



## Distance Education Department - Frequently Asked Questions

### About Internet Courses

**Question:**

What are Internet courses?

**Answer:**

JSCC provides Internet courses that are conducted online by a JSCC faculty member using the online course delivery program Blackboard. You can access your Internet classes anywhere an Internet connection is available. Online access to your class is available 24 hours a day, seven days a week. Depending on the course, instructors may require some on campus time for orientation, presentations, assignments or testing. Check the Class Schedule for any specific time requirements.

**Question:**

What is the purpose of JSCC Online Courses?

**Answer:**

JSCC's goal is to provide flexible learning opportunities tailored to meet the needs of students who are balancing education with jobs and family as well as for anyone who may have difficulty accessing the campus for a variety of reasons including childcare, transportation, and physical disabilities.

**Question:**

What are the advantages of taking a JSCC Online Course?

**Answer:**

- Online courses allow a more flexible schedule.
- Students may review online lessons more than once.
- There is little or no commuting time, expense, traffic, or parking.
- Students can email the instructor as questions arise.
- Students are usually able to take more time to think about and compose meaningful responses to discussions.
- Students have convenient access to course materials and resources from home or on the road.

**Question:**

How do I know if I should take a JSCC Online Course?

**Answer:**

Online courses may be more convenient than having to go to a campus to take classes; however, they are not any easier and they require just as much study time. Additionally, you'll be learning on your own. No one will be around to remind you to take part in online discussions, to hand in assignments on time, or to study for a test instead of going out with your family or friends.

You may want to ask yourself the following questions to help determine if online courses are a good fit for your learning preferences, study habits, and lifestyle.

- Are you self-motivated?
- Do you possess a high level of self-discipline?

- Do you enjoy working independently with minimal supervision and social contact?
- Are you comfortable using Microsoft Word? Do you know how to create, save, and attach files? Do you know how to open attached files?
- Can you follow written directions easily?
- Do you have convenient access to a computer with an Internet connection, a browser, and Microsoft Word?

**Question:**

How much time is involved?

**Answer:**

While JSCC Online courses allow a more flexible schedule it does not mean less time is required versus an on campus traditional course. Online courses are comparable with traditional classes in that the instructor will cover the same material, assignments, and tests.

**Question:**

Do I need to speak to a special advisor for JSCC Online courses?

**Answer:**

You may use any of the advisors in Enrollment Services.

**Question:**

Who is the instructor and should I contact the instructor before registering?

**Answer:**

Consult the Class Schedule for the instructor listing of JSCC Online courses. If you have questions concerning the course, you may contact the instructor. If the instructor's contact information is not available in the Class Schedule, you may contact the department for the instructor's name and contact information.

**Question:**

What are the technology requirements?

**Answer:**

Blackboard is JSCC's online course system for delivering online education. Students must have convenient access to a computer with a reliable Internet account. (Note: Computer labs are available on campus for student use in LWH 204, RC 110, and the Shelby Campus HSB.)

- [Minimal hardware and software requirements.](#)

**Question:**

I do not have Microsoft Word. Can I still take English without buying new software?

**Answer:**

Check with your instructor. You may be able to use another application and save work/assignments in another format (i.e. rich text format/rtf). Microsoft offers a version of MS Office for students and teachers that includes Word, Excel, Outlook, and PowerPoint, priced at around \$149.

**Question:**

Is there any available information or handouts for students about Blackboard?

**Answer:**

Student Resources for Distance Education (including Blackboard) is available online at:  
<http://www.jeffstateonline.com/DistanceEd/Resources.aspx>

**Question:**

I reviewed the Distance Education resources and/or my instructor course orientation, but I am still "lost." What should I do? I don't know where to begin.

**Answer:**

Refer to [Blackboard Help](#).

There is additional online help through Blackboard. Select the "Help" link (in the upper right side of the screen) to view online documentation about how to use Blackboard tools. If you are having problems with an assignment, discussion board, or tests you will need to contact your instructor. If you are having technical difficulties (i.e. computer accessibility), you will need to contact your Internet provider if you are using a home computer. You may need to email your instructor from your Pipeline email account if Blackboard is not available.

Jefferson State provides Internet connections in the Computer Labs located on Campus:

- Campus Labs
  - RC 110 (Jefferson Campus)
  - HSB 451 (Shelby Campus)
- Hours - before using an instructional lab, check the lab hours posted outside the door to make sure a class is not meeting in the lab.
- There are also computers with Internet connections available in the Allen Library on the Jefferson Campus and in the Learning Success Center (Lurleen Wallace Hall 204) on the Jefferson Campus. Lab schedules are located online at <http://www.jeffstateonline.com/LSC/>.

**Question:**

How will I submit my work?

**Answer:**

Policies on how work is submitted may vary slightly from instructor to instructor, so checking the instructor's policies and/or syllabus is always a first step. If you need to know this information before you register, however, you may need to contact the instructor. Generally, an area is provided online where you can submit work. If you are in an English class, for example, the assignments area allows you to submit your writing assignments as a file attachment.

**Question:**

How do I take tests?

**Answer:**

Some courses have online tests in Blackboard while others require on-campus exams. Instructors may have different requirements for administering quizzes or tests. Review the information in the printed version of the class schedule concerning these requirements.

**Question:**

Do I have to come on campus for tests?

**Answer:** The number of on-campus visits required depends on the instructor. Some instructors require one or more tests to be taken on campus. Other instructors allow tests to be taken online. These are usually timed tests that are only available for a certain time period. You will need to either contact the instructor or check the instructor's policies and/or syllabus to confirm how the instructor handles tests.

**Question:**

Is online tutoring available?

**Answer:**

Online tutoring is provided by [Smarthinking](#) for all JSCC students enrolled in English and math courses.

**Question:**

Will I be required to use the library?

**Answer:**

Instructors may have different requirements for using the [library](#). Students may also access the Alabama Virtual Library (AVL) (<http://www.avl.lib.al.us/>). The Alabama Virtual Library provides all students, teachers, and citizens of the State of Alabama with online access to essential library and information resources. Students may obtain an AVL library card with username and password from the libraries on campus or from their local public libraries.

**Question:**

How do I check my grades?

**Answer:**

Instructors may use Blackboard to post grades on work in the class, assignments, and tests. Currently, you can view "Final" grades for the entire course through Pipeline.

**Question:**

Will I get to interact with other online students?

**Answer:**

Instructors may use Blackboard to encourage online communication using the Discussion Board and Chat.

**Question:**

How do Labs work?

**Answer:**

Some courses include lab assignments. Instructors often use a combination of virtual labs, at-home lab kits, and on-campus labs/clinical on location. Contact the instructor for more information.

**Question:**

Who do I contact for help?

**Answer:**

For information concerning registration, contact Enrollment Services ([help@jeffstateonline.com](mailto:help@jeffstateonline.com)) or call 205-856-7704 (toll free 1-800-239-5900, extension 7704). You may also leave a message on the evening voice mail (205-856-7775) after normal business hours. All questions during normal business hours will receive a response within 24 hours.

For Technical Assistance with Blackboard, email [webcthelp@jeffstateonline.com](mailto:webcthelp@jeffstateonline.com) or call 205-856-8537.

## Distance Education Department

### Online Courses & Registration

**Question:**

What are JSCC's online offerings?

**Answer:**

Course offerings are located via the web through the Class Schedule.

**Question:**

Can I register online without speaking or meeting with an advisor?

**Answer:**

Students are strongly encouraged to talk with an advisor before registering online. You may do this in person, via email or telephone. You should carefully review your course selections to ensure that you have chosen the correct time and the correct campus. Make sure you are aware of the schedule adjustment (dropping and adding of courses) period for each semester.

If you have declared a major, your advisor will be located in the division under which your major falls. A list of advising locations and majors are available from Online Advising - <http://www.jeffstateonline.com/Advising/index.aspx>.

**Question:**

Is there a specific advisor for Distance Education?

**Answer:**

Distance Learning students receive the same advising services that on-campus students receive. Advising is available via e-mail [advising@jeffstateonline.com](mailto:advising@jeffstateonline.com) and telephone (1-800-239-5900, ext. 7775).

*Note:* Although some information can only be released to students in person, many of your questions and concerns can be addressed through e-mail and/or by telephone.

Advisors can answer your questions about distance learning courses and how they can fit your academic program. They can also assist with information and procedures regarding admissions, registration and course and degree requirements. Advisors can also provide additional information about campus resources and services.

For more information, go to

<http://www.jeffstateonline.com/Advising/index.aspx>.

**Question:**

When do I register for JSCC Online Courses?

**Answer:**

Jefferson State is on a semester calendar. The fall semester begins in August. The spring semester starts in January and the summer term generally begins at the end of May or first of June. For specific dates and events, go to

<http://www.jeffstateonline.com/calendar/>.

**Question:**

When is the class schedule for selecting JSCC Online Courses available?

**Answer:**

The class schedule is available online at <http://www.jeffstateonline.com> and at each campus. It is generally available 6 weeks before the next term.

**Question:**

How do I register?

**Answer:**

Students must register for Internet courses like other courses, but should look for the word "Internet" in the listing of sections. For more information about online registration, go to <http://www.jeffstateonline.com/Register/index.aspx>.

Students enrolled in online classes should log in through Pipeline (link listed on the Jefferson State homepage) the day before classes begin. Students who register late may have to wait 24 hours before gaining access to the course.

**Question:**

How do I withdraw from an online course?

**Answer:**

For questions about adding or dropping classes, go to <http://www.jeffstateonline.com/Register/index.aspx> or contact Enrollment Services.

For Enrollment Services, contact [help@jeffstateonline.com](mailto:help@jeffstateonline.com) or call 205-856-7704 (toll free 1-800-239-5900, extension 7704). You may also leave a message on the evening voice mail (205-856-7775) after normal business hours. All questions during normal business hours will receive a response within 24 hours.

**Question:**

Can I take JSCC Online Courses and traditional classroom courses at the same time?

**Answer:**

Yes. You may want to discuss your Class Schedule with an Advisor to make sure you do not have any conflicts.

**Question:**

Who do I contact for help?

**Answer:**

For Enrollment Services, contact [help@jeffstateonline.com](mailto:help@jeffstateonline.com) or call 205-856-7704 (toll free 1-800-239-5900, extension 7704). You may also leave a message on the evening voice mail (205-856-7775) after normal business hours. All questions during normal business hours will receive a response within 24 hours.

For Technical Assistance with Blackboard, email [webcthelp@jeffstateonline.com](mailto:webcthelp@jeffstateonline.com) or call 205-856-8537.

## Distance Education Department

### Tuition & Financial Aid

**Question:**

Is tuition/cost for JSCC Online Courses the same as other courses?

**Answer:**

JSCC Online Courses generally cost about the same as other courses. To review current tuition and fees for JSCC courses, go to <http://www.jeffstateonline.com/>.

Please note that Tuition and Fees subject to change by the State Board of Education.

**Question:**

I am on financial aid. How do I get a signature from my online instructor?

**Answer:**

Your online instructor will provide instructions in the course site. You may also email the instructor from your course site in Blackboard on or after the first official day of class for instructions.

**Question:**

Are JSCC Online Courses approved under the Financial Aid (Grants and Loans) process?

- **Answer:**

Yes. To apply for Federal Aid you can use the internet at [www.fafsa.ed.gov](http://www.fafsa.ed.gov) or complete a paper copy and mail the information to the federal government. To complete the federal application you will use the income records for the calendar year prior to the academic year for which you are applying for financial aid. You will also need our school code (001022) to have your financial aid application sent to Jefferson State. Before receiving financial aid, students must have all official transcripts on file. Transcripts must be mailed directly from the sending institution. Hand delivered transcripts will not be accepted. All transcripts must be on file even if you did not receive financial aid at that institution.

**Question:**

How will I know if I qualify for federal aid?

**Answer:**

Once the Financial Aid Office receives your SAR (application) back from the Federal Government they will send you in-house papers that you will need to complete. When the Financial Aid Office receives the in-house papers, they will send you an award letter stating how much and if you qualify for grants or loans only. Before receiving financial aid, students must have all official transcripts on file.

**Question:**

Are JSCC Online Courses available for students with disabilities? Who do I contact for assistance?

**Answer:**

Yes. Students with disabilities should contact the ADA Office (online at <http://www.jeffstateonline.com/ADAOffice/index.aspx>), or call the Director of Accommodations 205-856-7731 for assistance.

**Question:**

Will JSCC Online Course credits transfer to other colleges?

**Answer:**

Yes. The Alabama General Studies committee guarantees that courses listed in the [STARS/AGSC \(http://stars.troy.edu/\)](http://stars.troy.edu/) guide will transfer from JSCC to participating four-year state colleges and universities. Transfer check sheets: <http://www.jeffstateonline.com/Advising/TransferCheckSheets.aspx>. If you plan to transfer to private and out-of-state colleges or universities, you must contact that institution for specific information on which courses they will accept to meet general education requirements.

**Question:**

Who do I contact for help?

**Answer:**

For Enrollment Services, contact [help@jeffstateonline.com](mailto:help@jeffstateonline.com) or call 205-856-7704 (toll free 1-800-239-5900, extension 7704). You may also leave a message on the evening voice mail (205-856-7775) after normal business hours. All questions during normal business hours will receive a response within 24 hours.

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