# Table of Contents

**Overview** ................................................................................................................................... 3

What is Distance Learning? ............................................................................................................ 4

Is Distance Learning for You? ......................................................................................................... 4

Basic Computer Specifications Needed .......................................................................................... 6
  Canvas ........................................................................................................................................... 6
  ConexED ...................................................................................................................................... 7

Proctored Examinations .................................................................................................................. 8
  Respondus Monitor ...................................................................................................................... 8

Applying for Online Courses or Programs .................................................................................... 9
  Orientation ................................................................................................................................. 9
  Advising & Registration ............................................................................................................. 9
  Placement ................................................................................................................................... 10
  Programs .................................................................................................................................... 10

Tuition & Fees for Online Courses ................................................................................................ 11
  Financial Aid ........................................................................................................................... 11
  Payment Options ..................................................................................................................... 12

Student Email ................................................................................................................................ 12
  Use your LoLA credentials ....................................................................................................... 12

Tutoring Center Information .......................................................................................................... 13
  Use the Links below to Access Tutoring Resources ................................................................... 13

Accessibility ..................................................................................................................................... 13

Library Services for Online Students ............................................................................................. 13

Career Services ............................................................................................................................... 14

Unforeseen Circumstances .............................................................................................................. 14

Frequently Asked Questions ......................................................................................................... 14
Overview

Fletcher Technical Community College offers online courses designed for you to conveniently earn credits or complete a degree(s). The Student Handbook for Online Learning has been created to provide students of online courses, new and experienced, with a ready-reference guide to online instruction policies and procedures. This handbook information is in addition to the Catalog and Handbook, for all students. We offer a variety of online general education courses, designed to transfer to four-year- universities. Our current online course listing is available in the Registration Bulletin. Students enrolled in online courses have access to all support services available. Many of these services are provided online.

In 2021, Fletcher established the Global Online (GO) Division. GO is committed to providing increased access to education via distance learning. With the addition of GO, students learning exclusively online who are enrolled in programs with fully online delivery options, have additional support. In addition, GO staff work closely with the academic divisions to increase the number of programs offered fully online. The Global Online Division supports online student success by providing faculty professional development for innovative and intentionally designed and delivered courses. Fletcher Technical Community College has been approved to participate in the National Council for State Authorization Reciprocity Agreements.
What is Distance Learning?

Distance learning courses are designed for students who desire flexibility and convenience in their studies. Courses offered online are equivalent to courses offered in a traditional classroom setting. Fletcher’s online courses are not self-paced or correspondence courses.

Fletcher uses Canvas as its primary online Learning Management System (LMS). All classes will maintain a minimum presence in Canvas. For example, each class gradebook and attendance are kept in Canvas. To login, into Canvas, use your LoLA credentials (Username and Password). Students can access Fletcher’s Canvas login page using this Canvas link.

If you have trouble with logging into our LMS, you should refer to the Student Resource Guide. If you continue to have issues logging into our LMS, please put in a Canvas help desk ticket. If you can log into the LMS but are experiencing other problems, you should contact your instructor first.

Types of online courses offered at Fletcher:

- **Web Hybrid.** Hybrid courses are taught partially in the classroom and partially online. Students complete a portion of the course online using the course management system and then meet on campus on designated days. These days are designated in the Registration Bulletin.

- **Online.** Online courses are taught completely online. However, some courses may require the student to attend campus to take a proctored examination.

- **HyFlex.** Starting Fall 2021, Fletcher will pilot offering some course sections in a HyFlex format. HyFlex is a hybrid course with flexible participation. At this time, you are not able to select a course with a HyFlex delivery mode. Your instructor will let you know if the course is offered as HyFlex. Courses delivered in the HyFlex format permit you to choose to attend the course fully online or fully in-person on a weekly or topic-based schedule. Lessons delivered fully online or in-person align to the same goals and objectives and are considered equivalent.

Is Distance Learning for You?

Distance learning offers unique challenges and is not for everyone. There are several things to consider before enrolling in an online course. Attending fully online requires you to be responsible for your learning. For example, you determine when and where you study and how to best meet deadlines. The instructor may not know when you are lost or confused. You need to communicate early and as often as needed to seek assistance.

1. *Are you able to achieve success in a non-structured learning environment? Are you capable of reading for comprehension?*
Online lectures are presented in various formats. For example, lecture formats may include video presentations, PowerPoint presentations, heavily text-based information that requires a lot of reading. Extensive reading and the ability to comprehend the material may be required when learning exclusively online. Of course, your instructor is always available to answer questions you may have regarding the material.

Consider your learning style preference. If you learn best by listening to lectures and class discussions, online courses may present a challenge for you. That said, for long-term memory development, the more effort required, the more likely the information will be retained.

2. *Are you self-motivated and capable of self-discipline?*

Online courses require a considerable amount of time. When evaluating your online course options, consider how much time you need to dedicate to coursework every week during the semester and then estimate the time commitment the course will require. You are able to seek support from your instructor. However, consider completing work early. If you run into an issue the evening something is due, you may not have enough time to receive support. It is important to have regular access to a study area conducive to learning and studying.

3. *Do you have access to a computer with a reliable Internet connection? Do you have the computer skills necessary to comfortably navigate through an online classroom?*

To be successful in an online course, you must be able to do more than simply navigate the Internet. You should be able to send and receive emails, save files, upload files to a computer or other location and download files from a computer or other location.

For the 2022 - 2023 academic year, you have access to Northstar. Northstar Digital Literacy defines basic skills needed to perform tasks on computers and online. Online, self-guided modules assess the ability of individuals to perform tasks based on these skills.

Included are [basic computer digital literacy standards](#) and modules in three main areas:
- **Essential Computer Skills** - Basic Computer Skills, Internet Basics, Using Email, Windows OS, Mac OS
- **Essential Software Skills** – Microsoft Word, Excel, PowerPoint, Google Docs
- **Using Technology in Daily Life** - Social Media, Information Literacy, Career Search Skills, and, Your Digital Footprint.

In addition to the computer skills necessary for online courses, there are minimum technology (hardware and software) requirements as well.
Basic Computer Specifications Needed

Canvas

This is a list of basic computer system requirements to use Canvas. It is always recommended to use the most up-to-date versions and better connections. Canvas will still run with the minimum specifications, but you may experience slower loading times.

Canvas and its hosting infrastructure are designed for maximum compatibility and minimal requirements. In addition, Canvas provides a mobile app. Using a smartphone or tablet exclusively for online learning is at best, not an optimal learning experience. At worst, you will not be able to complete required activities and assessments using a mobile device.

Computer Requirements

For best performance, you should access Canvas with a computer that supports the most recent browser versions. It is recommended to use a computer five years old or newer with at least 1GB of RAM.

Internet Speed

- Along with compatibility and web standards, Canvas has been carefully crafted to accommodate low bandwidth environments.
- Minimum of 512kbps
- You can use an internet website to check your internet speed.

Browser Requirements

- Chrome 90 and 91
- Firefox 88 and 89 (Extended Releases are not supported*)
- Edge 90 and 91
- Respondus Lockdown Browser (supporting the latest system requirements)
- Safari 13 and 14 (Macintosh only)

Screen Readers

- Macintosh: VoiceOver (latest version for Safari)
- PC: JAWS (latest version for Firefox)
- PC: NVDA (latest version for Firefox)
- There is no screen reader support for Canvas in Chrome
- Sound card with speakers or headphones

Note: JavaScript and Cookies must be enabled on your browser. Pop-ups must be allowed for the following sites:

- fletcher.edu
- fletcher.instructure.com
Software Requirements

Microsoft Word, Apple Pages, Google Docs or another word processing program capable of saving files in RTF (Rich Text Format). Check with your instructor on course software requirements before downloading any programs.

Your course may require special (free) plug-ins to access streaming media, PDF files, or other web components. If this is the case, you will learn more about these specific requirements from the instructor.

Students may also have to purchase a code for some courses to access additional course material (i.e., Lumen - Waymaker, Knewton, FlatWorld, etc.)

Antivirus software is highly recommended. Once installed, anti-virus software must be kept up-to-date.

ConexED

ConexED is a cloud-based platform for virtual student services and learning. It’s where students go to connect and engage with Enrollment Services, advising, tutoring, faculty, academic support staff, and each other.

Computer Requirements

PC Specs

- Windows 8.1 and newer
- Mac OSX 10.6 and newer
- Linux - Chrome OS
- Chromebook - Chrome OS
- Use a computer 5 years old or newer when possible
- 1GB of RAM
- 2GHz processor

Apple Specs

- OS: OSX 10 or higher/iOS will be active with the latest version of Safari. Release date November 2018.

Linux/Android Specs

- Any version of Linux that supports the latest Firefox or Chrome build
- Bandwidth: 1 Mbps or higher
- Browser: Latest version of Chrome or Firefox
  - Webcam: (optional)
  - Microphone: (optional)
  - Headset / Earbuds: (optional)

If you are experiencing technical issues with ConexED, please put in a ticket with ConexED.
Proctored Examinations

Respondus Monitor

Many online assessments require observation by the instructor or an outside service. Observed exams are referred to as proctored exams.

Online Proctored Exams: Respondus Lockdown Browser and Monitor is an online proctoring software. The software is installed as a Chrome Extension or embedded into exam content. This system offers two important benefits:

- It allows you to continue taking exams anywhere online
- It helps to protect the academic integrity of the course by verifying your identity and ensuring that exams are completed honestly by all students.

Respondus is a virtual proctor for online exams. Students who are taking exams with Respondus must read and agree to the Respondus Terms of Service and Privacy Policy. Students must also read and agree to their school’s code of academic integrity.

Respondus Privacy Policy

You do not need to create an account, download software, or schedule an appointment in advance. Respondus is available 24/7 and all that is needed is a computer, a working webcam, and a stable Internet connection.

To get started, you will need Google Chrome to download the Respondus. You can download the extension here.

When you are ready to test, log into Canvas, go to your course, and click on your exam. Clicking "Launch Respondus" will begin the Respondus authentication process, where you will take a picture of yourself, show your ID, and complete a scan of your room. Respondus will be recording your exam session by webcam as well as recording your screen. Students can access Respondus student guides.

Computer Requirements

- **Windows:** 10 and 8. Details
- **Mac:** OS X 10.12 or higher.
- **iOS:** 10.0+ (iPad only). Must have a compatible LMS integration. Details
- Web camera (internal or external) & microphone
- A broadband internet connection
Student Videos

- How to use Respondus Student Video
- Respondus support is available 24/7/365. If you encounter any issues, you may contact them by live chat or by submitting a support ticket.

Applying for Online Courses or Programs

Admissions information is provided on Fletcher’s website. For your convenience, your application can be submitted online. For a complete list of required documentation, please visit Fletcher’s admissions documents page.

Orientation

Orientation is mandatory for all students. Students should complete the online orientation and schedule a date to be advised and to register your classes on campus.

Step 1: Complete the Online Orientation Click HERE to access the Online Orientation

** Note: you will need to have logged in to your LoLA account before you will be able to access this online orientation. You should have received an email with information about your initial log in.

Step 2: RSVP for an Advising and Registration Session.

If you are a brand-new college student - click HERE to select an advising and registration date.

If you have been to college before, you will want to contact advising@fletcher.edu for registration assistance. Be sure to include your full name, date of birth, student ID number, and program of study in the email. Students will receive a confirmation email within 24-48 hours (about 2 days) after submitting the RSVP

Advising & Registration

Distance education students who are unable to attend face-to-face registration can contact Student Success at (985) 448-7900 or by email. An advisor will contact the applicant to complete the registration process for online courses.

Terms You Should Know

- Enrollment Services – This office is located in Suite 100 and houses admissions, financial aid, advising, registration, the Registrar’s office, scholarships, student worker applications, and all other enrollment services. The Enrollment Specialists, The Assistant Directors of Enrollment Management, The Registrar, The Assistant Registrar, the
Enrollment Services Student Workers and the Data Specialist are housed in Enrollment Services.

LoLA – Log on Louisiana – This is your student portal for registration, change of phone number, email address, and physical address, accessing your unofficial transcript, view your financial aid status and any documents needed, view your advisor’s name, apply to graduate, view your test scores, and view your course catalog.

Canvas – Canvas is our learning management system (LMS) used to deliver course content. Students log into Canvas with their Lola login information. Students can access Canvas with by visiting Fletcher’s Canvas home page. If you need Canvas assistance, please put in a Canvas help desk ticket. If you encounter issues outside of the college’s operating hours, please contact our Canvas support team by live chat, and/or phone (+1-844-408-6456). The Canvas student guides can help learners gain a better understanding of how to use the LMS.

Placement

Applicants can be admitted with transcripts from a regionally accredited institution or placement test scores. If a student is transferring from a regionally accrediting institution, official college transcripts must be sent directly from the institution.

Applicants who have no prior college experience can be placed in the appropriate co-requisite course the college offers (if their degree requires college level English or Math completion). It is encouraged the student complete an ACCUPLACER test or complete a self-assessment (MATH or ENGLISH) for the most accurate placement but it is not required due to Board of Regents standards.

Programs

Fletcher is authorized to offer the following degrees and certificates:
- Associate of Applied Science
- Associate of Arts
- Associate in General Studies
- Associate of Science
- Technical Diploma
- Certificate of Technical Studies
- Certificate of General Studies

Fletcher is authorized to offer the following fully online degree and certificate programs:
- Business Administration – General Business Concentration
- Business Administration – Entrepreneurship Concentration
- Business Administration – Paralegal Concentration
- Care & Development of Young Children
- Criminal Justice
Fletcher is an institution member of NC-SARA. The National Council for State Authorization Reciprocity Agreements (NC-SARA) permits us to offer classes in other states. They set regulations and requirements that we follow regarding quality assurance and consumer protections for students’ earning credit through distance learning. SARA is overseen by a national council and administered by the four regional higher education compacts, MHEC, NEBHE, SREB and WICHE. Fletcher is in the SREB region. Students with complaints that have not been resolved should be directed to follow the process outlined in FTCC Policy # 2.004, which is located under the Student Service’s tab.

The State Authorization Reciprocity Agreements, or SARA:
- Broadens offerings and lower costs for students
- Saves institutions from seeking approvals for their classes and degree programs on a case-by-case basis
- Allows states to focus on oversight of their own institutions

**Tuition & Fees for Online Courses**

The Board of Supervisors for the Louisiana Community and Technical College System (LCTCS) approved equalizing and standardizing tuition and registration fees for online credit courses offered by all LCTCS institutions. The tuition and fee schedule for online courses is posted on Fletcher’s website under Admissions / Tuition and Fees or it can be accessed through this link: Schedule of Tuition and Fees link. Online tuition costs are not capped at 12-credit hours. Web hybrid courses have the same tuition and fee schedule as the campus-based courses. Tuition information is also available in the Business Office and Enrollment Services.

**Financial Aid**

The Free Application for Federal Student Aid (FAFSA) is available online. Any additional required documentation can be submitted personally or by mail, fax, or email to the Office of Financial Aid. Financial aid is awarded to eligible applicants after documentation has been received and processed. Financial aid for all students attending Fletcher is managed online using Fletcher’s Student Information System (SIS).

Fletcher’s school code, 013580, must be entered on the FAFSA in order for Fletcher to process the financial aid. Once the FAFSA has been received and processed by the Department of Education, Fletcher will receive the FAFSA and will communicate via email with the applicant.

Fletcher Technical Community College has partnered with BankMobile to deliver refunds to students. Students have two options to receive refunds: DEPOSIT TO AN EXISTING ACCOUNT or DEPOSIT TO A BANKMOBILE VIBE CHECKING ACCOUNT. Students choose their preference by
visiting refundselection.com with the special code sent from BankMobile by mail, email, or by clicking on the Need A Code? link.

**Payment Options**

In Person—Pay with cash, money order, or cashier’s check at the cashier window located at the main campus in Schriever.

Online—Pay online through LoLA. Payment can be made through a checking or savings account with no additional fees. Payment can be made online with a credit/debit card and a 2.75% convenience fee will be assessed at the time of payment.

Mail—Payment by money order or cashier check can be mailed to:
Fletcher Technical Community College
1407 Highway 311
Schriever, LA 70395

Mailed payments must be received by the payment deadline date to secure a schedule. Fourteen days prior to deadline should be allowed for delivery. Include student name and Fletcher ID#.

**Student Email**

Electronic mail (email) is an official method of communication between the College and students. Email accounts are issued after initial registration. Students should check email daily. The student email account can be accessed here.

**Use your LoLA credentials**

Username: Same as LoLA username @my.fletcher.edu
Password: Same as LoLA password

If you are having issues logging into your student email or Canvas, follow the instructions below:

- Go to LoLA
- Click Change Password button
- Follow instructions on screen. (You will be asked for your Social Security number and your birthday)
- It will ask to verify username. (Ensure that the system is finding the correct username)
- Once you have changed your LoLA password, log into LOLA. Your Canvas and email passwords should be updated.

If you are having issues with logging into student email, please submit a student help ticket here to submit a helpdesk ticket or call 985-448-7934.
Tutoring Center Information

Fletcher offers tutoring services at the main campus free-of-charge to assist students in achieving their academic goals. ConexED and Fletcher’s course management system are used to conduct live online class sessions for our online courses. For those students who are unable to attend the main campus, Fletcher provides a list of alternative learning resource sites. Fletcher does not represent, recommend, sponsor, endorse or have any interest, financial or non-financial, in or is otherwise associated with any of the alternative sites listed. The list of the sites is provided strictly as a courtesy to the student as an alternative to Fletcher’s academic resources. Use of any of the sites is voluntary and up to the student’s discretion.

Tutoring Services are a vital part of a student’s college experience. Fletcher employs professional tutors educated and trained in the disciplines in which they tutor. We also use an online academic learning center management software called ConexED. This allows students to book appointments for tutoring.

- Tutoring is a free service offered to all students enrolled in courses at Fletcher.
- Online tutoring is offered through ConexED for math, science and English.
- Appointments can be booked from any computer or mobile device with tutors using ConexED.

Use the Links below to Access Tutoring Resources

- Make appointments here!
- Instructor Tutoring
- Want to Volunteer

Accessibility

Fletcher is committed to providing all students equal access to our courses and programs. In accordance with the American Disabilities Act, distance education courses, materials, and resources must be accessible to students with disabilities. For more information Contact Briana Juneau, the Assistant Director of Student Success, by phone 985-448-7942 or email.

Library Services for Online Students

The library at Fletcher exists to support the mission and goals of the College. The library provides students, faculty, and staff with the materials, resources, and instructional services necessary for teaching and learning.

There is special emphasis in purchasing resources that are available 24/7 through electronic means. The library utilizes a proxy for authentication, allowing easy access to these resources off-campus – ideal for online students. Most of these resources replicate many of the physical services and resources available on-campus. This includes eBooks and subscription databases, offering thousands of scholarly and popular journals, reports, maps, photographs, streaming
videos, dissertations, anatomy models, and other reference material. Resources physically available in the library may be provided on an as-needed basis if the material cannot be supplied electronically or through other borrowing agreements.

When resources are not available, Fletcher students can request them through either Interlibrary Loan or at other Louisiana academic libraries using a LOUIS Card. Information and links to these services are available on the library website.

In addition to academic resources, the library provides student support in the form of research assistance. Library staff are available for research appointments through chat, email, virtual meeting software, and phone during all library open hours. For after-hours questions, students may consult various resources related to our most frequently asked questions on the library website.

Other efforts made to provide access to online students include embedding subject and class specific library resources inside Fletcher’s Learning Management System. Students can access this through the library link in their course.

Library staff are available to answer questions during Library open hours. The library staff can be reached by calling 985-448-7910 or email.

**Career Services**

Fletcher has a hub for you and employers that is managed by our Director of Student Affairs. The Director of Student Affairs manages a central network for students and employers. Go to our Career page to set up your College Central Network account. You can also set up a one-on-one appointment to review your resume or find out about job placement by visiting the Student Success Center or email. For students in skill specific programs, your instructor is often an excellent source of information regarding employment. AND, when you do get employed, let us know! We love hearing about your success and use this data to better serve all our students.

**Unforeseen Circumstances**

Students should register with Fletcher’s Emergency Notification system, SmartNotice, to be notified of any unforeseen circumstances due to weather, emergency situations, etc. Please use the SmartNotice hyper link above to register for this service.

**Frequently Asked Questions**

You should contact your instructor when

- You have questions or need clarification regarding your assignments and/or course content.
- You have questions regarding your grades or plagiarism.
You would like to verify your instructor’s policy for submitting an assignment after the assigned date.

You should contact your academic advisor when
- You have questions regarding your schedule or your degree progress.
- You would like to make changes to your course schedule.
- You would like to make any changes to your current major.

Other helpful resources for Canvas, Respondus, ConexED, and information on Digital Literacy

- Student Resource Guide

If you have trouble with logging into our LMS, you should refer to the Student Resource Guide. If you continue to have issues logging into our LMS, please put in a Canvas help desk ticket. If you can log into the LMS but are experiencing other problems, you should contact your instructor first.

If you have trouble with accessing your student email account, you should submit a student help ticket here or call 985-448-7934.