



ONLINE COURSES AT TROY UNIVERSITY

All online courses at Troy University utilize Canvas. In every online course, students should read all information presented in the Canvas course site and should periodically check for updates—at least every 48 hours.

STUDENT/FACULTY INTERACTION

Interaction will take place via email, telephone, Canvas Discussions, comments on written assignments and office visits (if needed and possible).

- The student will participate in this course by following the guidelines of this syllabus and any additional information provided by the instructor or Troy University.
- The student is expected to remain in regular contact with the instructor and class via email or other means of communication, by participating in the discussion topics, submitting assignments and taking exams, all in a timely fashion.
- TROY requires instructors to respond to students' email within 24 hours Mon-Thurs, and 48 hours Fri-Sun.

TROY E-MAIL

All students are required to obtain and use the TROY e-mail address that is automatically assigned to them as TROY students. All official correspondence (including bills, statements, e-mails from instructors and grades, etc.) will be sent **ONLY** to the troy.edu (@troy.edu) address.

Your e-mail address is the same as your Trojan Web Express ID. If you do not know your Trojan Web Express ID, follow this link: [Find your email address/Trojan web express user ID](#). Your password is the same as your Trojan Web Express password.

TECHNOLOGY REQUIREMENTS

Students must have:

- A reliable working computer that runs Windows 10, Windows 7 Service Pack 1, Windows 8.1, and the following Apple Macintosh: OS X Lion / OS X Mountain Lion / OS X Maverick / OS X Yosemite.
- A TROY email account that you can access on a regular basis
- Email software capable of sending and receiving attached files.
- Access to the Internet with Cable Broadband or DSL connection.

- Browser: Firefox Final Release Channel or Google Chrome Stable Channel, and/or Safari. Students who use older browser versions will have compatibility problems with Canvas.
- Microsoft WORD software. (I cannot grade anything I cannot open! This means NO MS-Works, NO WordPad, NO WordPerfect)
- Virus protection software, installed and active, to prevent the spread of viruses via the Internet and e-mail. It should be continually updated.

TECHNICAL SUPPORT CENTER

If you experience technical problems, you should contact the Canvas Online Support Center. You will see a link to the “Helpdesk” in Canvas. You can also submit a ticket directly through this link <http://helpdesk.troy.edu>. The Educational Technology team is available 8:00 a.m. to 5:00 p.m. Monday-Friday to support your technical needs.

NON-HARASSMENT, HOSTILE WORK/CLASS ENVIRONMENT

Troy University expects students to treat fellow students, their instructors, other TROY faculty, and staff as adults and with respect. No form of “hostile environment” or “harassment” will be tolerated by any student or employee.

ADAPTIVE NEEDS (ADA)

Disability Services provides assistance and accommodations to students with documented disabilities that may impede their academic progress. Services include notifying instructors about the specific accommodations to which the student is entitled. Disability Services will not alter the academic requirements of individual courses. Each student must provide recent documentation of his or her disability in order to participate.

For more information about Disability Services (e.g. how to apply for disability services, Troy University policies, documentation guidelines and contact information), please visit the [Disability Services Website](#) to review the procedures and complete the necessary forms. This should be accomplished before the beginning of class.

LIBRARY SUPPORT

The Libraries of Troy University provide access to materials and services that support the academic programs. The web address of the TROY Library is <http://www.troy.edu/library/>. This site provides access to the Library's Catalog and Databases, as well as to links to all Campus libraries and to online or telephone assistance by TROY Library staff. Additionally, the Library can also be accessed by choosing the "Library" link from the University's home page, <http://www.troy.edu/>.

FACULTY EVALUATION

In the eighth week of each term, students will be notified of the requirement to fill out a course evaluation form. These evaluations are completely anonymous and are online. Further information will be posted in the Announcements section in Canvas.

HOW TO LEARN ONLINE

Troy University's online courses are designed to serve any student, anywhere in the world, who has access to the Internet. All online courses at Troy University are delivered through Canvas. Canvas

helps to better simulate the traditional classroom experience with features such as Conferences, Discussions, and other presentation and organizational tools.

In order to be successful, you should be organized and well-motivated. You should make sure you log in to our course on Canvas several times each week. Check all “announcements” that have been posted. Start early in the week to complete the weekly assignment located under Modules. You should also go to Discussions early in the week and view any topics and question/s that are posted. Make your “initial” posting and participate in the discussion. Begin reviewing for the exams early in the term. Do not wait until the last minute and “cram” for these exams. You should review the material frequently, so you will be prepared to take the exams.

CONTACT TROY

Whether you’re experienced at taking online courses or new to distance learning, we’re here to help you succeed in your online education. If you have general questions about online programs, courses, policies, services or other university-wide topics, please visit the Troy University web site; call 1-800-414-5756, Chat Feature, or by email @ ask@troy.edu.

If you have never filled out a Help Desk request before, you must first create an account. For instructions on how to complete the request, please go to <http://it.troy.edu/helpdesk/guide/createaccount.html>.

