

FISHER COLLEGE

STUDENT ORIENTATION

A guide to being successful in online courses



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.
Chromebooks**

3. Office 365

**4. Microsoft
Teams**

**5.
Canvas/Email/
MyFisher**

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 degree 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, degree, financial aid, anything.

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** on the pathway to your degree, but you are leading the way. Your Advisors and Instructors are here to help and support you, but this is **your** journey.

Hardware Requirements

Updated Operating System

- Windows 7
- Chrome OS
- Ubuntu OS
- macOS Catalina 10.15

High Speed Internet

- minimum Internet speed of 512kbps
- Hardwired connections are more reliable than wifi

Audio Tools

- Headphones with a microphone is preferred
- Speakers
- Built-in Microphone

Video Tools

- Built-in camera OR
- USB webcam

Software Requirements

Supported Browsers

- Chrome
- Firefox
- Edge
- Safari

Microsoft Office365

- All students have access to the Office365 apps (Word, Excel, etc.) from the College.

Antivirus Software

- Many Internet providers make antivirus software available to customers
- Look for reputable providers like, Norton, Bitdefender, Avast, McAfee

You MUST have access to a Computer to complete your courses.

You will not be able to complete your courses using only a tablet or mobile device.

You must have a laptop or desktop computer.

Chromebooks: Cool, But Not Always the Answer

Chromebooks can be great for basic stuff, but there may be times when you need a PC or Mac.

- **CS245** is a required course that requires students to download MS Access to complete required work, which **cannot** be done on a Chromebook
- Some Computer Science courses require software installations that **may not** be supported on Chromebooks

Bottom Line: A Chromebook *can* work, but has limitations. No matter your major, if you plan to use a Chromebook make a backup plan just in case you need it!

Office365

As a Fisher student, you get free access to Office365 through your Fisher.edu email.

This web-based platform includes:

- Outlook: Student email
- OneDrive: Cloud storage
- Teams: Virtual class meetings
- Word & PowerPoint: For assignments and presentations

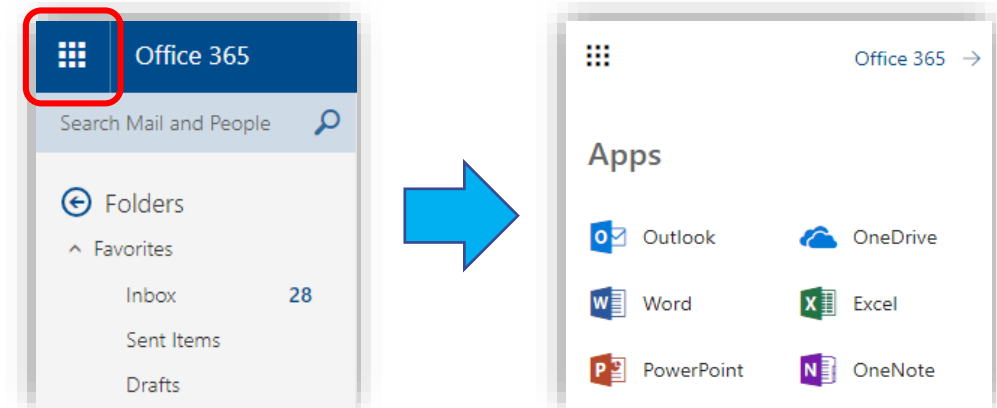
No downloads needed—just log in with your Fisher email from anywhere with internet access!

Heads up! Canvas needs Word Docs

If you're using a Chromebook, Google Docs, or Apple Pages, you need to save your files as a word doc before submitting.

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, click on the grid icon in the top left-hand corner of the screen.
3. Select the app you'd like to use and it will open in a new tab on your browser.

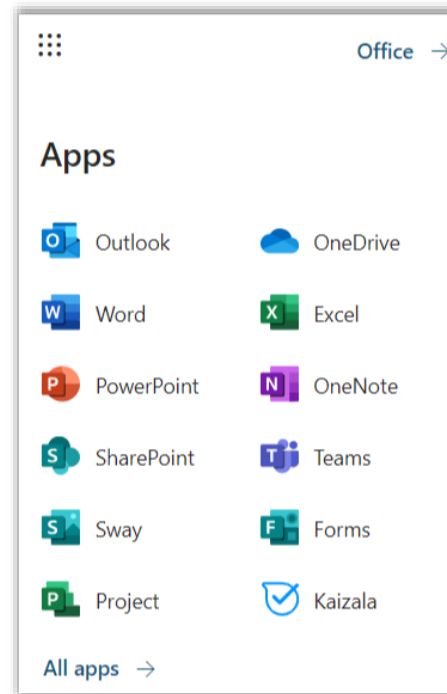


Microsoft Teams

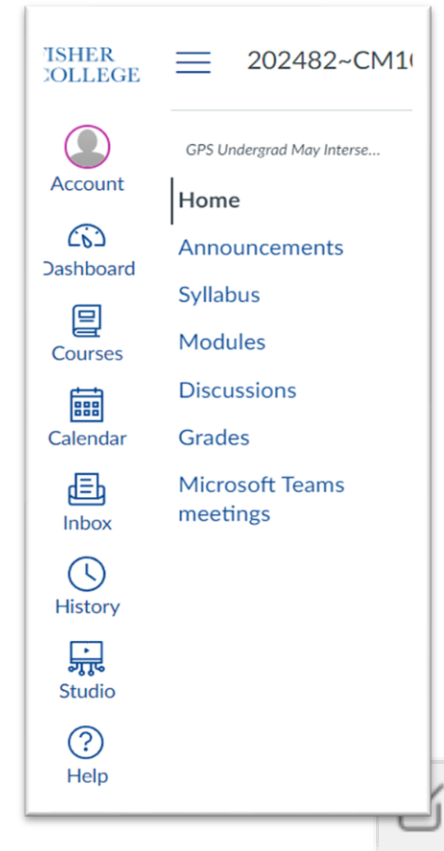
Through your Office365 account you have access to Teams, a communication tool that will be used in your classes for live virtual class meetings.

You will be able to access scheduled Teams meetings within your class, but you can also open it from your Office365 account:

Access From Office365:



Access From your Class:



Find the app for your phone at the [Apple AppStore](#), [Google Play Store](#) or the [Microsoft Store](#)

Accessing Canvas, Email, and MyFisher

Logging in is easy thanks to Single Sign-On!

Fisher College uses "Single Sign-On" (SSO) This means once you're logged into your Fisher email, you're automatically logged into Canvas and MyFisher too!

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

Canvas: <https://fisher.instructure.com>

MyFisher: <https://fic-web.scansoftware.com/cafeweb/Navigation>

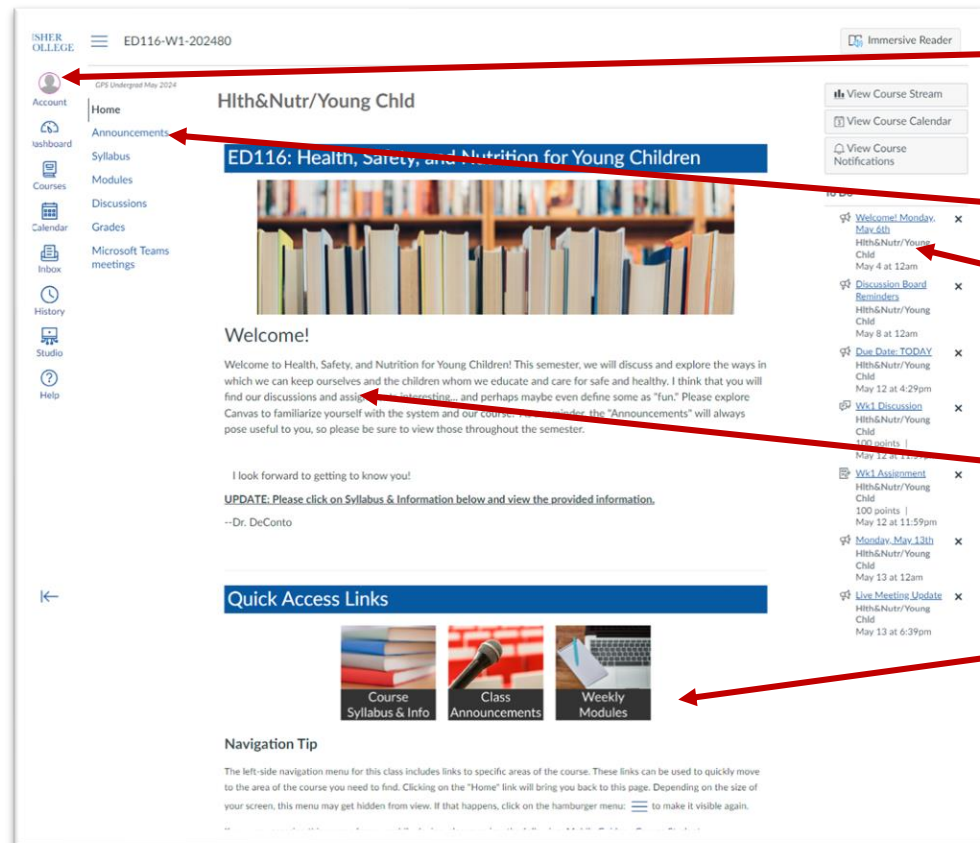
You can also find all of these links on the Fisher website: <http://fisher.edu/current-students>

***Pro Tip:** login to your email and set up Multi Factor Authentication before you attempt to access Canvas.

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

Navigating Your Course in Canvas

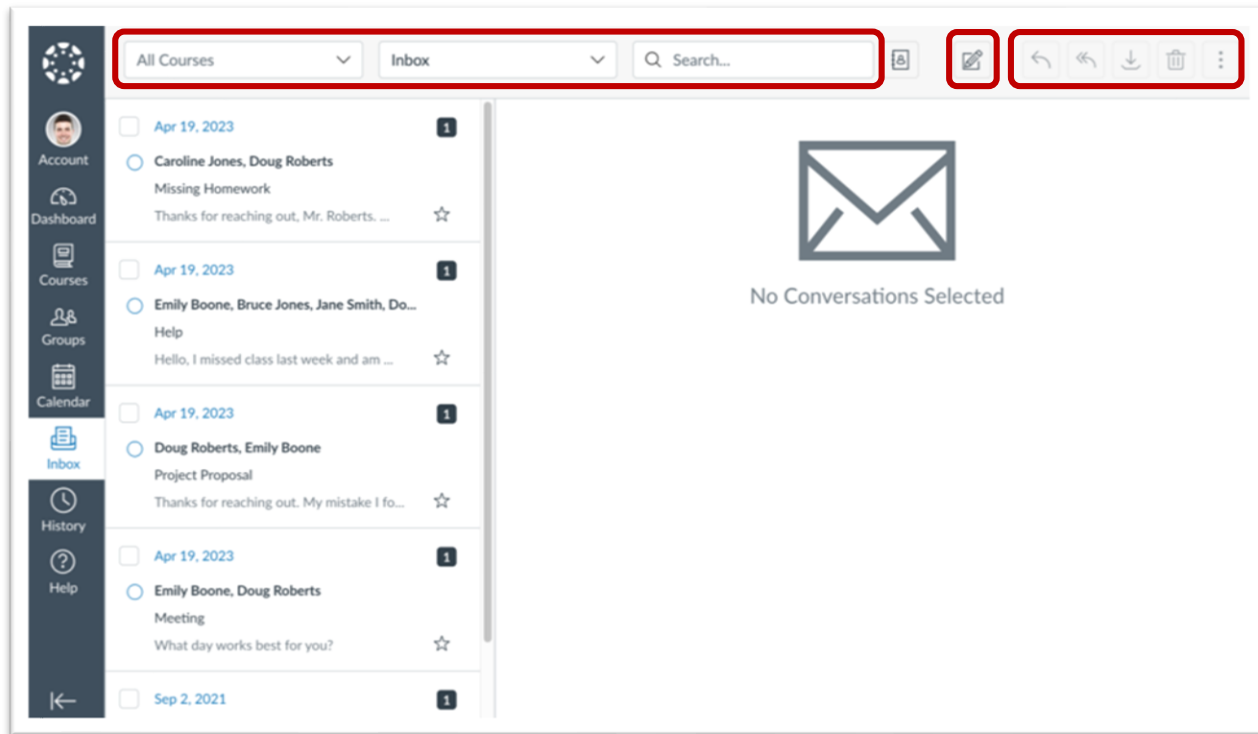
All courses in Canvas have the same course menus



- Access your dashboard, Inbox, and the Help tool from the left menu
- This is the course navigation menu
- Upcoming activities/assignments are listed in your “To Do” list on the right of the page.
- You’ll see a welcome message from your instructor in the main space of the page.
- The Quick Access links are the same in every GPS class and will bring you to the Course Syllabus, Announcements, and Weekly Modules.

Canvas Inbox

Canvas has a messaging system available so that you and your Instructor can connect without leaving Canvas.



- ✓ You can filter your messages by course, by folder, or search for a person or keyword
- ✓ Compose a new message
- ✓ Forward, reply, download, delete, favorite and archive conversations

Please Note: Messages do not leave the Canvas system, and you cannot send messages outside of your classes or after a class has ended.

We strongly recommend that all discussion regarding grades, assignments, due dates, or similar topics take place using your @Fisher.edu email account rather than Canvas. This way you have an official record of the discussion for as long as you need it.

Fisher Email: Your Lifeline!

You are now officially a Fisher student! From now on, **use only your @Fisher.edu email account** to contact your instructors and any other Fisher College office.

Why?

- It's official: this is how we communicate important info
- Privacy: it keeps things secure
- Organization: it keeps your personal inbox from getting crowded with school stuff

Check Your Email DAILY (Seriously!)

Think of your Fisher email as the college's official megaphone. Check it every single day so you don't miss out on:

- Class deadlines
- Important messages from your instructors and advisors
- Other college information

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>.

Multi Factor Authentication

WHEN YOU LOGIN TO YOUR OFFICE365 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 use a phone number for MFA, make sure you plan to keep that number! Otherwise, choose the option to use an authentication app instead.*

If you forget your password, click the “Can’t access your account?” link on the login page to reset your password yourself. If you continue to have 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 Canvas.

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
 Microsoft Outlook 4+ Secure Email, Calendar & Files Microsoft Corporation #2 in Productivity ★★★★★ 4.8 • 4.8M Ratings Free · Offers In-App Purchases	 Microsoft Outlook Microsoft Corporation Contains ads · In-app purchases 4.5★ 8.06M reviews 500M+ Downloads E Everyone ⓘ	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

Canvas Student App

The Canvas app is a great supplement, but remember you still need access to a regular computer.

1) Download the App

For Android Devices:

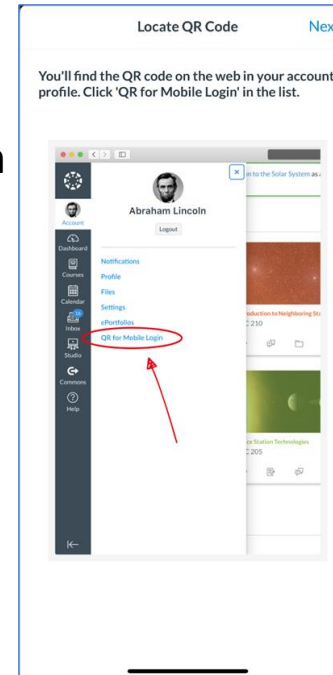
https://play.google.com/store/apps/details?id=com.instructure.candroid&hl=en_US&pli=1

For iOS Devices:

<https://apps.apple.com/us/app/canvas-student/id480883488>

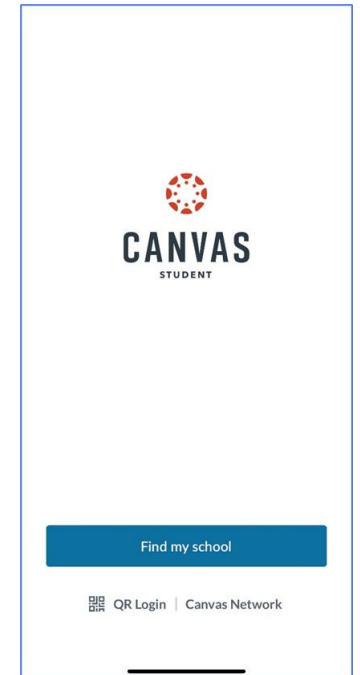
3) Locate the QR Code

While logged into Canvas on a computer, click on your Account and then QR for Mobile Login



4) Scan the QR Code

In the Canvas Student App, tap the QR Login and then scan the QR code on your computer



Completing Your Courses

**1. Class &
Homework
Expectations**

2. Textbooks

**3. Course
Components**

**4. Library
Resources**

**5. College
Policies**

**6. Strategies
for Success**

Class and Homework Expectations

Online learning is a different approach to instructor-led education. Your instructor won't be lecturing to you each week, but you will do the same work as an in-person class – just in a different way!

Class Interaction

- Weekly Announcements from Instructors
- Online Discussion forums
- Live Virtual Class Meetings or watch recordings if you miss it

Course Materials

- Textbooks
- Articles and papers
- Videos, PowerPoints, and other media on the web

Graded Work & Activities

- Tests, quizzes, and exams
- Writing assignments and projects
- Discussions

FACT:

Online classes take just as much time as in-person ones. You'll still have due dates for work, and your instructor will still be available for help when needed.

You should plan to spend about 17 hours each week for each course you are taking to complete readings, class activities, assignments, tests, and quizzes.

Textbooks

All courses have required readings from textbooks or other sources.

Some courses do not require a textbook purchase from the bookstore but have materials available within Canvas. In that case, courses will be listed in the bookstore with a note saying “Materials available from Instructor”.

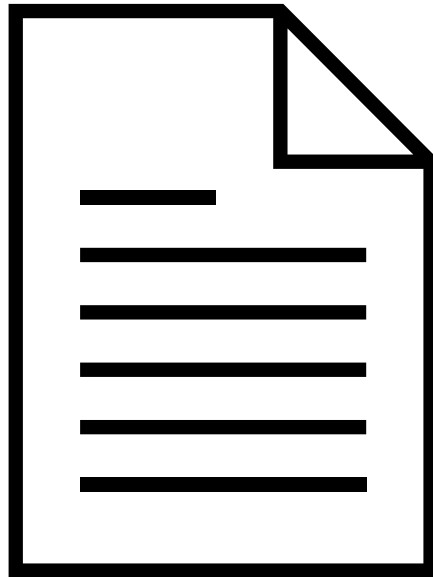
Students are expected to have all required materials by the first day of each term.

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

***Pro Tip:** Check out used books, rentals, or e-books to save money!

Course Syllabus

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



The course syllabus will provide:

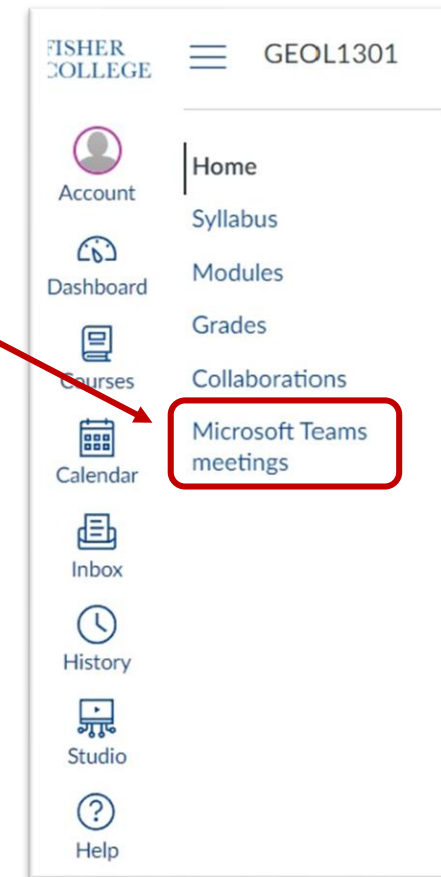
- ✓ Instructor's contact information
- ✓ Course materials, books, etc.
- ✓ Course grading information
- ✓ Course expectations & policies
- ✓ Course schedule to help manage workload

***Pro Tip:**

Print a copy of your syllabus document 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.

Virtual Class Meetings

- ✓ Class meetings are held using Microsoft Teams. There will be a link in your course where you can access scheduled sessions.
- ✓ All online courses conduct at least one live virtual class meetings per term. Your instructor may hold more, see syllabus for schedule.
- ✓ Students are expected to attend the live meetings or watch the recording for any meeting they are unable to attend.
- ✓ Instructors may require summary assignments for missed live meetings.
- ✓ Gives students the opportunity to engage with their instructor and classmates in a live setting.



*Pro Tip:

Review your syllabus or check in with your instructor if you have questions about their expectations and requirements for live virtual class meetings.

Recorded Live Virtual Class Meetings

Live virtual class meetings through Microsoft Teams 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.

Discussion Boards

All online courses **require** participation in graded discussion boards.

•	 Week 1 - Introductions and Dietary Guidelines - May Intersession	Available until May 26, 11:59 PM	  
			Due May 26, 11:59 PM
•	 Week 2 - Carbohydrates, Lipids and Protein - May Intersession	Not available until May 27, 12:00 AM	  
			Due Jun 2, 11:59 PM
•	 Week 3 - Vitamins and Minerals - May Intersession	Not available until Jun 3, 12:00 AM	  
			Due Jun 9, 11:59 PM
•	 Week 4 - Obesity, Sports Nutrition and Eating Disorders - May Intersession	Not available until Jun 10, 12:00 AM	  
			Due Jun 16, 11:59 PM

- ✓ To earn full credit, you **must** respond to the prompt with an original post **AND** reply to at least 2 classmates.
- ✓ Discussion due dates are split – original posts are usually due midweek, and replies are due by the weekend
- ✓ **Discussion participation is NOT optional** – If you do not participate your course grade will be negatively impacted
- ✓ Posting late impacts your classmates – do not wait to do your original posting
- ✓ You must complete all postings by the due date listed in your course and syllabus

Written Work

In addition to virtual class meetings and Discussion Boards, courses will also require tests and/or quizzes, exams, and written assignments like:

- Reflections
- Research Papers
- Case Studies
- Summary Essays
- And others

Review all assignment instructions to make sure you understand what you need to do and when the work is due. **All written assignments must be submitted as MS Word files (.doc or .docx).**

Written work is reviewed through Turn It In, which checks for plagiarism and AI generated content. **If you use an AI tool when it is not allowed it constitutes an Academic Integrity violation and it will be reported.**

Instructors will have a clear policy regarding the use of AI writing tools outlined in the syllabus of each course. Please review this policy in **every** class.

For more information about MLA, APA, AI Usage, and properly citing your work, please review the **Academic Integrity and Citations PowerPoint**, available in every courses, .

Assignment & Grade Feedback

All work submitted for credit will be graded. Instructors may also include feedback about your work so that you can make improvements if needed, or let you know when you have done something well.

Arrange By				
Due Date ▾ Apply				
Assignments Learning Mastery				
Name	Due	Submitted	Status	Score
Operating Systems Discussion	May 12 by 11:59pm	May 12 at 10:27pm		100%
Word 1 Week 1 Project Assignment	May 12 by 11:59pm	May 12 at 9:27pm		100%
Uses of Word Discussion	May 19 by 11:59pm	May 12 at 10:49pm		100%
Word 2 Week 2 Project Assignment	May 19 by 11:59pm	May 20 at 12:14am	late	100%

All graded work will have due dates

The date and time you submitted your work is recorded

If your work is turned in late, it will be noted in the Status column

Once your work has been graded, you'll see the score posted

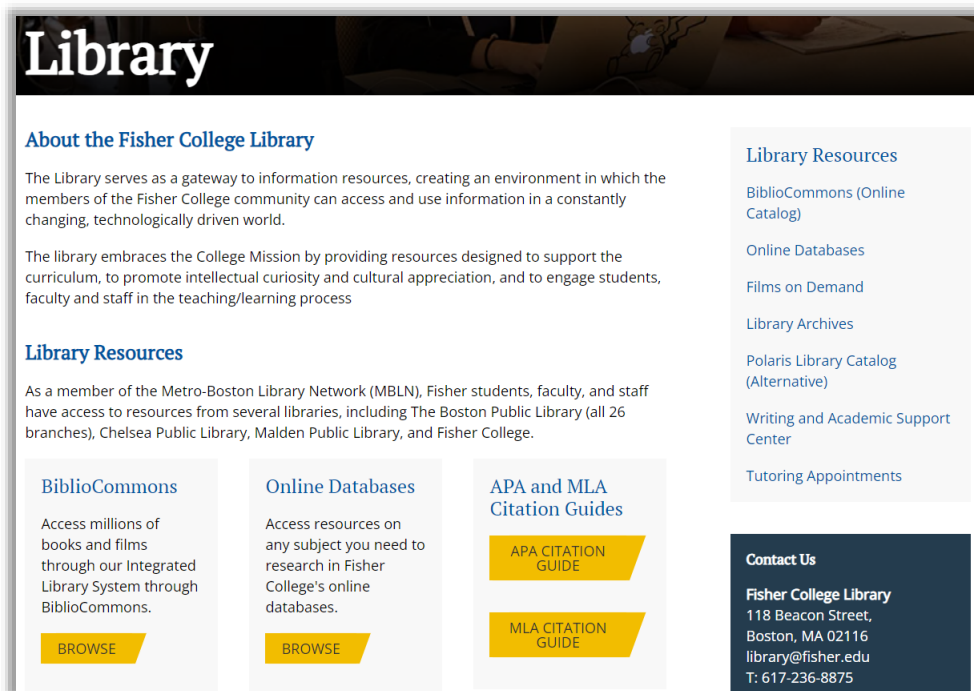
If the work is graded with a rubric, there will be a blue notification dot, indicating that you can review your rubric scoring

If the instructor has provided feedback on your work, there will be a blue notification dot indicating that you have unread feedback

Library Resources

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.

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>

Students are responsible for reading and adhering to all College policies and following stated procedures for the duration of their time at Fisher College.

Strategies for Success

Stay Connected

- Ensure reliable internet access
- Have your own computer – you cannot use only your phone!
- Have a backup plan in case your computer crashes or you lose internet access
- Going on vacation? Make a plan ahead of time!

Stay Engaged

- Check daily for announcements
- Review instructional materials in each weekly module
- Read your textbook
- Participate in all discussion boards
- Complete tests/quizzes
- Complete assignments
- Email your professors

Time Management is a Superpower

- Create a structured weekly reading/study schedule
- Don't let assignments pile up
- Set reminders on your calendar and/or phone to remind you of due dates.
- Everything has due dates and professors aren't obligated to accept late work.

Treat it Like a Job

- This is an investment in you - choose to show up every day
- Complete your reading
- Do your assignments
- Study for your exams
- Have a successful mindset
- Stick to your schedule

Don't Be a Stranger

- Stuck? Confused? Hit up your profs and academic advisor immediately. Seriously, no one's going to judge you for asking questions – it's what they're there for!

Enrollment Procedures

**1. Schedule
Changes**

**2. Midterm &
Final Grades**

**3. How to
Order Your
Transcript**

Course Schedule Changes

- **Add/Drop Period**

- ✓ The period of time when students are able to drop courses without owing tuition or switch courses without tuition penalty
- ✓ Ends at 11:59pm on the **Monday** of Week 2
 - ✓ Intersession terms (3 or 4 weeks) will have a different schedule due to their shorter duration.
- ✓ Deadlines will be posted in the College calendar as well as every course syllabus

- **Course Withdrawal**

- ✓ Allows students to leave a course **after** the Add/Drop period has ended.
- ✓ Must be requested **BEFORE** the withdrawal deadline.
- ✓ If you believe you are at risk of failing a course, withdrawing may protect your GPA, but may have other implications
 - ✓ We always recommend contacting your instructor to discuss ways to complete the class successfully before requesting to withdraw.

Viewing Mid-term and Final Grades

Mid-term Warnings (8-week classes only):

Instructors will submit grades of C- or lower at the end of week 4. This is basically a heads-up that you might need to double down and get back on track or possibly consider withdrawing

- **Issued an “NW”?** That means “no warning” – aka your grade is a C or higher. Keep up the good work!

Final Grades: your final grades will be posted within 48 hours of the last day of the term.

Where to Find Your Grades:

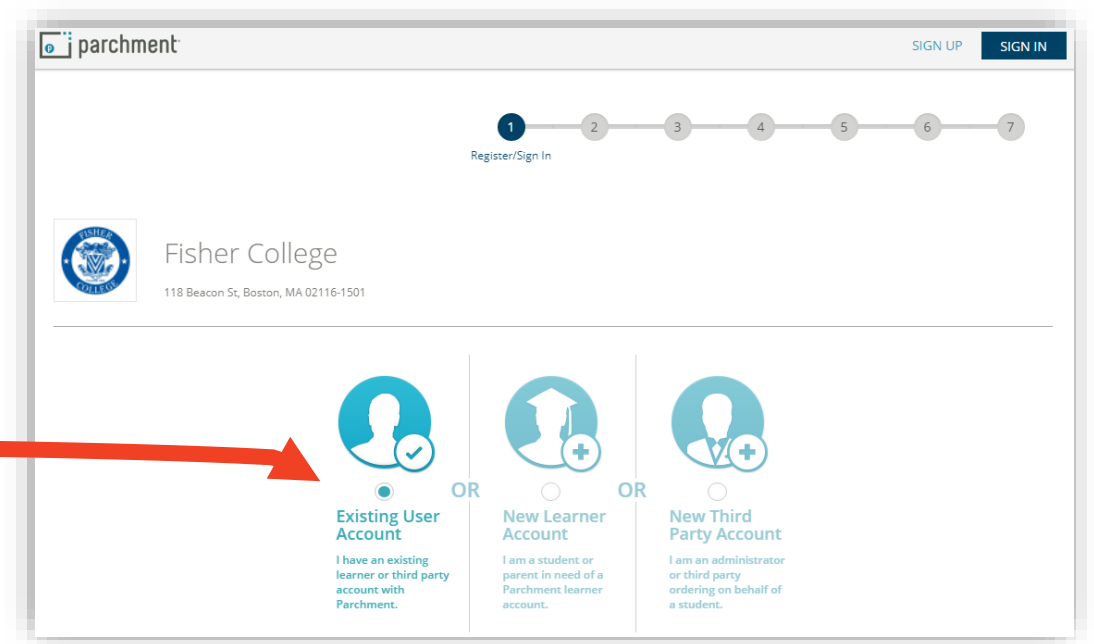
Though you may see your current standing in Canvas, official grades are submitted through **MyFisher** only.

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**

Your Support Officer

You may always contact your Support Officer if you have questions. They may direct you to another resource, but it is a good starting point.

Your Admissions & Support Officer is:

Jessica Navilliat

jnavilliat@fisher.edu

617-515-6763

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. Review any posted videos, assignment instructions, or rubrics made available in class.
3. 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.

- Always start by addressing your concern with the Instructor. If the Instructor is not aware of a problem, they cannot correct it. If your concern is not satisfactorily addressed, you should consult with your Advisor.
- If you are unsure about how to address your concerns with your instructor, check in with your advisor for help on the next steps.
- For problems or concerns not related to a course or Instructor, you should contact your Advisor who will help you decide how to move forward.

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: <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>

Technology Support

If you have questions or concerns regarding technology, please contact:

Canvas Help

- While you are in Canvas, click the Help Button: 
- Patrick McGovern
Senior Instructional Technology Support Technician
 - pmcgovern@fisher.edu
 - 617-236-8849

MS Teams Help

- Patrick McGovern
Senior Instructional Technology Support Technician
 - pmcgovern@fisher.edu
 - 617-236-8849
- Fisher Information Services
 - ls-team@fisher.edu
 - 617-236-5464

Email & MyFisher Help

- Fisher Information Services
 - ls-team@fisher.edu
 - 617-236-5464

Office of Student Accessibility Services

Dr. Ferna Phillips

Director, Student Accessibility Services

Phone: 617-670-4429

Fax: 617-670-4439

Email: fphillips@fisher.edu

Website:

<https://www.fisher.edu/academics/student-accessibility-services>

Office Location: 131 Beacon St.
Boston, MA

Office Hours: Monday-Friday, 8:00am
- 4:00pm

If you have had an IEP or 504 plan in the past, or if you need to request accommodations please contact OSAS directly.

Accommodations are arranged on a case-by-case basis each semester and can take several weeks to arrange. It is important to start this process as early as possible to ensure you have the support you need for your courses.

The Office of Student Accessibility Services (OSAS) is here to support you during your enrollment. Our office is the central point where students request and obtain reasonable classroom, course, program and/or possibly housing accommodations.

Congratulations!

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