

CONCORDIA UNIVERSITY TEXAS



Concordia University Texas
Online Student Orientation Script



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01	Hello and welcome to your Concordia University Texas Online Orientation! In this presentation, we'll answer some questions you may have regarding being an online student.
02	<p>We'll cover several topics during the presentation. Feel free to jot down any questions you have as they come up; you can discuss them with your enrollment counselor following this presentation.</p> <p>After this presentation, you will be able to:</p> <ul style="list-style-type: none">• Log into your online courses• Recall the lengths of online courses• Order your textbooks• Verify that your computer's technical settings meet the recommended technical requirements for online courses• Access MyInfo and describe what material is available through the portal• Navigate Concordia University Texas' Moodle course site• Recall important policies regarding expectations, office hours, refunds, and students with disabilities• Identify several support services available to CTX's students• Read several helpful tips for success
03	First we'll discuss some important information regarding textbooks, computer technological requirements, and accessing MyInfo.

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04	<p>Before we begin, here are a few things to keep in mind as you embark on your educational journey:</p> <ul style="list-style-type: none">• Please remember to log in on your first day of classes to confirm your ability to participate in the class. Graduate students must log in during the first week of class to stay enrolled in the program.• Log in several times each week to check for updates and announcements, and to stay on track with class assignments and activities.• All of Concordia's online classes are 8 weeks long. Each week begins on Monday and ends on Sunday night; however, the last week of class ends on a Friday, so be sure to plan ahead to complete assignments before the end of the eighth week. Classes end on Friday of the last week to allow instructors time to finish grading coursework and finalize grades.
05	<p>If you haven't done so already, please order your textbooks today. You can order textbooks through Concordia's bookstore. Visit www.concordiabookstore.com and click on the "Textbooks" tab. You can search for books by selecting the term and course title that you are taking, and a list of your required materials will pop up.</p> <p>You can have books delivered to you to avoid the long lines and possible low inventory at the bookstore on campus. Some books are offered as "e-books", and can be downloaded directly to your computer; however, keep in mind that using e-books is not a requirement for all online classes nor is it an option for all textbooks, so you should check the specific requirements for your classes as well.</p> <p>If you are planning to use book vouchers, please contact your Tuition Planner to check your eligibility and to go through the process of requesting them before you contact the bookstore.</p>

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06 A key component of your online classes will be your computer. Before you start classes, check your computer to ensure that it meets the following recommended technological requirements.

Your computer should have at least four gigabytes of memory; we recommend using a computer that is less than five years old.

We recommend premium DSL internet service (or higher) in order to have the smoothest access to your courses. If you're not sure what kind of internet you have, an easy rule is that if you can stream Netflix on your internet, then you shouldn't have any issues with our courses.

Most people already have a favorite internet browser (such as Firefox, Safari, or Google Chrome) but we recommend having a second browser installed on your computer as a backup. Most technical issues students have can be fixed by switching internet browsers. In our experience, Firefox works best with Moodle, so if you don't use it already, consider downloading it as your backup since Firefox is our recommended browser for accessing your online courses in Moodle.

Please make sure that you have cookies and pop-ups enabled for Concordia Websites. This enables you to fully utilize the websites by allowing things such as viewing messages from your professor in Moodle (which appear as pop-ups).

Regularly review and ensure that your personal contact information is updated in MyInfo.

Some courses may require you to use a webcam to participate in the class or complete assignments. Please review your online course syllabi for specific course technological requirements, and check with your professor if you have any questions regarding technology or materials needed for your particular courses.

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07	<p>If your computer doesn't include a computer mouse or a keyboard, you may want to add these as external devices to make the class experience easier. Programs like Microsoft Office Suite are also encouraged as they are user friendly and fairly universal programs. If you do not have Microsoft Office Suite, you can purchase it at a discounted price through our bookstore by going to the bookstore website.</p> <p>If you are a graduate student, you may need to have Google Talk, Google Drive, Flash, and Java installed on your computer. You can contact your professor with any questions or concerns regarding these programs.</p> <p>It can also be helpful to have your Concordia student emails sent to a personal device such as a cell phone; feel free to contact the help desk if you need assistance setting this up. Remember to password protect your account, as the school and your counselors will often communicate with you about sensitive information, such as grades and financial aid.</p> <p>You should also confirm that your computer can play a variety of video and audio content so that everything can be displayed correctly for you when looking at your classes.</p> <p>Finally, familiarize yourself with some important folders on your computer such as "Downloads" and "Documents", as you will likely be utilizing these locations the most.</p>
08	<p>Now we will review what information is available through MyInfo and how to access the portal.</p> <p>With MyInfo you can look up your classes, view your schedule and unofficial transcripts, view your grades, and access your Student Account and Financial Aid information.</p> <p>To access MyInfo, visit www.concordia.edu and select the MyInfo button. Use your CTX ID number as your User ID, and then use your 6 digit pin number as your password.</p> <p>These login credentials should have been sent to your CTX email. If for any reason you did not receive this information, you can reach out to your Student Support Coordinator for help.</p>
09	<p>In this section, we will review how to access your online courses.</p>

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10 To access your courses, go to online.concordia.edu. Please note that there is no “www.” in front of the link.

Locate the menu across the top of the screen. Click on the “Class Access” button, which is located near the top right corner of the screen. This will take you to a log in page.

11 Next, click on the purple button entitled “Proceed to CTX Unified Login Service”. As a student, this is how you will login.

12 CTX Unified Login Service is the webpage that you can use to log in using the credentials (your full email address and password) given to you by the helpdesk. This site will take you to both your classes and your school email. You can contact the Concordia Helpdesk if you forget your password.

13 Now that you can access your classes, we’ll take a short tour of Moodle and review how to find important information on the site.

14 Concordia.learninghouse.com is your Moodle site where you will access your online courses. In the center, you’ll see a welcome message from the Online Center Dean.

Now, direct your attention to the left of the screen, just below the Dean’s welcome message. You’ll see a link to the CTX Online Student Handbook, which is a very useful reference for answering general questions and concerns such as technical requirements, academic policies, and so forth. It is highly recommended that you download and save the CTX Online Student Handbook for future reference.

On the right side of the screen you’ll see a block menu. This menu contains several helpful “blocks” of information. Near the top is a link to the Help Center, which is available 24/7 and is a support resource for Moodle. If you experience issues submitting an assignment or viewing a discussion forum post, this is where you would go to find help.

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15	<p>Below the Help Center is the School Resources section, which includes several components:</p> <ul style="list-style-type: none"> • The first link is Student Tutorials. This page contains helpful links and tutorials that review all the ins and outs of using Moodle as a student, and will make accessing and submitting your first few assignments much easier. This is a great starting place if you have never used Moodle before, and it is recommended that you peruse the resources before classes begin. • Under Student Tutorials is a link for Library Access, which will take you to CTX's library's homepage. • Below the Library Access link is a link for Bookstore Access, which will lead you to the campus bookstore's website where you can order your textbooks.

- 16 Finally, you'll need to know how to find your online courses. Going back to the block menu on the right side of the page, you'll see a section titled "My Courses". This is where you will find the courses that you are enrolled in. You can click on the link for a specific course and it will take you to that course's homepage.

Your courses are usually opened one week before classes begin so you can familiarize yourself with each course by reviewing the syllabi and requirements.

On the next slide, we'll continue our tour by exploring an example course.

17	<p>This is a demonstration class, so keep in mind that the homepage will differ slightly in each course you take.</p> <p>Generally speaking, you can expect to see the course number and title at the top of the page. Below the course banner, you'll find a section titled "Course Resources" which will contain important information about the course. This is where you'll go to download the course syllabus, access the news forum where your instructor may post announcements, and other helpful information such as rubrics, descriptions of major assignments, or helpful links.</p> <p>Review each class you're enrolled in prior to the start of every term. Before class begins, feel free to visit the "Introductions" forum to introduce yourself to the class; this is a standard feature in CTX's online classes, though some instructors may post more specific requirements as part of a graded introductory activity. Introducing yourself offers your professor and your classmates a chance to get to know you a little better and shows them that you are prepared for the class.</p>
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18	<p>Before class begins, read the syllabus carefully in order to understand the class expectations and requirements. Course syllabi should contain a schedule of activities, which you should review to avoid surprise due dates. You may want to print your syllabus and mark important dates for exams, assignments, and projects on a calendar to help you stay on track.</p> <p>If you have a question, please reach out to your course instructor. You can either email your professor using your CTX email or send a Moodle message; you can also post general questions in the “My Office” forum so other students may benefit from the answer. Please bear in mind that the “My Office” forum is public, so all of your classmates can view it. This is fine for a basic question, but if you have a personal issue it is best to either email or message your professor directly.</p>
19	<p>Instructors are also available during Office Hours, which can be held virtually at times determined by the professor or by student appointment. Please be sure to contact your instructor using the Concordia email service or the Moodle Messenger as these forms of communication are more secure than personal email accounts.</p>
20	<p>Next we’ll review some important policies and helpful services available to you as a student at Concordia University Texas.</p>
21	<p>Please carefully review the Refund Policy stated in your CTX Student Handbook.</p> <p>To summarize, if you drop a course within one week of its start date, you are entitled to a full (100%) refund. However, if you drop a course more than one week after it begins you are not eligible for a refund of any amount.</p> <p>If you are enrolled in an on-campus program but are taking an online course, there is a nonrefundable Online Course Admin Fee that is not a part of the tuition refund policy. This fee does not apply to fully online students.</p>
22	<p>Concordia University Texas has a library which all students are encouraged to use. There are three librarians who are wonderful and always willing to help. They are available both on campus and online.</p>

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23	<p>Concordia’s extensive library is available 24/7 at www.concordia.edu/library. Through the library, you’ll have access to:</p> <ul style="list-style-type: none"> • Over 140,000 eBooks • Online reference tools • Over 100 subscription databases, including access to thousands of full-text articles • And more than 10,000 print and media resources.

24 From the library’s homepage, you will see a “Jump Start” menu near the top of the page. You can use Jump Start to search for resources by keyword, author, title, and other criteria. Jump Start also has several different options for advanced searches, which the librarians can help you use.

You can click on the “Ask A Librarian” link (located under the “Research Help” section on the library homepage) to chat with an on-campus librarian if you have any issues finding material.

25	<p>Keep in mind that not all databases are accessible through Jump Start. To search specific, specialized databases, click on the “Databases” tab located under “Quick Links”. You can then search for what you’re looking for by subject or title. Be sure to check out the newspaper resources available under “Databases” as well.</p>
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26 Under the “Research Help” section you’ll find other resources for improving the success of your research, including:

- video tutorials with quick tricks to help with research and citations
- resources to help you avoid plagiarism and understand various style guides
- and a link to contact a librarian if you have any questions.

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27	<p>On the library's site, there is also information about the TexShare Card and links to other local libraries.</p> <p>A TexShare Card allows you to access local libraries near you, which is useful for students that are not near the Austin, Texas, area. You can sign up for free by filling out a form and turning it in to the librarians, and they can get you one of these cards to use for research. To download a copy of the form, click on the link for "More..." which is located in the section on "Research Help". The form is available on the "Research Help" page along with several other resources.</p> <p>Google Scholar is a paid service, so always try to find information in Concordia University Texas' databases first since this information will always be free for you to use.</p>
28	<p>For questions about the library and its services, you can contact the library by phone at 512-313-5050 or emailing library@concordia.edu. You can also text your question from your phone to 512-981-7550.</p>
29	<p>Tutor.com is another 24/7, free service that the university offers. Its centers offer tutoring in Math, Writing, Business, History, Science, and Spanish.</p> <p>You can log in at www.concordia.edu/onlinetutoring using the same log in information for Moodle, and a tutor will be available to help you in a virtual room setting. They will be able to view your screen, so they can easily understand what issues you are having and best assist you. This service is available through Moodle on any computer as well as on mobile devices.</p>
30	<p>Concordia University Texas makes every effort to provide reasonable accommodations for students with disabilities in accordance with federal guidelines. If you have a disability, please contact Ruth Cooper, the Director of the Student Success Center. She is available by phone at 512-313-5031 and email at ruth.cooper@concordia.edu.</p> <p>Typically you would need to fill out an intake form to begin that process, which you can access through Concordia's Student Success Center's website. To visit the site, go to www.concordia.edu and click on "Resources" in the top menu bar; in the menu, select "Student Resources" and then select the "Success Center". On the Success Center's site, click the link for "Services for Students with Disabilities" to learn more.</p>

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31	<p>In addition to the Moodle helpdesk that we reviewed earlier, a general help desk service is available. It is student-run so the office hours do vary, but if you ever have a question about your password or you are unable to log in to your email they will be able to help you.</p> <p>If you go to online.concordia.edu and click on “Webmail” near the top center of the screen, you’ll see an option to enroll in “Student Password Reset”. If you enroll in this service, you will be able to automatically reset your email password any time. This can be very useful; for example, if you are working on a project late at night and are unable to access your email account, you could reset your password yourself rather than waiting to call the next day to have help desk do it for you.</p> <p>Remember, the Help Desk can assist you with your email account and MyInfo; however, if you have questions about your courses on Moodle, the Moodle Help Desk, which is available to you 24/7, would be the service to contact.</p>
32	<p>If you are a fully online student, you will be further assisted by a Student Support Coordinator. The coordinator will reach out to you during your first week of classes and will support you throughout your courses as a secondary support system for the times that you cannot contact your professor or technical support.</p>
33	<p>Before we conclude the Student Orientation, we’ll review some helpful tips and discuss who to contact with any additional questions you may have.</p>

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34 As you're getting started, consider these tips for success:

- Order your books before classes start so that you won't fall behind. Visit Concordia's bookstore either in person or online to order your books today.
- Print and read the syllabus for every course to understand the expectations for each class.
- Log in to your courses at least three times a week to be aware of updates and assignments.
- Create your own study schedule so that you will have time to devote to your classes.
- Create your own school space at home so that your documents and assignments don't get misplaced.
- Keep in contact with your professor so that they understand how you are doing in the course.
- If you have any trouble at all, please ask for help. Every online student has questions at some point in their class, and it is often a question that your peers are asking as well, so please reach out to your instructor with those concerns.

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If you have questions, you can contact the Concordia Online Center for more information or reach out to your Enrollment Counselor for assistance. The phone number is 844-289-2891 or you can email online@concordia.edu.