2013-2014
Orientation for Online Learners

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800.662.3303 | 712-279-5200
www.briarcliff.edu
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. 49 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
Mark Rossi | mark.rossi@briarcliff.edu | 712-279-1648
Rose Molacek | rose.molacek@briarcliff.edu | 515-295-9651

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 a semester, or first two days of the J-Term, May Term or summer. Courses may be added or dropped within the first two days of the term with the student’s faculty advisor. During the next three days, courses may be added or dropped by your advisor via a Change in Registration Form through the Office of the Registrar. 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 or if you need to set up a payment plan, 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 semester. No refunds are given for withdrawing after day five of the semester.

**Student Validation**
At the start of the academic year, all students must complete this [Student Directory Authorization Form](#) and email it to registrar@briarcliff.edu.

**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, you will find information on student services, academics, campus events and more. On the left, 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 student I.D. number.

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

Click BC Online 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 student I.D. number.

After you have logged onto BCU Online, this screen will list the courses in which you are enrolled.

Click individual courses to access your course materials.
After entering a course, look at the tabs located at the top of the page.

The **Course** tab allows you to view Activity at a Glance, Course Announcements, Course Mail and Grades.

- **Activity at a Glance** tracks the number of logins, your discussion posts, when you submit assignments and emails.
- **Course Announcements** includes brief information about the course posted by the instructor.
- **Course Mail** allows you to briefly view messages from other students in the course and the instructor.
- **Grades** tab is where instructors will post your grades. Refresh your screen for updates.
- **Lessons** tab is where instructors post assignments, where you will submit your assignments and post your weekly discussions. In most cases, there will be a set of folders with each week’s assignments.

The **Calendar** tab is for creating your own calendar to track assignments, due dates and activities.

The **Lessons** tab is where your instructor will post all assignments and where you will turn in your assignments and participate in your weekly discussions:

- **Assignment Drop Box** is where you will submit assignments. Enter the assignment title, select **Attachment**, locate your assignment in your files, click **Upload**, which attaches your assignment, and select **Submit**.

- **Discussion Forum** is for interacting with other students in your course discussions. Review your course syllabus for your instructor’s requirements for discussion posts. To post in Discussion Forum, select **New Post** at the top of the page, post your discussion on the weekly topic and submit. After making an initial posting, respond to other students by selecting and reading their postings, click **Reply**, enter your response and submit.

The **Resources** tab is where you will locate your course syllabus.
The **Communicate** tab is where you may send emails to your peers and instructors, view course roster, news and events.

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

“Course Rosters” provides the names of classmates to collaborate with as you learn and study course materials together.

“Course News” and events includes announcements from your instructor.

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

The **Report** tab is where you check individual assignment grades. Select **Grades** from the drop down menu and click **Run**. A full grade book will appear showing your graded assignments.

**BCU MAIL**

**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 student I.D.
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, graduate students must select Section 1. With questions, please contact BCU’s textbook manager renee.allan@briarcliff.edu or 712-279-5369.
BLACKBOARD COLLABORATE SETUP INSTRUCTION

Blackboard 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 Blackboard 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. Prior to the first session, watch this online tutorial.

*Blackboard 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 Blackboard Collaborate’s Support Portal, select Blackboard 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 Blackboard 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 Blackboard 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 Courses on BCUOnline. If you do not have access to this course, please contact your instructor or IT.HelpDesk@briarcliff.edu.

STEP-BY-STEP ACCESS TO BLACKBOARD COLLABORATE

1. Logon at BCYou at www.briarcliff.edu, click BCUOnline.
2. Select your course and then click the Communicate tab.
3. Under Blackboard Collaborate, select the link under Session Name [see screen shot below].

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
Blackboard Collaborate support.}

**Note:** For assistance with online course issues, contact your instructor. For technical issues, contact it.helpdesk@briarcliff.edu or 712-279-5401. Also refer to the First-Time User Instruction.

**BLACKBOARD COLLABORATE ON IPHONE/IPAD**

With Blackboard Collaborate, you can join web conferencing sessions right from your iPhone or iPad.

**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 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 cannot 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.

For a Blackboard Collaborate Web Conferencing video, click here.
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
Randi Hudson, Student Accounts/Loan Coordinator, 712-279-5440, randi.hudson@briarcliff.edu

IT Center
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 or laurel.meine@briarcliff.edu
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.