Table of Contents

What to Expect
How to Prepare
Once You’re Enrolled
Technology
University Policies
Who to Contact
Online courses at Kean University strive to bring the best technology to all students.

**Mission Statement**

Creating immersive educational experiences that utilize a myriad of distance learning techniques and technologies connecting a global community to a Kean University “World Class Education.”

**Vision Statement**

Kean Online will provide access to life-changing exemplary distance learning experiences leading to a smarter world.

**What is Online/Hybrid learning?**

When enrolled in an online class, students will not be required to attend any in-person meeting as all course content, reading/resources, class discussions, assessments, assignments, feedback and communications occur entirely online.

Students who are enrolled in a **hybrid course** will experience **online and in-person** meeting requirements. The course content for an hybrid courses, including reading/resources, class discussions, assessments, assignments, feedback and communications, may vary between online and a traditional course setting. Online and Hybrid courses are built to accentuate interactivity, content mastery, critical thinking and student application of learning.

**What You Will Find in Your Course**

Each course adheres to Kean University’s official course outline. This information is detailed in your syllabus.

Units may include the following:

- Online lectures that may include interactive components.
- Readings from textbooks, journals, articles, periodicals, etc.
- Educational resources, which may include publisher materials, reading materials, PowerPoints, videos, etc.
- Open-ended discussion questions that promote faculty-to-student and student-to-student interaction, dialogue, feedback, and understanding of topics that reinforce the course student learning outcomes.
- Assignments that measure the student’s mastery of the course student learning outcomes.
- Content Assessments that will measure a student’s knowledge and comprehension of the material presented in the learning activities such as assigned readings, required resources, discussion questions and lecture.
How to Login to Blackboard

Use your Kean email and password to log onto Blackboard. Go to kean.edu and click on the Blackboard icon. Your Kean email and password is provided to you after admission to the college. If you have forgotten your user name and password, go to Kean Wise for assistance. If you do not have a password, contact the Office of Computer and Information Services (OCIS) for technical assistance at (908) 737-6000.

Technical Requirements

It is important to have regular access to a reliable computer and Internet connection. Technology skills such as the knowledge of working with file attachments and previous web browsing and web research experience are strongly recommended.

There are minimum standards for equipment and software for online learning: Microsoft Windows 7, Vista, XP, 2000, or ME operating systems, Mac OS 9 or OS-X 10.1.x (or higher) are supported.

In order for your Blackboard course to function correctly, you will need to disable pop-ups on your Internet browser. Your web browser provider is responsible for technical assistance. Student are responsible for installing the required software. If you do not have permission to install hardware or software, it is recommended you do not designate this computer for our course work.

Download the latest versions of the following:
- Adobe Acrobat Reader
- Adobe Flash Player
- Java JRE

Please note: Mobile devices will not suffice to complete all online coursework. All students should have immediate access to a computer for their required coursework.

Bookstore

The Kean University Bookstore (part of the Barnes & Noble College family) is located on campus at the Green Lane building. Textbooks and Kean memorabilia are available. To learn more, visit www.kean.bncollege.com.

Kean Online Academic Dates

Course Due Dates are located under Course Announcements inside the Blackboard course.

See Academic Calendar for other important dates, such as the refund calendar.
Course Availability

Once you’re enrolled, the course will populate on your Blackboard Course list. It is made available to students on the start date of the term. Students are prohibited from accessing the course prior to the start date. If you do not see your online course, you are not officially registered for the course.

First Steps

Once you’ve accessed your online class, make sure to first and foremost download your course syllabus and read the course announcements.

Kean Online recommends you take the Online Readiness Assessment to make sure online learning is a good fit for you. SmarterMeasure (SM) is an online learning readiness indicator. To get started, click SmarterMeasures for the free assessment or you can access the assessment from your online course.

Getting Started

Click on the “Getting Started” tab in your course to complete the required steps to access the course content.

Step 1: Kean Online Tutorial

Review the Kean Online Tutorial before moving on to Step 2.

Step 2: Communicating with Your Instructor

In your course, locate the Faculty Information, Messages and Ask the Instructor sections.

- Click Faculty Information to get to know your instructor
- Click Message to view and exchange private messages with your instructor
- Click Ask the Instructor to ask questions in a course open discussion forum

Note: Turnaround time for an instructor response is 24 hours during the week, 48 hours on weekends.

Step 3: Getting Technical Support

If you need technical support, click on the Student Technical Support tab on the tool bar. All technology support is located in this area.

Step 4: Kean Online Student Orientation and Quiz

Before you can access the course content, you must first review the Kean Online Student Orientation and pass the related quiz with 100%/160 points. You have unlimited attempts to earn this score.

Note: You will not be permitted to view the course content until you have successfully completed this test.

Step 5: Course Content

Click “Course Content” on the left-side Menu in your course after you have successfully passed the Orientation Quiz. The course content will not populate until you have completed and passed the mandatory student orientation and quiz.
Kean Online Grading Policy

Online classes use the grading chart below, which is included in your syllabus as well. You can review your course grades in the “My Grades” tab within your course. Learning Activity grades are available for student review five days after the unit’s official end date.

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>940 – 1,000</td>
</tr>
<tr>
<td>A-</td>
<td>900 – 939.9</td>
</tr>
<tr>
<td>B+</td>
<td>870 – 899.9</td>
</tr>
<tr>
<td>B</td>
<td>840 – 869.9</td>
</tr>
<tr>
<td>B-</td>
<td>800 – 839.9</td>
</tr>
<tr>
<td>C+</td>
<td>770 – 799.9</td>
</tr>
<tr>
<td>C</td>
<td>700 – 769.9</td>
</tr>
<tr>
<td>D</td>
<td>600 – 699.9</td>
</tr>
<tr>
<td>F</td>
<td>599 or below</td>
</tr>
</tbody>
</table>

Late Assignments/Content Assessments

Assignments are due by the last day of the Unit by 11:59pm. Content Assessments are not accepted after the unit due date. Late assignments receive a 10% deduction for each day they are late. Assignments more than 4 days late will not be accepted unless prior arrangements have been made with the Faculty member. Courses with publisher material may not accept late assignments. Technological issues are not considered valid grounds for late assignment submission. 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 the course will not be accepted.

All assignments must be submitted in a Word document and uploaded on Blackboard. Assignments that are submitted via email or messages will not be accepted.

Late assignments will be penalized as follows:

- 1 Day Late: 10%
- 2 Days Late: 20%
- 3 Days Late: 30%
- 4 Days Late: 40%

Assignments submitted after four days will not be accepted.

Please see the course syllabus for the Kean University Plagiarism Policy.

Note: Online instructors have the discretion to use this late policy or enforce a no-late policy. See your syllabus for more information.

Extra Credit

Extra Credit is not permitted for Kean Online courses.
Discussion Question Criteria

In the "Discussion" area of the course, you, as a student, can interact with your instructor and classmates to explore questions and comments related to the content of this course. Discussions will always close on the last day of the Unit at 11:59 p.m. Eastern Standard Time (EST).

A successful student in online education is one who takes an active role in the learning process. You are therefore encouraged to participate in the discussion areas to enhance your learning experience throughout each Unit.

The discussions will be graded for:

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

**Frequency**—Number and regularity of your contributions. Students are expected to log into the course and post (respond) in each of the units discussion topics on a minimum of three separate days that the unit is open. In order to earn full credit six quality posts must be provided during the unit. Your response to the initial discussion question can count as part of the six required posts.

**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
- 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 Discussion Questions are due.

Full credit is awarded when the quality, frequency and timeliness requirements are met.
Students taking online courses are expected to utilize the required technology to access their Blackboard courses and support materials and to submit assignments using MS Office. Additionally, students are expected to utilize computers that contain cameras, microphones and speakers for assessments.

**SafeAssign Notification**

Kean Online uses the Blackboard SafeAssign tool to prevent plagiarism for writing assignments. The SafeAssign tool detects unoriginal content in written assignments, which gives students an opportunity to learn and understand how to use sources for writing and research assignments.

**Remote Proctor**

Some courses may require student to be proctored during exams using a Software Secure product called Remote Proctor. To use this program, students will need a working webcam. For more information, go [here](#).

**Respondus Lockdown Browser/Monitor**

Content assessments use Respondus Lockdown Browser as an anti-cheating software. Students are required to download and use Respondus Lockdown Browser when prompted.

Courses may require the use of LockDown Browser for the online course contents. Watch the required video in the Course Information Tab to get a basic understanding of LockDown Browser and the optional webcam feature (which may also be required for some assessments). You have to download and install [LockDown Browser](#) from this link. (You won't be able to access the exam with a standard web browser.)

Respondus Monitor is a proctoring service that utilizes Respondus Lockdown Browser as well. Your instructor will be able to review footage of you taking your exam and receive flag notices should there be any suspicious behavior that may indicate cheating. A webcam is required.

**Software Secure**

Student may be required to verify their identity in their online courses. If so, students will be required to go through a brief authentication process for your online course with our Software Secure partners. The team will assist you with guiding you through the remote proctoring procedures. Before you get started you should review the videos and documents in the Course Information Tab. After you have review the required documents, install [Software Secure](#).
Lynda.com
Kean students have access to Lynda.com and over thousands of courses in myriad subjects. A course may require you to complete exercises within Lynda.com.

VoiceThread
Your course may require you to view and comment on your Instructor’s VoiceThread or to create your own. VoiceThread combines voice, text, and presentation tools to engage students and instructors in meaningful discussions.

SmartThinking
Smarthinking provides on-demand, individual instruction and support from expert online tutors across a wide variety of subjects — from beginner to advanced, up to 24 hours a day.

ReadSpeaker
Your lectures and Blackboard use the power of text to speech to give a voice to your websites, mobile apps, digital books, elearning materials, documents, and more!
Important University Policies and Information

Students are responsible to review and understand the University Academic Integrity Policy. This document is also available at the Center for Academic Success department on campus.

Students should review the Student Code of Conduct, as it discusses expectations of appropriate conduct in the classroom.

Students are strongly encouraged to register for the University's emergency notification system in order to be informed of campus emergencies, weather notices, and other announcements.

Americans with Disabilities Statement & Non-Discrimination Statement

Kean University is an affirmative action, equal opportunity institution. Students with documented disabilities who may need special instructional accommodations should notify the instructor as soon as possible, no later than the second week of the term. Students may contact The Office of Disability Services in Downs Hall Room 122 or call 908-737-4910 to discuss special needs.

Accessibility Statement

Kean Online is committed to ensuring that all online courses are accessible and that all students have equal access to the course material. All 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 Disability Services if you have any issues with accessing any of the course material.

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

<table>
<thead>
<tr>
<th>Blackboard Accessibility Statement</th>
<th>Blackboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>SoftChalk Accessibility Statement</td>
<td>SoftChalk</td>
</tr>
<tr>
<td>SmarterMeasures</td>
<td>SmarterMeasures</td>
</tr>
<tr>
<td>Respondus</td>
<td>Respondus</td>
</tr>
<tr>
<td>MyMathLab &amp; Smarthinking</td>
<td>Pearson</td>
</tr>
<tr>
<td>Read Speaker</td>
<td>Read Speaker</td>
</tr>
<tr>
<td>Software Secure</td>
<td>Available Upon Request</td>
</tr>
</tbody>
</table>
Kean U Non-Discrimination Policy
Kean University is an affirmative action, equal opportunity institution.

Academic Integrity

Kean University is aware of and sensitive to the pressures exerted by peers and family, work environment, the academic process, and society in general, and is committed to creating an environment in which academic integrity is supported and academic dishonesty is not tolerated. To that end, the University has taken steps to ensure that all members of the academic community are fully aware of the Academic Integrity Policy by: widely distributing the policy, posting it on the University’s website, identifying material on all course syllabi, and providing training to increase awareness of Academic Integrity issues among all members of the Kean University Community.
## WHO TO CONTACT

### Blackboard Support

<table>
<thead>
<tr>
<th>Blackboard website</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click here</td>
<td>844-650-0845</td>
</tr>
</tbody>
</table>

### Kean Online Advisors

<table>
<thead>
<tr>
<th>Program</th>
<th>Executive Director</th>
<th>Email</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>R.N. to B.S.N.</td>
<td>Dr. Donette Walker</td>
<td><a href="mailto:walkerdo@kean.edu">walkerdo@kean.edu</a></td>
<td>908-737-6214</td>
</tr>
<tr>
<td>Criminal Justice</td>
<td>Nicholas Barbella</td>
<td><a href="mailto:nicholab@kean.edu">nicholab@kean.edu</a></td>
<td>908-737-4212</td>
</tr>
<tr>
<td>Business Management</td>
<td>Dr. Gail Fraser</td>
<td><a href="mailto:gfraser@kean.edu">gfraser@kean.edu</a></td>
<td>908-737-4285</td>
</tr>
<tr>
<td>Educational Leadership</td>
<td>Dr. Steven LoCascio</td>
<td><a href="mailto:locasct@kean.edu">locasct@kean.edu</a></td>
<td>908-737-5977</td>
</tr>
<tr>
<td>Speech Language Pathology</td>
<td>Dr. Martin Shulman</td>
<td><a href="mailto:mshulman@kean.edu">mshulman@kean.edu</a></td>
<td>908-737-5802</td>
</tr>
</tbody>
</table>

### Administrative Offices

<table>
<thead>
<tr>
<th>Department</th>
<th>Email</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Aid</td>
<td><a href="mailto:finaid@kean.edu">finaid@kean.edu</a></td>
<td>908-737-3190</td>
</tr>
<tr>
<td>Registrar</td>
<td><a href="mailto:regme@kean.edu">regme@kean.edu</a></td>
<td>908-737-3290</td>
</tr>
<tr>
<td>Admissions: Kean online</td>
<td><a href="mailto:keanonline@kean.edu">keanonline@kean.edu</a></td>
<td>908-737-4275</td>
</tr>
<tr>
<td>Admissions: Undergraduate</td>
<td><a href="mailto:admitme@kean.edu">admitme@kean.edu</a></td>
<td>908-737-7100</td>
</tr>
<tr>
<td>Admissions: Graduate</td>
<td><a href="mailto:Grad-adm@kean.edu">Grad-adm@kean.edu</a></td>
<td>908-737-4275</td>
</tr>
<tr>
<td>Program</td>
<td>Executive Director</td>
<td>Email</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>R.N. to B.S.N.</td>
<td>Dr. Joan Valas</td>
<td><a href="mailto:jvalas@kean.edu">jvalas@kean.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:nursing@kean.edu">nursing@kean.edu</a></td>
</tr>
<tr>
<td>B.S. Business Management</td>
<td>Dr. Shagguen Rhee</td>
<td><a href="mailto:srhee@kean.edu">srhee@kean.edu</a></td>
</tr>
<tr>
<td>Speech Pathology</td>
<td>Dr. Martin Shulman</td>
<td><a href="mailto:mshulman@kean.edu">mshulman@kean.edu</a></td>
</tr>
<tr>
<td>M.A. Educational Administration</td>
<td>Dr. Steven LoCascio</td>
<td><a href="mailto:locascst@kean.edu">locascst@kean.edu</a></td>
</tr>
<tr>
<td>B.A. Criminal Justice</td>
<td>Dr. Jim Drylie</td>
<td><a href="mailto:jdrylie@kean.edu">jdrylie@kean.edu</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Criminaljustice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>@kean.edu</td>
</tr>
<tr>
<td>M.S. Computer Information Systems</td>
<td>Dr. Jing-Chiou Liou</td>
<td><a href="mailto:jliou@kean.edu">jliou@kean.edu</a></td>
</tr>
<tr>
<td>Post-Masters Education Certificate</td>
<td>Dr. Steven LoCascio</td>
<td><a href="mailto:locasct@kean.edu">locasct@kean.edu</a></td>
</tr>
</tbody>
</table>