

FISHER COLLEGE

STUDENT ORIENTATION

A guide to being successful in online and blended courses



2022-2023

This orientation will cover:

- 1. Tools and Technology**
- 2. Completing Your Courses**
- 3. Enrollment Procedures**
- 4. Support for Success**

Tools and Technology

**1. Computer
Requirements**

2. Blackboard

3. Collaborate

4. Email

Requirements for Online Learning

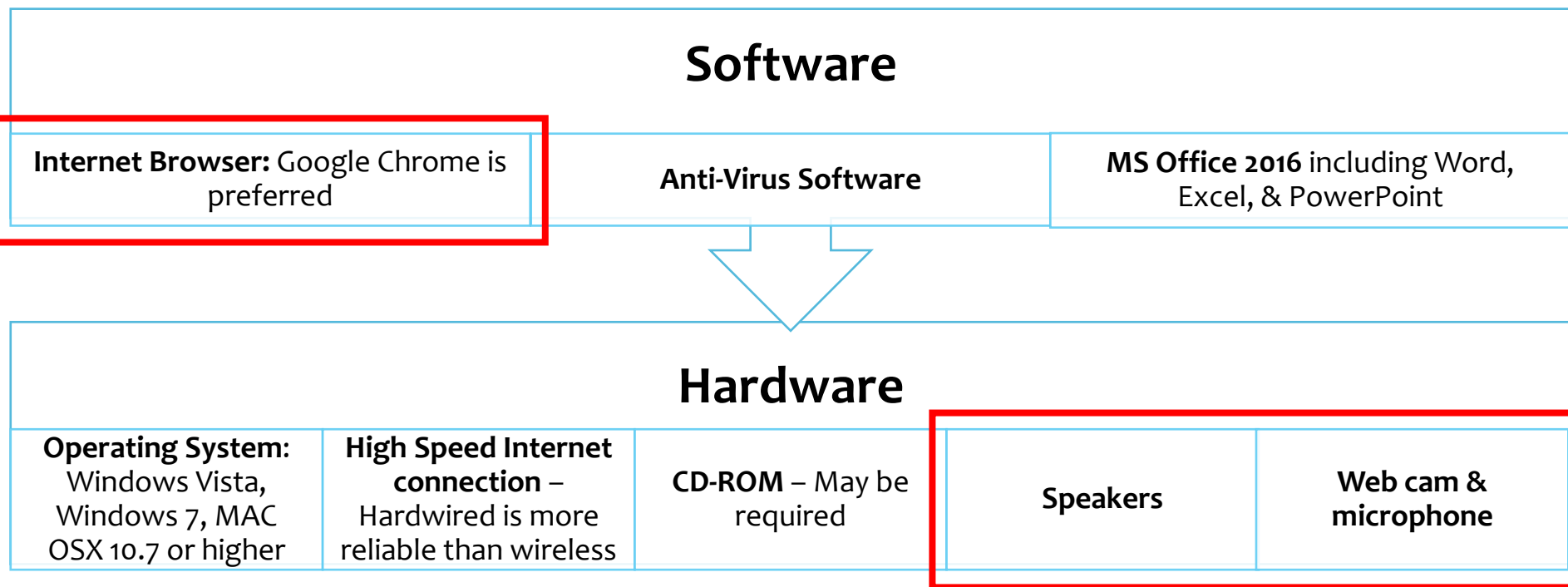
You are enrolling into a **100% online class**. Online learning gives you more flexibility than a traditional in-person or blended classes by giving you more time and opportunity to engage with your class, Instructors and classmates. Online learning expects you to be more responsible for your success in class. The energy and engagement you put into your classes will be reflected in your experience.

- ✓ You must be prepared with the appropriate technology and materials for your classes, you cannot complete your class using only a cellphone or tablet.
- ✓ You must make focusing on your schoolwork a habit and plan specific times each week when you can make your schoolwork a priority and get your work done.
- ✓ You must make a commitment to yourself and invest the time and energy it takes for you to be a successful student.
- ✓ You must proactively ask for help if you have questions about your class or anything else you have trouble with.

In the following presentation we will discuss each of these points further and what you need to be a prepared and successful student. **You are not alone**, but you are responsible for your success. Fisher College staff and Instructors are here to help and support you, but this is **your** class experience.

You Must Have Access to a Computer!

Required for
Collaborate
Sessions!



Required for Collaborate Sessions!

While Google Chrome is the preferred browser for your online classes, any browser that meets the Blackboard requirements is fine. You can check your browser here:

https://help.blackboard.com/Learn/Student/Ultra/Getting_Started/Browser_Support/Browser_Checker

Important Information for Chromebook Users

Chromebooks are useful tools, and you can certainly use one as a student at Fisher College. However, there are some situations where you will need to use a regular PC or Apple computer (laptop or desktop).

Please note that Blackboard requires that all written papers and assignments be submitted as MS Word files (.doc or .docx). If students are using Chromebooks or Google Docs to write papers, they must save the file as an MS Word file or it will not be readable.

Students are encouraged to use MS Word through their Office365 accounts, which is web-based and accessible by logging in to their Fisher email.

Office365

As a student at Fisher College (non-degree and matriculating) you have access to Office365 through your Fisher.edu email account.

Office365 is a web version of Microsoft Office which also provides cloud storage to enrolled students. Through your student email account you can access the following web-based apps:

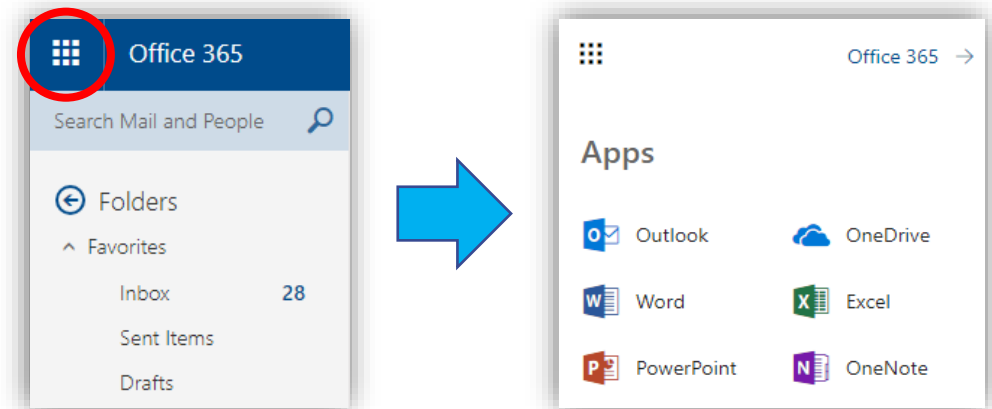
- Outlook (student email)
- OneDrive (cloud storage)
- Word
- Excel
- PowerPoint

Because Office365 is web-based, you don't have to download or install any software onto your computer, and its accessible anywhere you have an internet connection.

If you want to download Office365 to your computer, you can do that too!

To access your Office365 Account:

1. Go to <http://www.fisher.edu/current-students> and click on the link for E-Mail
2. To access the apps available through your Office365 account, you would click on the grid icon in the top left-hand corner of the screen.
3. Then select the app you'd like to use and it will open in a new tab on your browser.



Computer Use Policy

No student is allowed to use another user's password, ID, or account. Nor should any student attempt to capture or guess another user's password. Students should not access restricted files to which they have not been given official access, should not use e-mail to "spam" others, and should not release worms or viruses or other destructive code into the system. Students must obey local, state, and federal laws (copyright and other intellectual property laws), and must not use the College information system to pursue any personal business or use the name of Fisher College to suggest a College endorsement. Most importantly, the College information system must not be used to harass anyone or make repeated unwelcome contacts with others. Students must not display material that is explicitly sexual or offensive, which is inconsistent with the College Policies on Non Discrimination and Anti-Harassment.

The Computer use policy is posted in the Computer laboratories throughout the College. By using the College's computers, students acknowledge agreement with the Computer Policy. This policy can also be found in the College Catalog: <https://www.fisher.edu/academics/academic-resources#catalog>.

Accessing Blackboard, Email, and MyFisher

You may access these portals through the following page on the Fisher website: <http://fisher.edu/current-students> or through the direct URL's listed below.

Blackboard: <http://fisher.blackboard.com>

MyFisher: <http://myfisher.fisher.edu>

Email: <http://outlook.office.com>



*Remember – Your Fisher email password expires every few months. Contact your Academic Advisor if you cannot log in. Your Blackboard and MyFisher passwords do not expire.

****ALL COMMUNICATION WITH COLLEGE ADMINISTRATORS AND FACULTY MUST BE SENT THROUGH FISHER EMAIL ONLY.****

Blackboard

Blackboard is the learning management system where you will access your courses.

There is an app that you can download to your mobile device to supplement, **but not replace**, computer access. Look for the Blackboard app in your App Store:

Apple Products	Android Products
 <p data-bbox="810 948 1047 1096">Blackboard [4+] Blackboard Inc. #15 in Education ★★★★★ 4.6 • 375.9K Ratings Free</p>	 <p data-bbox="1663 948 1862 1025">Blackboard Blackboard Inc.</p> <p data-bbox="1510 1118 1982 1175">3.8★ 91.7K reviews 5M+ Downloads E Everyone</p>
Download here: https://apps.apple.com/app/blackboard-app/id950424861	Download here: https://play.google.com/store/apps/details?id=com.blackboard.android.bbstudent&hl=en

Blackboard Profile

Students can make adjustments to some of the information in their profile by clicking on the pencil icon for each area.

Information you can change are outlined in red:

- **Pronunciation** – If you would like to add a phonetic spelling of your name, or record a short clip of the correct pronunciation
- **Pronouns** – If you would like to share your preferred pronouns with your Instructors and classmates
- **Password**
- **Privacy Settings**
- **Notification Settings** for Activity Stream, Email, and Mobile Push notifications through the Bb Mobile app

Kathy Potter
kpottermccarthy

Basic Information	
Full Name	Kathy Potter
Pronunciation	Add pronunciation
Pronouns	she/they
Password	Change password

System Settings	
Language	System Default (English (United States))
Privacy Settings	Only instructors can view my profile information
Global Notification Settings	Stream notifications
	Email notifications
	Push notifications

***Students do not have the ability to change their names. If you need to change your name, contact your Advisor.**

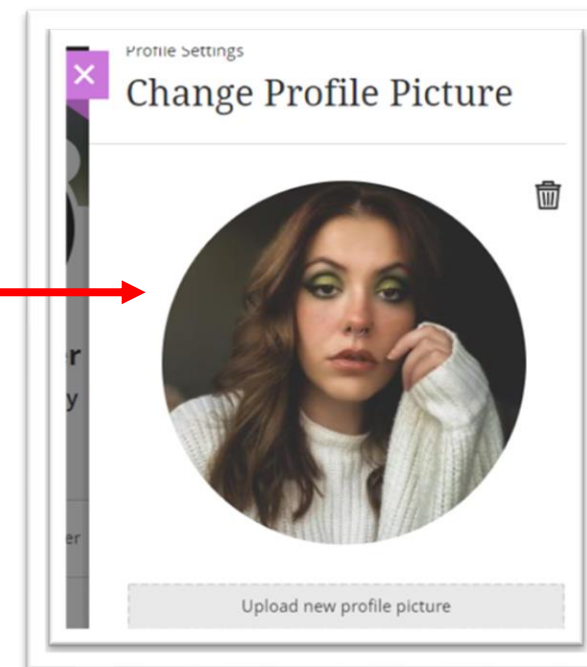
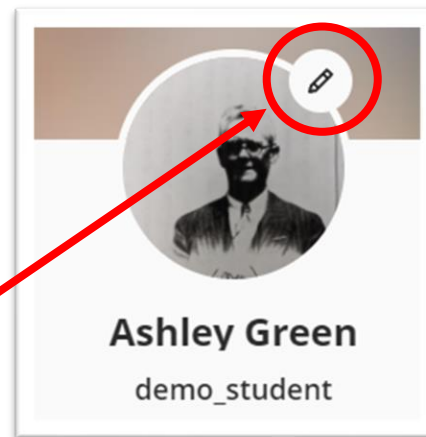
Blackboard Profile Picture

All students are expected to provide a photo of themselves in the Blackboard profile.

Access Your Profile

1. Select your name from the menu on the left of the main Bb page.
2. Hover your mouse over the avatar circle
3. Click on the pencil icon to edit your photo
4. Upload an appropriate picture of your full face
5. Click the purple X to close the menu

Images must be less than 5 megabytes (MB) in size and at least 50 x 50 pixels in dimension. Acceptable file formats include GIF, PNG, JPG, and JPEG.



Blackboard Notifications

Blackboard will send you notifications about your classes, assignments, and due dates to help you stay on track. You can adjust what notifications you get, and how you receive them by changing your notification settings:

- Click on your Bb Profile
- Click on any “Notification” link on the right side of the page
 - Stream** – notifications listed in in your Activity Stream
 - Email** – notifications sent to your Fisher.edu email inbox
 - Push** – notifications which pop up on your phone if you use the mobile app
- Check or uncheck notifications you wish you see through each method

You can also make changes to your push notifications on the mobile app by clicking on the “Settings” option in the menu.

BB101 – Student Orientation and Introduction to Blackboard

You will see this course when you log into Blackboard, listed under courses where you are a student.

This self-paced course will quickly increase your comfort level with online learning and provide practice with common course tasks. There is no instructor and no assignments that are required.


It also includes resources such as:

- Writing Refresher modules
- Academic Integrity: Plagiarism Guide
- Library Information
- Practice assignments, tests, discussion boards and other tools that may be used in your courses.

Navigating Your Course in Blackboard

All courses in Blackboard have the same course menus. There are three areas of the course layout: a horizontal navigation menu, a vertical “Details and Actions” menu, and the Course Content area:


The navigation menu will bring you to a course calendar, Discussion Boards, your course Gradebook, and course Messages.

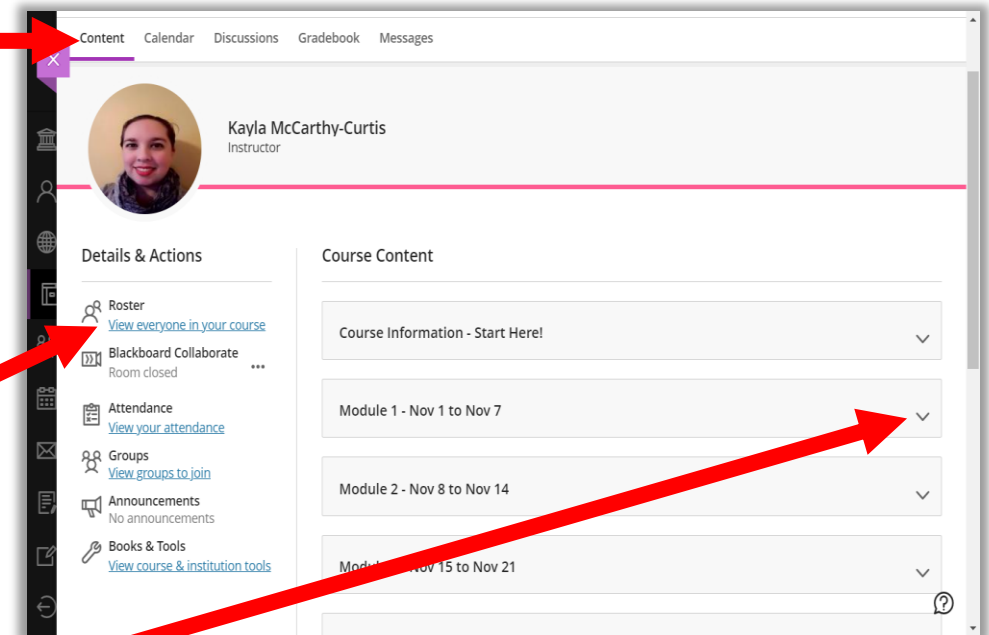
 Clicking on one of these links you will change your view of the course. To get back, click on Content.

The Details & Actions menu will give you access to see your course roster, access to Collaborate sessions, and any Group work, if used in your course.

 Clicking on one of these links will expand a new page over the home page. To get back, click the purple X in the corner.

The Course Content area is where you will find all the course materials, homework, tests, quizzes, and discussions for the term.

 Clicking on the down arrow will open the module so you can access its content. To close, click the arrow again.



Collaborate

Collaborate is a web-based virtual classroom tool used in all online courses.

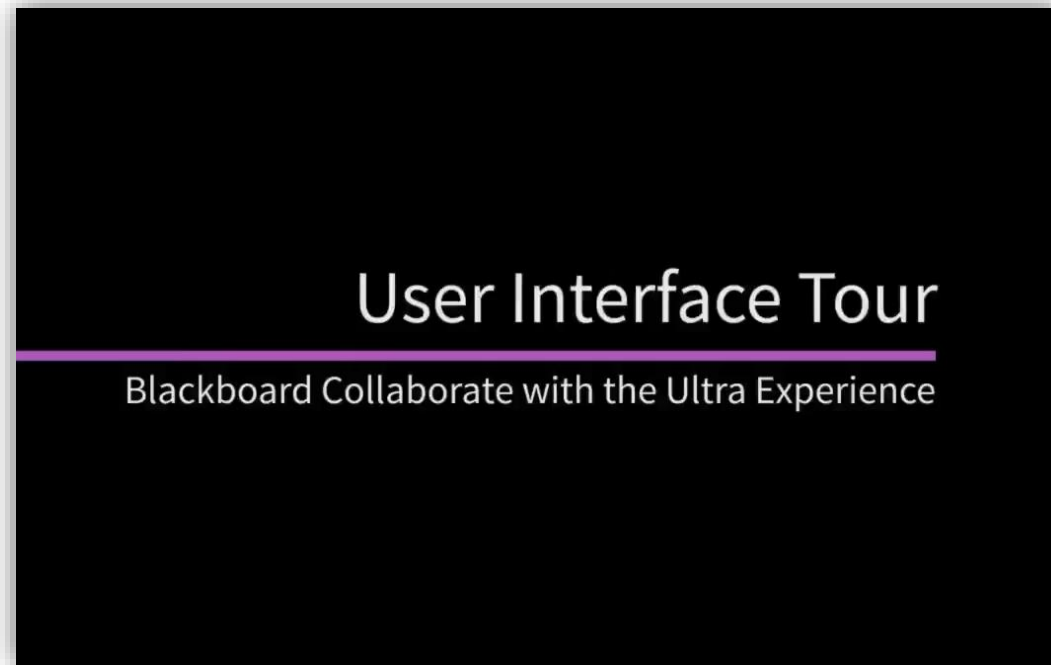
Instructors and students log in at the same time and use video and audio to communicate with each other.

There is nothing to download; just use **Google Chrome** to access the session via the link your instructor provides.

Using Collaborate

Visit this YouTube link to view a short video tour of the user interface:

<https://youtu.be/6SKSODqUeWg>



Fisher Email

ALL COMMUNICATIONS WITH COLLEGE ADMINISTRATORS AND FACULTY MUST BE SENT THROUGH FISHER EMAIL ONLY.

Now that you are an active student you are expected to use **ONLY** your Fisher.edu email account to contact your Instructors, your Advisors, and other College offices. You should check your Fisher.edu email multiple times a week to make sure you are not missing anything (class deadlines, outreach from your Advisor or Instructors, reminders about Financial Aid, etc.).

You can access your Fisher.edu email by logging in here: <http://outlook.office.com> or by clicking the “Email” link on the Current Students page: <http://fisher.edu/current-students>.

Please Note: Your email inbox cannot be accessed through Blackboard.

Fisher Email

WHEN YOU LOGIN TO YOUR OFFICE 365 ACCOUNT FOR THE FIRST TIME YOU WILL BE PROMPTED TO ADD A VERIFICATION METHOD TO LOGIN TO YOUR ACCOUNT.

Follow the prompts to configure an additional security verification method. This second method of authentication will aid in preventing third-party attackers from accessing your account without direct access to your personal devices, or approval by you.



If you are having difficulty accessing your email or configuring a secondary authentication, please reach out to the help desk directly by phone at 617-236-5464.

Please Note: Your email inbox cannot be accessed through Blackboard.

Adding Fisher Email to a Mobile Device

If you don't think you will remember to check it on a computer, use the **Outlook** app on your phone or tablet to get notifications for new messages. Devices vary, if you need additional assistance, please contact the IS Help Desk at 617-236-5464 or IS-Services@fisher.edu.

Download the Outlooks App for your device:

Apple Products	Android Products	Windows Products
 <p>Microsoft Outlook 4+ Secure Email, Calendar & Files Microsoft Corporation #2 in Productivity ★★★★★ 4.8 • 4.8M Ratings Free · Offers In-App Purchases</p>	 <p>Microsoft Outlook Microsoft Corporation Contains ads · In-app purchases</p> <p>4.5★ 8.06M reviews</p> <p>500M+ Downloads</p> <p>E Everyone</p>	Outlook is a native program for any Windows based OS product. Simply enter your login information into the app to set up access.
Download here: https://apps.apple.com/us/app/microsoft-outlook/id951937596	Download here: https://play.google.com/store/apps/details?id=com.microsoft.office.outlook&hl=en_US&gl=US	For more information: https://support.office.com/en-us/article/set-up-email-on-windows-phone-181a112a-be92-49ca-ade5-399264b3d417

Blackboard Messages

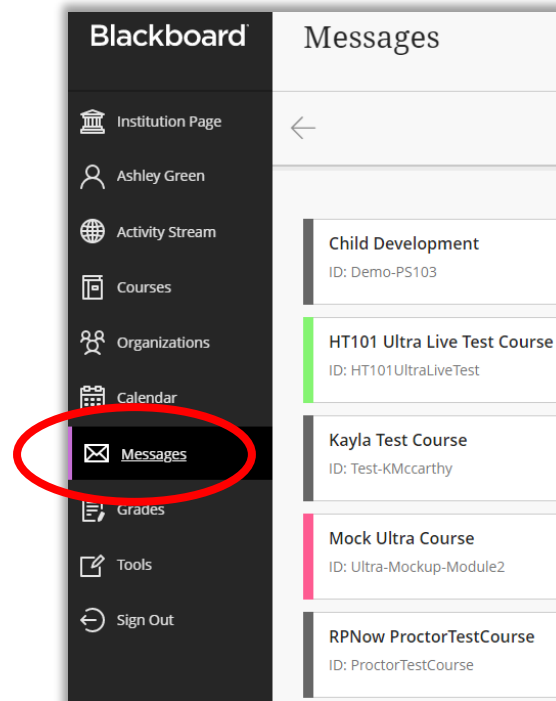
Blackboard has a messaging system available so that your Instructor can contact directly through your class.

Messages do not leave the Blackboard system, and you cannot send messages outside of your classes.

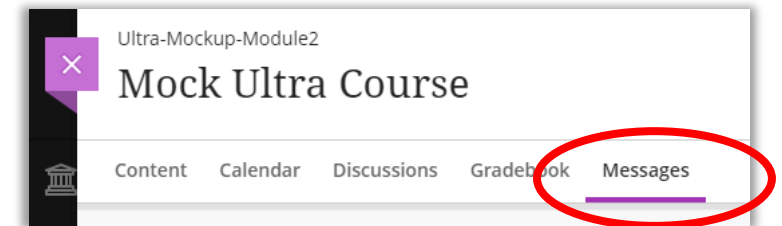
Please note: Messages expire when the term ends and you will not be able to retrieve messages from courses which have ended.

There are two ways to access Messages in Blackboard:

From the Blackboard Menu



From within your course



Completing Your Courses

**1. Class &
Homework
Expectations**

**2. Academic
Responsibilities**

**3. Library
Resources**

**4. Course
Requirements**

**5. Being
Successful**

**6. College
Policies**

Class and Homework Expectations

In all course formats, you can expect to spend approximately 17 hours per week engaging with course materials.

Online Courses

No in-class instruction

6 hours online instruction

Learning Activities

- Readings
- Writing assignments
- Discussion Boards
- Test/Quizzes

Blended Courses

3 hours in-class instruction

3 hours online instruction

Learning Activities

- Readings
- Writing assignments
- Discussion Boards
- Test/Quizzes

Know Your Academic Responsibilities

Courses typically have the following Academic Responsibilities:

1. Weekly Textbook reading
2. Supplemental instructional materials
(including written documents, outside websites, videos, etc.)
3. Weekly Discussion Boards
4. Collaborate sessions
5. Other Assignments

Your course syllabus will outline all required elements of your course.

Library Resource Access

Access the Library Website by going to:

<https://www.fisher.edu/current-students/library-resources>

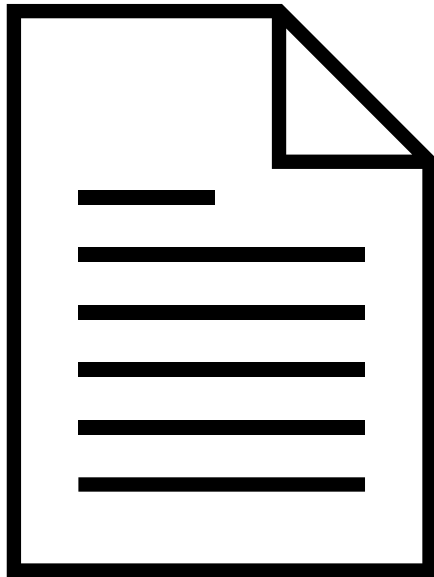
Library barcodes are sent via Fisher email at the start of each term. This email will have instructions for how to access and navigate the library as an online student.

Your Library Barcode acts like a digital library card, giving you access to journals, research databases, the library catalog, and the ability to request books.

If you have any questions, please do not hesitate to contact the Library by phone at 617-236-8875 or by e-mail at library@fisher.edu.

Course Syllabus

Review your course syllabus when you first log in to your course.



The course syllabus will provide:

- ✓ Instructor's contact information
- ✓ Course materials, books, etc.
- ✓ Course grading information
- ✓ Course expectations & policies
- ✓ Course schedule to help manage workload

***Pro Tip:**

Print a copy of your syllabus and keep it with your computer or class notes for easy access during the term. Check or cross off assignments as you complete them to help you keep track of what you have left to do.

Course Requirements: Collaborate

Collaborate sessions give students the opportunity to engage with their instructor and classmates in a live setting.

All online courses utilize a minimum of 2 Blackboard Collaborate sessions per term to enhance the student experience. Your instructor may hold more sessions.

Students are expected to either attend the live session or watch the recording for all sessions. Instructors may require summary assignments for missed live sessions.

Please review your syllabus or check in with your instructor if you have questions about their expectations and requirements for Collaborate.

Course Requirements: Collaborate

Virtual classes through Collaborate are recorded. Massachusetts law requires that parties to a recorded conversation be informed of the recording and consent to the recording. If you do not consent to being recorded, you do not need to participate in the class conversation either verbally or in writing (i.e., chat function or polling feature). You will not be penalized for lack of participation.

If you **do not consent** to being recorded, you must email the instructor in advance.

Course Requirements: Discussion Board

All online and blended courses require participation in weekly discussion boards. You will be required to introduce yourself and provide a photo during the first week of the course.

- Instructors will provide question prompts. You will respond with an initial post and then respond to other students' postings.
- Read all posts and flag the ones that you find particularly interesting to respond to.
- Plan to log in daily to keep up with the readings/postings.
- The Discussion Board is an academic forum. Please refrain from using texting language. Consider drafting your message in Microsoft Word before posting.

Discussion Board Netiquette

- Think before you write and think twice before you send. Don't send anything in writing that you wouldn't feel comfortable saying to someone in person. This is an academic forum.
- Take a few moments to proofread before you send something. Frequent typographical errors or misspellings are distracting and leave a bad impression.
- Remember that your audience may be international and intercultural.
- Avoid potentially offensive terminology. Do not use words that could be considered sexist, racist, ageist, or any other perspective that demonstrates disrespect.
- Be cautious when using humor (especially sarcasm).

Course Requirements: Assignments

In addition to Collaborate and Discussion Boards, most courses also require tests and/or quizzes, exams, and other written assignments*. Review all assignment information to verify due dates and time limits for each.

You may be required to complete different kinds of assignments including:

- Response papers*
- Research papers*
- Participate in group projects

*All written assignments must be submitted as MS Word files (.doc or .docx)

Exams and all other assignments are always completed through Blackboard.

Please review the [Academic Integrity and Citations PowerPoint](#), available in every courses, for more information about MLA, APA and properly citing your work.

Textbooks

All courses will have required readings from textbooks or other sources. Please order any textbooks required for your courses as early as possible to be sure you have them for the first day of classes.

**Required materials are listed for every class in the Fisher College
Bookstore**

The bookstore website is: <https://bncvirtual.com/fisher>

To Be Successful

Have reliable access to a computer!

- Check your local library for computer availability if you don't have access at home.

Actively participate in your course (daily login is recommended)

- Check for announcements.
- Review instructional materials in each weekly module.
- Participate in discussion boards.
- Complete tests/quizzes.
- Complete assignments.

Set a weekly schedule

- Set aside time for weekly readings, discussion boards, and other assignments.
- Set reminders on your calendar and/or phone to remind you of due dates.
- Don't fall behind in readings and assignments.

Know who to contact if you need help

- Course Instructor
- Marjorie Hewitt
mhewitt@fisher.edu

Log in to Blackboard and check Fisher email every day

- Empty email inbox AND trash regularly.
- Remember that you must only use your Fisher email.
- Remember to change your email password when prompted.

College Policies

Please refer to the Fisher College Course Catalog and website for a complete and detailed list of all policies and procedures.

Course Catalog: <https://www.fisher.edu/academics>

General Policies: <https://www.fisher.edu/about/institutional-information>

Enrollment Procedures

1. My Fisher

**2. Add/Drop &
Withdrawing**

**3. Viewing
Midterm &
Final Grades**

**4. Requesting
Transcripts**

MyFisher

MyFisher is the student information system portal where you:

- View midterm and final grades
- Drop a course from your schedule

Add/Drop Period

The Add/Drop period is a period of time when students are able to drop courses without owing tuition, replace (switch) courses without tuition penalty.

Please refer to the College calendar for specific dates. Course syllabi will also list that term's deadline. The College calendar can be found online here:

<https://www.fisher.edu/academics/academic-resources/calendar>

Students are responsible for all changes and should complete them through MyFisher.

Dropping a Course

To drop a course without penalty, you will need to login to your MyFisher account to make the change.

1. Log into MyFisher <http://myfisher.fisher.edu>
2. Open the Menu and choose “My Info”
3. Choose “Register for Classes”. A page will then appear which has classes to register for, and also the classes that you have already added to your basket (which is located at the bottom of the page).
4. TO DROP: Locate your basket, and the class you want to drop, and click on the “Drop” link on the left side of the screen next to the class.

If you have problems, please contact Marjorie Hewitt right away.

Withdrawing From a Course

If you are thinking of withdrawing from a course, first start by contacting your Instructor. Your instructor may be able to help you successfully complete the class.

If you wish to withdraw from a course, you will need to send an email to Marjorie Hewitt (mhewitt@fisher.edu) by the last day to withdraw.

Withdrawing from a course may result in out-of-pocket tuition expenses.

Viewing Mid-term and Final Grades

Mid-term warning grades are entered by the end of week 4 during 8-week courses. Mid-term warning grades are only entered for grades of C- or lower. If you see “NW” it means “no warning”.

Final grades are entered within 48 hours of the last day of the term.

Mid-term and Final grades are viewed through **MyFisher**.

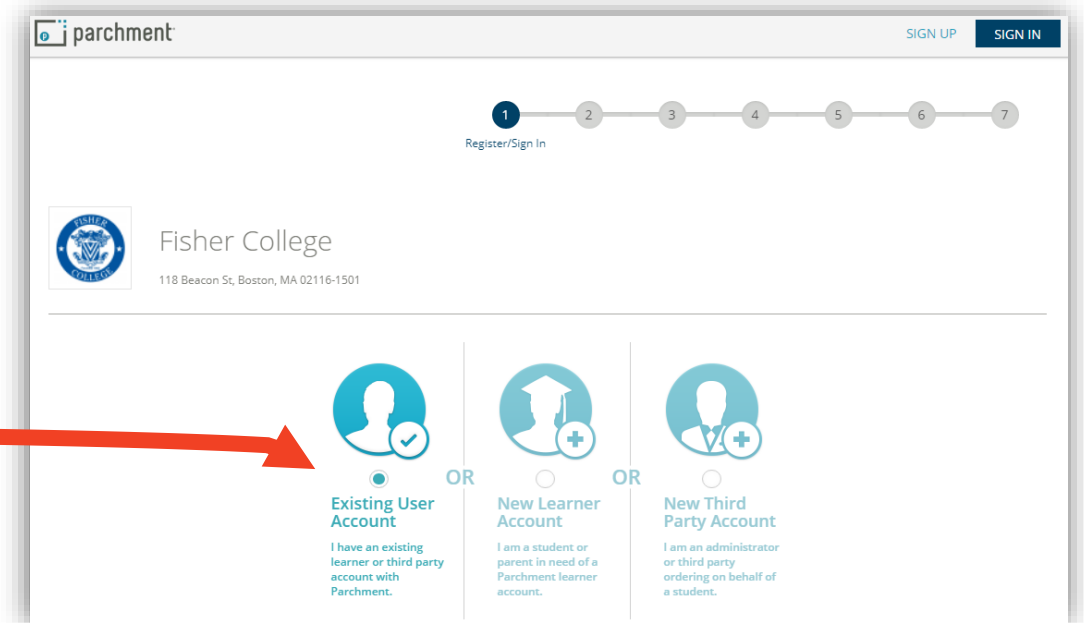
1. Log into MyFisher <http://myfisher.fisher.edu>
2. Open the menu and choose “MY INFO”
3. Select “Midterm Warning Grade” or “Final Grade Report”
4. Choose semester

How to Order Your Transcript

All transcripts are ordered online from the Fisher College Website at <https://www.fisher.edu/academics/academic-resources/registrar/academic-transcripts> using a portal called Parchment.

If you have never requested transcripts from Fisher, you will need to set up an account, but it is easy to do.

Official Transcripts cost \$15 per copy for normal processing.



Support for Success

**1. Course
Level Support**

**2. Grievance
Process**

**3. Technology
Support**

**4. Student
Accessibility
Services**

Course Level Support

If you have questions about your course, including course requirements, assignments, and concepts, try one of these methods:

1. Post a question to the general discussion board forum in your course.
2. Email or speak with your Instructor

Concerns With Your Course or Instructor

Although we do not anticipate that you will encounter problems, the following suggestions are in place in the unlikely event that you do have a concern.

- If you have a problem or concern about a course or Instructor, you should always start by addressing your concern with the Instructor. If the Instructor is not aware of a problem, they cannot correct it. If your problem is not satisfactorily addressed, then you should consult with your Advisor. Your Advisor will assess the situation and advise you on further action, which may include consulting with the Director of Academic Programs and Services.
- If you are unsure about how to address your concerns with your instructor, you may always consult with your Advisor for the proper course of action.
- For problems or concerns not related to a course or Instructor, you should contact your Advisor who will assess the situation and advise you on further action.

Grievance Process

If a grievance is not resolved directly and informally by the student, the student may file a written grievance complaint (the “Grievance”). The Grievance complaint must be filed within 10 calendar days from the last attempt to resolve the matter directly with the interested parties. All Grievances shall be filed directly with the Dean of Students by certified mail, regular mail, or in hand. A student may withdraw a Grievance at any time by filing a withdrawal request in writing with the Dean of Academic Affairs.

For the complete process, please visit:

<https://www.fisher.edu/about/institutional-information>

If a complaint cannot be resolved internally, students may be able to file a complaint with the Massachusetts Department of Higher Education. The MA resident/general complaint form and information can be found at:

at: <https://www.mass.edu/forstufam/complaints/complaints.asp>

- Students outside MA in non-SARA states (e.g. California, Guam) may utilize the MA resident/general complaint form available to MA residents.
<https://www.mass.edu/forstufam/complaints/complaints.asp>
- Complaints that pertain to distance (online) education provided by Massachusetts-based SARA institutions to students residing in other states pursuant to SARA **only** can be filed at the following link: <https://www.mass.edu/foradmin/sara/complaints.asp>

Your Student Services Representative

You may always contact Student Service Representative if you have questions. They may direct you to another resource, but it is a good starting point.

Your Representative is:

Marjorie Hewitt

mhewitt@fisher.edu

508-316-7663

Technology Support

If you have questions or concerns regarding technology used in your courses please email:

Patrick McGovern

Instructional Technology Support Technician

pmcgovern@fisher.edu

Additional Help Resources

FISHER COLLEGE EMAIL HELP

Your Fisher College email password expires every few months. Do not ignore the email notification alerting you to the impending expiration. If you do become locked out of your email, you may contact your Academic Advisor by phone.

BLACKBOARD AND COLLABORATIVE HELP

Blackboard Help: <https://help.blackboard.com/Learn/Student/Ultra>

Collaborate Help: <https://help.blackboard.com/Collaborate/Ultra/Participant>

Blackboard Ally

Ally creates alternative files that are easier to use by all students. Ally works within your online course so it's available right where you need it.

Alternative files include readable text for screen readers, pictures with captions, and easy-to-navigate content.

Alternative formats aren't just for a select group of students, **Alternative formats benefit everyone.** For example, maybe you have a lot of course material to read and get eye strain. You can listen to an audio format of the file your instructor uploaded instead.

While not every file type is supported, most are, and Blackboard is always adding more. To access an Alternative Format of a file:

- 1) Locate a file in your course
- 2) Click on the Ally icon



- 3) Click on the file format you'd like to download.

Please Note: Some file conversions can take up to 2-5 minutes depending on size and available bandwidth.

Congratulations!

You have now completed your orientation and are ready to begin your journey to success here at Fisher College.