarcliff.edu | 712-279-5458
Mark Rossi | mark.rossi@briarcliff.edu | 712-279-1648
Rose Molacek | rose.molacek@briarcliff.edu | 515-295-9651
Shari Fowler | shari.fowler@briarcliff.edu | 712-279-5562

Once you are registered for classes, your advisor will email you a copy of your student schedule.

**Graduate Advising**
As an online graduate student, you will be contacted by your Admissions Advisor to set up a Program of Study and to register for classes every semester. Contact Cheryl Olson at 712.279.1777 or cheryl.olson@briarcliff.edu. After you have registered for classes, your advisor will email you a copy of your student schedule.

**Adding/Dropping Courses**
Courses must be Added/Dropped within the first five days of the course, or first two days of the May Term or summer. Adding and dropping courses must be done with your academic advisor. Always check with Financial Aid before dropping a course. Dropping a course may impact your financial aid. Adding a course after the first two days of the add/drop period requires approval of the instructor of the class a student wishes to add to their schedule.

**Withdrawing from a Course**
Students who wish to withdraw from a class should contact their advisors. Advisors will work with the Registrar's office to withdraw students from a course. The last date of attendance (last login date) is required to process a withdrawal from a class. Students withdrawing after 70% of the class been completed will receive a ‘WP’ Withdraw Passing or ‘WF’ Withdraw Failing grade when withdrawing.

**Financial Aid**
Eligibility for financial assistance is determined by the Free Application for Federal Student Aid (FAFSA). It is important for undergraduate students to file their FAFSA early, as Iowa Tuition Grant deadline is July 1.
Visit BCU’s [Adult Online Student Financial Aid Guide](#) for pertinent steps to apply for your financial aid.

After you have completed the financial aid process, you will receive an award letter from BCU’s Financial Aid Office. Be sure to follow the steps in your financial aid award, complete the Master Promissory Note and participate in Entrance Financial Counseling. Failure to do so will delay your financial aid.

If you have specific questions regarding the Financial Aid process or your financial aid award, please contact the Financial Aid Office, Monday-Friday, 8:00 a.m. - 4:30 p.m., 712-279.5239, brian.eben@briarcliff.edu.

**Student Billing**

Student account statements are due and payable upon receipt. Payment in full or payment plan arrangements must be made by the end of the second week of the semester. **Students who have not paid their bills in full or have not made payment arrangements by the second week of the semester will automatically have their course registration cancelled and will not be able to log in to their online classes.**

Briar Cliff takes payments in the form of check or credit card. Payments may be made by sending payment to BCU, or by logging into Web Advisor for credit/debit card payments. We can take payments via automatic debit. Automatic debit plan information will be included with the first bill of the school year. For more information on billing questions please contact the Business Office at 712-279-5440.

**Online Course Refund Policy**

Students receive a 100% refund if the student withdraws during the first five days of the course. No refunds are given for withdrawing after day five of the course.

**Student Validation**

At the start of the academic year, all students must complete the virtual validation located on the student portal.

**Student ID Cards**

Briar Cliff University does not require that you have a Briar Cliff University Student ID Card. However, if you would like a student ID card, contact your advisor for information on how to obtain the card.

**ACCESS TO BCU’S WEBSITE, ONLINE CLASSES AND MORE**

On Briar Cliff’s website at [www.briarcliff.edu](http://www.briarcliff.edu), you will find information on student services, academics, campus events and more. At the top of the page, you also will find a link to BCYOU, the student portal, which will be your primary communication tool as a student enrolled in online courses at BCU. Through the student portal, you will have access to course materials, class assignments, grades, and your BCU email account under the BCU Mail tab.
Click **BCYOU** and then login with your user name, which is your last name followed by the first letter of your first name, and your password, which is your UPPERCASE initials of first and last names, student ID#, followed by an exclamation point. (JS123456!)

After logging into BCYou, you will land on the main page of BCYou.
**Access Online Course at Brightspace**
You will see the following screen after you log onto BCYou. To access your online courses, communicate with your instructors and peers and stay informed about BCU, use the Brightspace button as shown below.

Click Brightspace and then login with your email address, which is your firstname.lastname@briarcliff.edu and your password, which is your UPPERCASE initials of first and last names, student ID#, followed by an exclamation point. (JS123456!)
After you have logged into Brightspace, courses you have registered for will be listed under the My Courses widget, which is under the News widget. The date the course starts will also be listed.

Once a course has started, click on Select a course next to My Home and the screen will list the courses in which you are enrolled and that are currently open.

If your courses are not listed in either place, please contact your advisor or the Help Desk at IT.HelpDesk@briarcliff.edu

Before accessing any courses, check out these short videos on the Home Page to familiarize yourself with Brightspace.
First time users need to set up your personal profile, notifications and account settings by clicking on the links under the My Settings nugget or the arrow next to your name. Both will take you to the same place.

To verify the computer or mobile device you are using is compatible and up-to-date, click on the System Check under the Resources tab.

Now you are ready to access a course. Click on the course name from Select a course and this will take you to the Course Home Page where you will find the following:

“Course News” and events includes announcements from your instructor.
Course Calendar shows due dates for assignments and other important dates specific to the course.

Course Content Browser gives an overview of what is listed under the Content tab.

Course Updates will list any changes made by the instructor within the course.

Course Tasks will list tasks and deadlines specific to the course.

Content tab allows you to view all course materials including the syllabus, assignments, exams, discussions, dropboxes, etc.

Resources tab is where you will locate System Check and User Progress which contains reports of your progress in all areas of the course, Attendance and Grades.

Communication tab is where you may send emails to your peers and instructors, view Classlist, etc.

Course mail is for communicating with other students, sending questions to and receiving replies from instructors.

Classlist provides the names of classmates to collaborate with as you learn and study course materials together.

Collaborate tab provides streaming lectures and previously recorded sessions that may or may not be used by instructors. *Refer to Collaborate setup instructions at the end of this orientation.

Log Out icon is where you will gracefully exit the course. Failure to do so can result in your session locking you out and prohibiting access the next time you log in.
BCU Mail is Briar Cliff University’s email system, which uses Microsoft Outlook Web Access. All emails have the following standard address: firstname.lastname@briarcliff.edu

Check BCU Mail frequently. Not checking your email could result in missed assignments and failing grades.

STAY INFORMED WITH WEB ADVISOR

Click Web Advisor and then login with your user name, which is your last name followed by the first letter of your first name, and your password, which is your UPPERCASE initials of first and last names, student ID#, followed by an exclamation point. (JS123456!).
On Web Advisor, you may view your student account and pay your bill online, review financial aid information, class schedule and final course grades.

**To Access Your Grades** select "Grades," and then select the semester. After you click "Submit," course titles, credits and grades will appear.

**ORDERING TEXTBOOKS**

**Book Store**
You may order your course books from BCU’s Roth Campus Bookstore by calling 712-279-5416 or online at [Order Books Online](#). When ordering textbooks for online courses at Book Store, undergraduate students must select **Section 91, 92, 93 or 94**, graduate students must select **Section 1**. With questions, please contact BCU’s text book manager [renee.allan@briarcliff.edu](mailto:renee.allan@briarcliff.edu) or 712-279-5369.
**COLLABORATE SETUP INSTRUCTION**

**Collaborate** provides streaming lectures and previously recorded sessions that may or may not be used by instructors to enhance the online learning experience. In preparation for **Collaborate**, make sure your computer has adequate speakers and a microphone. It is highly recommended that you use a headset, which can be purchased at any computer hardware or accessories store.

*Collaborate software supports Windows XP and above, Sun Java 1.5.0_17, Sun Java 1.6.0_12 or above is recommended. If you are unsure if your computer meets these requirements or for technical assistance, contact the IT Help Desk at 712-279-5401 ithelpdesk@briarcliff.edu.*

Next, go online to **Collaborate’s Support Portal** at the following link: [http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1251select](http://support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=1251select)

Go to **Collaborate Web Conferencing - First Time Users** to set up your computer and complete a short training session. Please complete steps 1, 2 and at least one option in step 3.

**Step 1 – Checking System Requirements** – Ensures your computer will work with **Collaborate** and that the required software is installed.

**Step 2 – Configuring your system [use the v12 Configuration Room]** – Takes you to a Configuration room that tests your connection and configures your audio.

**Step 3 – Complete at least one:** Online Orientation or On-Demand Learning Center – Offers a brief look into a sample **Collaborate** session and the function of the icons. Step 3 also provides you with the opportunity to print a copy of the **Quick Reference Guide for Participants** and **Participant Orientation Slides**, beneficial if you have questions later. Both documents are available under **Lessons** in **Student Online Tutorial** under **Content in BCUOnline**. If you do not have access to this course, please contact your instructor or IT.HelpDesk@briarcliff.edu.
**Step-by-Step Access to Collaborate**

1. Logon at BCYou at [www.briarcliff.edu](http://www.briarcliff.edu), click **Brightspace**.

2. Select your course and then click the Collaborate tab.

3. Under **Collaborate**, select the link under Session Name [see screen shot below – Jane Doe].

![Session List](image-url)

4. Once you have entered the session, click Tools, Audio and Audio Set Up Wizard or the icon will take you to the same audio set up area.

5. Follow the instructions to set up your speakers and microphone. Prior to each session, complete these instructions to ensure your speakers and microphone are working properly. (Same as Steps 1 and 2 in **Collaborate** support.)

**Note:** For assistance with online course issues, contact your instructor. For technical issues, contact [it.helpdesk@briarcliff.edu](mailto:it.helpdesk@briarcliff.edu) or 712-279-5401. Also refer to the [First-Time User Instructions](#).
COLLABORATE ON IPHONE/IPAD

With Collaborate, you can join live web conferencing sessions right from your iPhone or iPad. Recorded sessions are not available on mobile devices at this time.

Joining and Leaving a Mobile Web Conferencing Session:

The first step in joining a Mobile web conferencing session is to visit Apple's App Store and download the app. Once the app is installed on your mobile device, the application icon will appear. To start the web conferencing session:

1. Tap the Mobile web conferencing app.

2. Enter the Blackboard Collaborate Session URL and your name. Enter the name as you want it to appear in the web conferencing session. Check with the session organizer or moderator to get the URL.
3. Tap Join Session to enter the web conferencing session.

4. To leave a session, tap the Room Options button -

5. Tap the Leave button-
The Participants List

On the iPad, the Participants List will be displayed by default and is only hidden when the Content area is expanded into Recliner Mode. On the iPhone and iPod Touch, the Participants List is hidden by default. To open the Participants List:

1. Tap button to open and close the list.

2. The Participants List will display.

Understanding the List:
- Chair is speaking and using the Applause emoticon.
- John is speaking, has his hand raised and has responded Yes to a poll.
- Emma is speaking, has raised her hand and has responded No to a poll.

Audio

Participants on mobile devices can fully participate in the audio portion of the web conferencing session.

Audio Off

Audio On

Audio Permission Revoked by Moderator

Tips
- If the mobile device is put to sleep or the web conferencing app is sent to the background, a red banner will appear on the screen to indicate that the session is still active.
- If the web conferencing app remains in the background or the device is put to sleep for more than five minutes with the talk button OFF, you will be automatically ejected from the session.
- If the talk button is ON when the device is put to sleep or sent to the background, the session is still active and the microphone is transmitting.
- Mobile participants can not send Private chat messages.
- You can zoom in on the content area by putting two fingers together on the screen where you want to zoom in, and make a spreading motion across the glass. To zoom out, pinch your fingers.
- Participating in a Mobile web conferencing session is for Participants and not for Moderators or session facilitators.
FREQUENT CONTACTS

Registrar
The Office of the Registrar maintains academic records for current and former Briar Cliff University students. Contact 712-279-5447 or registrar@briarcliff.edu

Financial Aid
Brian Eben, Director of Financial Aid, 712-279-5239, brian.eben@briarcliff.edu

Business Office
Shelby Reed, Student Accounts/Loan Coordinator, 712-279-5440, shelby.reed@briarcliff.edu

IT Center  - 712-279-5401 or ITHelpDesk@briarcliff.edu
The IT Center is the centralized point of technology administration for the entire campus including online learners. The IT Center houses the IT Help Desk which is available to assist you with various aspects of technology, ranging from hardware problems to online learning, including the LMS BCU Online and “Blackboard Collaborate.” The IT Center’s goal is to respond to you as quickly as possible. Email and voicemail are checked regularly, including nights and weekends.

Library Services  – 712-279-5449 or library@briarcliff.edu
The Briar Cliff University Bishop Mueller Library offers access to a variety of research tools and assistance through its website at library.

Writing Center  – 712-279-5211 or writing.center@briarcliff.edu
Briar Cliff University’s Writing Center assists online students in developing the skills to write effectively.

Counseling Services  – 712-279-5433
BCU Counseling Services are free and available to all Briar Cliff students.

Campus Ministry  – 712-279-5227 or janet.may@briarcliff.edu
The Campus Ministry department at Briar Cliff offers a pastoral presence to assist students in their spiritual and personal growth.

Student Support Services  – 712-279-5531 or marilee.thomas@briarcliff.edu
Persons with disabilities who need accommodations with their online course work should contact the Student Support Services Office to discuss needs.