Student Handbook

Contents

Kean Online Course Navigation

In each Kean Online course in Blackboard, you will see a menu on the left-hand side which allows you to navigate through your course. Below, you'll find an explanation of each menu option on the Navigation menu.

Announcements

The landing page (homepage) of your course will always be the "Announcements" page. Important information is on the Announcements page and your professor will add announcements throughout the semester. Be sure to check this page daily.

Getting Started

The "Getting Started" link is essential to the completion of your online courses. Here is where you will find the Kean Online Student Handbook and the Kean Online Handbook Quiz. You will not be able to access your course content without completing the Handbook Quiz and receiving a score of 100%.

Course Information

The Course Information link is where you will find the link to your class syllabus via Simple Syllabus, the course policies and procedures (Syllabus Part B), the Course Due Dates, and the Blackboard Collaborate Captioning feature.

Course Content

Course Content is where you will find all required content including readings, assignments, discussion board questions, and assessments. The courses will have either an 8-, 15-, or 16-unit set up. The unit content aligns with the due dates found in Course Due dates.

Live Sessions

Live sessions are administered using Blackboard Collaborate Ultra. These sessions are opportunities for faculty and students to interact. Attendance for students is not required, but it is recommended. Recordings of all live sessions will be available for viewing at a later time.

Doc Sharing

Doc Sharing allows your instructors to upload additional materials they deem relevant to the course. This feature is optional and your instructor may or may not use it.

My Grades

My Grades area provides you the opportunity to view grades posted by your instructor. Check this area frequently as your instructor will post grades after the conclusion of each unit.

Contacting Your Instructor

Students should contact their instructor within Blackboard using either the **Messages** feature or the **Ask the Instructor** discussion board. The messages feature is for private messages between the student and instructor only. I Ask the Instructor is a public forum and should be used when the question/answer would be beneficial to all the students in the course. **You are not to email your professor**, all communications must live within Blackboard.
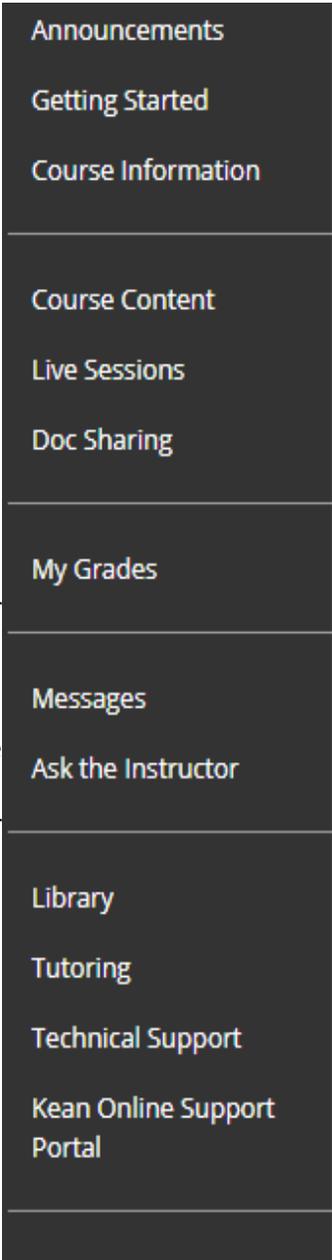
Library

This link will take you to the homepage of the Nancy Thompson Library Learning Commons (NTLC). Here you will find a plethora of services and events available to you as a student that is powered by the NTLC. Library Services, in particular, provides a large collection of online Research Guides which is especially useful if your course involves research-based assignments.

Tutoring

All Kean students have tutoring services available to them. By clicking the Tutoring link, you will be taken to the Tutoring Support homepage where you can make an appointment and find all other pertinent information about the services available to you powered by the NTLC.

Technical Support

The Technical Support menu brings you to a list of support pages you may need. Students who are having issues with Blackboard or any of their university-related accounts and technologies need to contact the Office of Computer and Information Services (OCIS) and submit a ticket. Please see the FAQs for a list of common issues students encounter and the departments needed to resolve them.

Kean Online Support Portal

The Kean Online Support Portal is used to contact the Kean Online personnel for problems specific to your Kean Online course and the instructor. See the FAQs for an example of when to contact Kean Online.

Unit Structure

Kean Online courses may contain eight, fifteen or sixteen units. In each unit you will typically find the following:
- Unit description
- Program and Student Outcomes
- Learning Activities
    - Link to the live lecture
    - Course readings and resources
    - Discussion questions
    - Assignments and associated rubrics
    - Lab assignments (if applicable)
    - Content assessments

Graded vs. Non-graded Learning Activities

Inside each unit you will find two types of activities: non-graded and graded.
- Non-graded Activities
    - Lecture (Live session with the instructor)
    - Readings and/or Resources
- Graded Activities
    - Assignments
    - Discussion Questions
    - Labs (if applicable)
    - Content Assessments (Tests/Quizzes)

Discussion Questions Policy

In each unit, students will be required to actively participate in the graded discussions. In a discussion forum, students are expected to interact with the content, other students, and the instructor. Students and the instructor

will interact each week as they respond to the discussion question and each other's posts. **Discussions will always close on the last day of the Unit at 11:59 p.m. Eastern Time.**

The discussions will be graded for:

- Frequency: Number and regularity of your discussion comments
- Quality: Content of your contributions
- Timeliness: When the initial response to the Discussion Question was posted.

Frequency

Number and regularity of your contributions to the conversation. Students are expected to log into the course and post (respond) in each of the unit's discussion topics on a minimum of three separate days that the unit is open. **In order to earn credit, a student must provide six quality posts (1 initial post, 5 responses) during the unit.**

Quality

Content of your contributions. Examples of quality posts include:
- Providing additional information to the discussion,
- Elaborating on previous comments from others,
- Presenting explanations of concepts or methods to help fellow students,
- Presenting reasons for or against a topic in a persuasive fashion,
- Sharing your own personal experiences that relate to the topic, and
- Providing a URL and explanation for an area you researched on the Internet.

Timeliness

Please consult the "Course Due Dates" document under Course Information for details on when responses to DQs are due.

Full credit is awarded when the quality, frequency and timeliness requirements are met.

Kean Online Time Commitments

Kean Online students are expected to spend just as much time, sometimes more, completing an online class as they would in a face-to-face course. In order to make sure that these equivalencies exist, you will be expected to complete a significant amount of work both inside and outside of the online course. For example, students taking a 3-credit/8-week course should expect to spend between 20-26 hours working inside and outside of the online course. This means taking two 3-credit/8-week online courses would be equivalent to a full-time job as your time commitment would be between 40-52 hours per week. **Time management is essential to online learning success. Make sure to set time aside for all your work.**

Assignments Policy

Each unit will contain assignment(s) which need to be completed and submitted by the last day of the unit. All assignments must be submitted as an MS Office document, spreadsheet, presentation, etc. unless specifically stated otherwise. Assignments that are submitted via email or messages will not be accepted. In the event of a Blackboard outage, students should submit assignments when systems are restored. Unless an Incomplete grade has been granted, assignments submitted after the last day of course will not be accepted.

Late Assignments

An assignment is considered late if it is not posted by 11:59 p.m. Eastern Time on the day that it is due. Technological issues are not considered valid grounds for late assignment submission. Students are advised to have technology back-up plans in the event of this occurring. **Late assignments will be penalized 10% for each day they are late until they are no longer accepted.** Please see the Course Due Dates document for details.

Content Assessments

Kean Online courses contain Content Assessments. This activity can be in the form of a quiz, journal, reflective essay, etc. All content assessments are timed and typically, one attempt is given. Most Kean Online courses utilize Respondus Lockdown Browser which prevents students accessing other online browsers and content to prevent cheating. Content Assessments must be completed inside of Blackboard unless otherwise stated. If you experience technical issues while taking a Content Assessment you should contact your instructor immediately. Only your instructor has the authority to reset Tests or Quizzes. **Kean Online and OCIS does not reset quizzes/tests.**

Kean Online Grading Policy

All Kean Online courses are based upon 1000 points.

Undergraduate Courses Grading Policy

	Letter Grade	Points	
	A	940 – 1,000	
	A-	900 – 939.9	
	B+	870 – 899.9	
	B	840 – 869.9	
	B-	800 – 839.9	
	C+	770 – 799.9	
	C	700 – 769.9	
	D	600 – 699.9	
	F	599 or below	

Graduate Course Grading Policy

	Letter Grade	Points	
	A	940 – 1,000	
	A-	900 – 939.9	
	B+	870 – 899.9	
	B	840 – 869.9	
	B-	800 – 839.9	
	C+	770 – 799.9	
	C	700 – 769.9	
	F	699.9 or below	

Extra Credit

Extra Credit is not permitted for any Kean Online courses.

Course Due Dates

Course Due Dates are located in the Course Information section of all Kean Online course. See the Academic Calendar for additional important dates including those related to refunds (be sure to select the calendars marked ONLINE). Please note, most holidays/breaks do not apply to Kean Online courses.

Textbooks and Resources

All required and supplemental textbooks and materials are noted on your course's syllabus located in the Course Information folder (Simple Syllabus Link). Some courses require an access code in order to retrieve publisher content. It is your responsibility to obtain a copy of the textbook and any other required resources. Kean Online courses will often use 3rd party resources such as publisher integrations which are accessible via Blackboard.

Communication

Your faculty member will communicate with you using several different tools in the course.

- Announcements, which appear when you first enter the course
- Messages, which are accessed from the course menu. This is how you should contact your instructor for all personal, private or privileged communication.
- Feedback on your Discussions and Assignments.
- "Ask the Instructor", which is a public space where students can ask questions that all the class needs to hear and to see answers to questions that others have posted.
- Blackboard Collaborate which is used during live sessions

Students Needing Accommodations

Any student that requires special accommodations should inform their instructor within 48 hours of starting the course and contact the **Office of Accessibility Services** (OAS). In order to provide the accommodations you need for your online course, your official letter from OAS must be sent to col@kean.edu by your instructor or directly from the OAS staff. We cannot accept the letter from students. The contact details for the OAS dept. are below: Telephone: (908) 737-4910/ Email: accessibilityservices@kean.edu

Technology Requirements

Technical Proficiency
- Basic computer skills
- Basic Blackboard skills

Technical training for Kean students is available through NTLC.

Technology Requirements for All Classes
(Other requirements might be needed for individual courses or programs)

- Hardware
  - PC or Mac with 8 GB of RAM and a fast processor
  - Monitor
  - Speakers (built-in to most laptops)
  - Microphone (built-in to most laptops)
  - Headset (or earbuds with microphone)
  - Webcam (built-in to most laptops)
- Software
  - Operating system: Windows 8.1 or Above or OS 10.14 or Above
  - Microsoft Office programs (Word, Excel, PowerPoint).
    - You may be eligible for a free MS Office Software Student Edition. You are required to create an account and provide a valid Kean University to obtain access to the software applications. To start the application process, go to the Office 365 Education website.
  - Google Chrome Browser (most compatible with Blackboard)
  - Respondus Lockdown Browser (available for download inside of Kean Online courses)
  - Adobe Acrobat Reader (available as a free download)
- Reliable High-Speed Internet Connection
  - Test your internet speed using Speedtest.net
    - Recommended Internet speeds:
      - Ping response is no more than 100ms
      - Download speed is at least 10Mbps
      - Upload speed is at least 2Mbps

Academic Integrity Technologies

SafeAssign
Kean Online uses the Blackboard SafeAssign tool to identify plagiarism in all written assignments.

Respondus Lockdown Browser
This browser prohibits students from using other browsers within Blackboard. During an assessment, students cannot print, copy, access another URL, or view other areas of the online course.

Steps to Download Respondus Lockdown Browser
Please be advised that you will not be able to take your Content Assessments unless you use Respondus Lockdown Browser and that your faculty member cannot assist you with its setup. Additionally, it is important that you setup Respondus Lockdown Browser well in advance of any associated due dates. Failure to successfully install and launch this product will result in an error message requesting a password. Content Assessments do not require a password.

Follow these steps to install and utilize the Respondus Lockdown Browser to take your Content Assessments:
1. Click here to download the Lockdown Browser to your computer. You will have to run the file and

answer a couple of simple questions.

2. Once it has downloaded and you can see it on your desktop, close your Internet browser (Chrome, Edge, Firefox).

3. Click on the Lockdown Browser icon on your desktop. This will immediately open to the Kean Blackboard site. Enter your login information.

4. Navigate to the week that you want to take the content assessment and begin taking it. At this point it will not ask you for more information.

Contact Respondus Lockdown Browser Support and fill out a form if you experience any difficulties. Kean Online does not provide support for this product.

Kean University/Kean Online Policies

Netiquette Policies

Online etiquette ("netiquette") is extremely important and it is imperative that we respect one another at all times. Students should keep in mind the following when posting to discussion boards and communicating with classmates and their Faculty Members.

- Never write discussion posts in CAPS. On the Internet, writing in caps may be considered equivalent to yelling at someone.
- Use of profanity is never acceptable in an academic environment.
- The online course environment is not a place to send junk mail or chain letters to classmates. Please only communicate with your Faculty Member or classmates on course issues.
- Remember that a "tone" can be misinterpreted in e-mail because the recipient does not get the benefit of viewing body language. Avoid sarcasm at all costs.
- Always keep in mind that once an e-mail is sent, what you have said is in writing forever.

Flaming

Flaming is the expression of extreme emotion or opinion in an e-mail or class posting.

- Flaming occurs when anyone in a course, Faculty Member or student, is being verbally abusive in discussions or in an e-mail.
- If students find themselves in this type of situation, they should e-mail their Faculty Member(s) directly with their concerns.
- Students who are guilty of flaming may be removed from their courses.

Kean University Student Code of Conduct

At Kean, student members of the community are expected to abide by certain standards of conduct that form the basis of the Student Code of Conduct [Code]. These standards are embodied within a set of core values that include *integrity*, *fairness*, *respect*, *community*, and *responsibility*. When students fail to adhere to the community standards, appropriate proceedings may be initiated under the Code to address the failure and its consequences. It is your responsibility as a student to read and familiarize yourself with the Student Code of Conduct.

Problem-Solving Procedures

Kean University is committed to working with students on any issues or concerns you may. Please see the university's Problem-Solving Procedures and familiarize yourself with the solutions available to you should you have an issue with the curriculum, instruction/instructor, or grades received.

Accessibility Statement

Kean Online is committed to providing accessible online courses so that all students have equal access to the course material. All of the online courses and services, including electronic and information technology, adheres to the requirements of the Americans with Disabilities Act, and Section 504 of the Rehabilitation Act. Beyond compliance with legal requirements, online courses include the Universal Design concepts. The Office of Disability Services can provide assistance and special accommodations for all students with documented physical, medical, learning, emotional and/or psychological disabilities, both temporary and permanent. Please call (908) 737-4910 or email the Office of Accessibility Services at accessibilityservices@kean.edu if you have any issues with accessing any of the course material.

Full disclosure statements of technologies used at Kean Online are listed below.

Blackboard	Blackboard
Labster	Labster
McGraw Hill	Connect
MyMathLab & Smarthinking	Pearson
Read Speaker	Read Speaker
Respondus	Respondus
VoiceThread	VoiceThread
Webassign	Cengage

The Americans with Disabilities Act (ADA)

Kean University is committed to ensuring equal opportunity and access to all members of the campus community in accordance with Section 503/504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, as amended. The University prohibits discrimination against any student, employee or applicant on the basis of physical or mental disability, or perceived disability. Kean University will provide reasonable and appropriate accommodations to enable employees and students to participate in the life of the campus community. Individuals with disabilities are responsible for reporting and supplying documentation verifying their disability. Student requests for accommodations must be initiated through the Office of Accessibility Services, accessibilityservices@kean.edu, Downs Hall, Room 122, (908) 291-3137.

Equal Opportunity and Affirmative Action Statement

Kean University is committed to establishing and maintaining a diverse campus community. Equal opportunity and diversity represent principles that are integrally woven into the University's mission. Kean is committed to providing equal opportunity in employment and education, as well as equitable conditions for employment and education, to all employees, students and applicants without regard to race, creed, color, national origin, nationality, ancestry, age, sex/gender (including pregnancy), marital status, civil union status, domestic partnership status, familial status, religion, affectional or sexual orientation, gender identity or expression, atypical hereditary cellular or blood trait,

genetic information, liability for service in the Armed Forces of the United States or disability. Sexual harassment is a form of unlawful gender discrimination and will not be tolerated.

Frequently Asked Questions (FAQs)

Common Problems	Solutions
I missed the dates for course registration.	-Students are responsible for registering for courses on time. -Kean Online students are given registration priority for online courses. -Due to the accelerated nature of Kean Online courses, late registration is not accepted.
I would like to request an overload into a closed section.	-Overload requests are not accepted for closed sections.
Cannot see my course in Blackboard.	-First, confirm with the Registrar's office that you are enrolled in the course. **Kean Online cannot confirm enrollment.** -If you are enrolled, please confirm there are no holds on your account with the One Stop Center. -If you are enrolled and have no holds on your account, contact OCIS to be added into the course.
Blackboard crashed while taking my test.	-Contact your instructor who can clear the attempt. -If your instructor does not know how, they can contact Kean Online staff for instruction.
My test is asking for a password.	-Students are only asked for a password when they are attempting to access their content assessment incorrectly. -You must follow the instructions in the "Getting Started" menu for downloading, installing and using Respondus LockDown Browser. -Close all browsers and programs and access the content assessment through Respondus LockDown Browser. -If your issues continue, use the Technical Support link in your course and click the Respondus Lockdown Browser Technical Support link
Blackboard won't load or open content.	-Change browsers. Blackboard works best with Google Chrome. -If your issues persist, even in Chrome, contact OCIS.
I am supposed to get extended time on my tests (accommodations letter).	-You must have your instructor or the OAS dept. email the accommodations letter to col@kean.edu directly on your behalf.
My instructor is not responding to my Messages or the Ask my Instructor board	-Submit a ticket to Kean Online using the Kean Online Support Portal link in your course.
My instructor has not graded any of my assignments and it is more than 5 days after the unit ended	-Submit a ticket to Kean Online using the Kean Online Support Portal link in your course.

Departments You May Need

One Stop Service Center/ Office of the Registrar

Center for Academic Success (CAS) Building, 1st floor

Telephone: (908) 73-REGME/ Email: regme@kean.edu

Hours of Operation

Monday-Thursday: 10:00am - 5:00pm (in-person), 5:00pm - 7:00pm (via phone)

Friday: 10:00am - 5:00pm, Weekends: Closed

Office of Computer and Information Services

Technology Building (TEC)

Telephone: (908) 737-6000

Hours of Operation

Monday-Friday: 8:30am - 4:30pm, Weekends: Closed

Website: https://helpdesk.kean.edu/support/home

Kean University Official Bookstore

1040 Morris Ave, Green Lane Bldg, Union, NJ 07083

Telephone: (908) 737-4940/ Email: bookstore@kean.edu

Hours of Operation

Monday- Thursday: 9am- 7pm, Friday: 9am- 5pm

Saturday: 9am-2pm, Sunday: Closed