Student Guide
to Distance Education
Getting Started

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WELCOME! We are pleased you have chosen one of the distance learning courses here at Rhodes State College. Since you have registered to access a course through an alternate format such as online (Section 90), blended (Section 91), self-directed (Section 15), video/DVD (Section 95) or interactive videoconference (Section 97), this informational guide is provided to help you with general information about distance education courses at Rhodes State. Your instructor will also be sending you information regarding your specific course. We hope the following information answers some of the questions that you may have concerning distance education.

FREQUENTLY ASKED QUESTIONS

How do I get started?

✔ Purchase your textbook(s) from the bookstore located in the Public Service Building. If you are off-campus and cannot make it to the bookstore, several online options are available. The bookstore is managed by Follett Books which has a website for your convenience in ordering: www.efollett.com. For those using financial aid vouchers, check the first date of availability in STARS. Online use of vouchers can be used on the Follett web site starting the first day vouchers are available.

The bookstore also has the option to RENT textbooks and some textbooks are available as eTexts (downloadable to a reader). Other online resources are available for students’ use, such as: www.amazon.com, www.half.com, www.barnesandnoble.com, www.varsitybooks.com, or www.campusi.com, www.alibris.com. These are just a few of the resources on the Internet for used and next textbooks.

Where can you find the ISBN for your textbooks? From the Rhodes State home page, select STARS from the QuickLinks menu. Next choose “Click Here to Proceed to STARS online”. Click on Class Schedule, select the term, and then enter the course subject code and number. The next screen will bring up information on the specific course you chose. Find the button called View Book Information. A separate window will open with the textbook(s) for that particular course.

✔ Bookstore hours are:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday -- Thursday</td>
<td>8 a.m. – 5 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>8 a.m. – 2 p.m.</td>
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(These hours may vary from term to term. You can call the bookstore for their current hours at 419-995-8243 or visit the campus website http://www.rhodesstate.edu)

✔ Who is my instructor or where can I find out who that is? You can find that information by logging into your STARS account on the Rhodes web site and bringing up your schedule. Instructions for logging into STARS can be found on page 29. A link to email the instructor is provided in your schedule – look for this symbol:  


Rhodes State distance education courses require use of Angel Learning System for accessing online courses. The course syllabus, handbook, lessons, exams and other resources are located there. Watch the Angel Student Orientation online video located on the Rhodes web site at: [http://tinyurl.com/26vze4o](http://tinyurl.com/26vze4o) and read/print the Angel Student Quickstart Guide found on the Angel login page:

![Angel Learning System](image)

More information on using Angel can be found at the back of this guide (page 14) or get assistance from an instructor in the Center for Distance Education. Technical support regarding access to Angel courses can be accessed at 419-995-8069 or 419-995-8493.

**Where is my syllabus?** Some courses have the syllabus on the course web site, some have an information packet or handbook which you purchase at the bookstore; other instructors prefer to mail the syllabus to the students. If you did not receive an informational letter from your instructor or if you have additional questions regarding the instructional content of your course, please contact your instructor of record. You can find that information and a link to email for the instructor in your STARS account.

**What will I be learning in my distance education course?** Your syllabus and handbook are your road map to help you successfully complete your course. On the syllabus you will find your instructor's name, office hours, telephone number, course objectives, testing information, and other related course material. Please read over the syllabus and handbook carefully before you begin your course.

Review and fill out the To Do Checklist on page 12, then contact your instructor either in person, by phone, or by email to introduce yourself. You should contact your instructor either in person, by phone, or email during the first week of the term to introduce yourself. Ask any questions you have at that time so you get a good start.
How long do I have to complete my course? You will be expected to complete your course in one term and during the term of registration. You will be expected to make sure assignments are submitted by their due dates and take tests by scheduled dates. You will be tracked as you progress through the course as a measure of your “attendance” in the course.

How much time each week will it take to complete my course? If you are taking a 5-credit course, plan on spending 12-15 hours per week studying, preparing assignments, etc. This number of hours is comparable to a traditionally-structured class where 1 hour of lecture will usually necessitate 2 hours of homework. (See chart below).

***Distance education classes are not necessarily easier than traditional classes, just more flexible. You will spend the same amount of time to complete one of these alternate format classes as you would if attending a traditionally-structured class. Use the following table to determine amount of time needed to complete your classes:

<table>
<thead>
<tr>
<th>Estimated Class Completion Time</th>
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<tr>
<td>Per Class Credit Hour</td>
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<tr>
<td>------------------------</td>
</tr>
<tr>
<td>1 credit class</td>
</tr>
<tr>
<td>2 credit class</td>
</tr>
<tr>
<td>3 credit class</td>
</tr>
<tr>
<td>4 credit class</td>
</tr>
<tr>
<td>5 credit class</td>
</tr>
</tbody>
</table>

What if there is bad weather? Bad weather can affect some of the blended or interactive videoconference classes; it can also impact campus testing. Weather announcements will be posted on the Rhodes State College web site, www.RhodesState.edu. You can also listen to your local radio station for announcements regarding delays or closures.

A recorded message will also be placed on the Rhodes State telephone system which you can access by calling 419-221-8000.

Several local television stations also broadcast school closings and delays.

If you are taking a telecourse, you may need to pick up video tapes, cd-roms or DVDs from the Center for Distance Education. Media Checkout is located in Tech Lab Building room 132. If you live outside a 60 mile radius of Lima, you may request that the media be mailed to you by contacting the Chair of Distance Education, Gloria Powell, 419-995-8870, or email powell.g@rhodesstate.edu
What is the difference between self-directed, telecourse, blended, online, and an interactive videoconference course? Students taking distance education courses are usually working off campus and contact their instructors in their offices on an as-needed basis and when they are scheduled to take exams. On the other hand, students taking self-directed, blended or interactive videoconference courses have access to instructors during regularly scheduled weekly class or lab hours when students know an instructor will be available on campus to answer questions, assist with assignments, and give tests. Students taking online courses, telecourses and self-directed courses are considered distance education students because these courses deliver instruction in an alternative format as compared to traditionally taught courses. Blended courses allow students to participate in both face-to-face classroom instruction and supplemental instruction from a distance. In blended courses, students are expected to alternately attend regularly scheduled class, lab periods on campus and work independently from a distance. Courses taught in alternative formats offer students greater flexibility and access to courses; but for successful completion, these courses do require more self-discipline and self-motivation on the part of the student.

How does a distance education course differ from a traditionally taught course? Rhodes State College distance education courses meet all of the requirements of a traditionally-taught course. Registration, financial aid, expectations of student achievement, course requirements, outcomes, grading, text, and credit earned are the same as in traditionally taught courses. The only difference between a distance delivered course and a traditionally taught course is the method of instructional delivery. (Note: Some additional course or technology fees may apply.)

Who should I contact about academic advising?

Academic advising at Rhodes State is split between professional advisors and faculty advisors. If you have less than 45 term hours or have not yet been invited into your clinical course work (Allied Health or Nursing Divisions), you are advised by the professional advisors in the Student Advising and Development Center, Public Service Building, Room 148. You may contact your advisor through the Student Advising online.

How to Schedule an Advising Appointment

1. ONLINE: Students can access appointment scheduling 24 hours a day, 7 days a week via Advisor Trac. If you are new to the Advisor Trac system, please review the How to Schedule an Advising Appointment Guide.
2. BY PHONE: Call 419-995-8311
3. IN PERSON: At the Advising Center in Public Services Room 148

*If you have more than 45 credit hours OR are not a Health General Prep student, please contact the chair or coordinator of your academic major for academic advising.
ONLINE, INTERNET COURSES

Online (Section 90), self-directed (Section 15), telecourses (Section 95) or blended and webcast courses (Sections 91 and 93) require access to Angel Learning, a web-based course management system. If you attend an on-campus orientation to distance education or preview the Angel Student Orientation video on the Rhodes web site, you will be directed on how to access Angel and how to navigate the course.

If you cannot attend an orientation, stop by the Center for Distance Education, Tech Lab Room 132, at your convenience and have an instructor orient you in using Angel. Procedures for logging into Angel are also included at the back of this guide on page 14.

Many courses at Rhodes State use Angel to some degree. Some courses use Angel entirely while other courses may only use Angel for uploading student resources. Every distance education course in Angel has a Course Assessment survey inside so that students may give feedback to the instructor on the course.

COMPUTER AND NETWORK ACCESS

Username and Email Accounts. As a student taking one of the alternate format courses, you will be expected to use email as a means of communication with your instructor. Every registered Rhodes State student will receive a network account username providing access to the Rhodes State network and software applications, as well as access to the Internet. User names will be configured as: your last name, a period, then 1st letter of your first name, and the 1st letter of your middle name.

Examples: smith.js    Smith, Janelle S
           buster.gw    Buster, Grant W

Passwords. Initial passwords for network and email access can be found in STARS under the link for Personal information. The initial password is set as: first letter of first name (CAPITALIZED), then your 2-digit birth month, then your 2-digit birth day, then the middle 2 digits of your Social Security number, and lastly the first 2 letters of your last name (lowercase). Your initial password will be something like this: B021488cr

Passwords must be changed and reset every 90 days, so you can expect to change your password every term. You may not re-use an old password.

If you attempt to log in 3 times in a row unsuccessfully, your account will be locked. You will have to unlock your password by:

- Utilizing the Password Management program (found in the QuickLinks on the Rhodes web site), OR by
- Calling the Help Desk 419-995-8069 to ask for assistance
**New password?** If you are directed to choose a new password, it must be at a **MINIMUM** 9 characters long – those characters can be letters or numbers or a mixture of letters and numbers. The password must:

- Be 9 characters (a mix of letters and numbers)
- Have at least 1 number
- Have at least 1 capital letter

Your official college email address is: yourlastname.firstinitialmiddleinitial@RhodesState.edu

Example: smith.js@RhodesState.edu
J021488sm

**Suggested Browsers.** You can access your college email from the Internet using Internet Explorer, Firefox, Google Chrome or Safari. From the Rhodes State home page (www.rhodesstate.edu), find the Quick Links and choose the Student Email option. You will be prompted to put in your user name and password described above.

**Can’t remember your username or password?**
For STARS – call 419-995-8311
For Network, Email or Angel – call the Helpdesk at 419-995-8069

**Technical support**
For Angel Learning and other distance education course questions, you are encouraged to contact one of the Center for Distance Education staff members at 419-995-8493 for assistance.

For computer, network or email problems, contact the Help Desk at 419-995-8069.

**What kind of computer do I need to take a distance education course?**
Students wishing to complete distance education courses successfully must have technology readily accessible to them, whether it is located at home or at a relative or friends house. It is highly recommended that for most courses a student’s Internet access be at the cable or DSL level – not dial up. Students should have their software updates installed for browser, operating system, virus scanning software, Java, and Flash.

**Recommended “home” computer configurations for distance courses:**

- Current versions of Windows XP or Vista. (It has not been determined if Windows 7 will work with all software applications which Rhodes courses might use.)
- PC computer, minimum: Pentium 1 GHz or higher with 512 meg of RAM memory – 1 gig of RAM memory is preferred
- Sufficient hard drive space to save your files
- Microsoft Office 2003, 2007 or 2010 preferred. (Important! Check with your instructor for software version requirements. Some courses such as CPT-104, CPT-106, CPT-125, OAD-264 and OAD-265 now require the 2010 version of Microsoft Office. If you do not have Microsoft Office at home, it may be purchased at educational price from the bookstore web site (www.efollett.com) or you may be able to download it for free 30-day trial from Microsoft. Also, you can go to www.ultimatesteal.com and purchase Office educational suite for around 60.00 as long as you have an educational email address.
Your instructor should have that information for you. **Note:** Those using Microsoft Works must be able to save files in Microsoft Office format in order to use the files on campus. If you do not know how to do this, contact Technical Support at the number listed above.

- Cable modem or DSL is preferred
- Internet Service Provider (ISP)
- Firefox web browser or Internet Explorer 8.0 or above (free downloads)
- Some courses with video or webcast content require use of an audio and video player such as Windows Media Player 10.0 (which is a free downloads)
- Adobe Acrobat Reader 8.0 or above (another free download)
- ActiveX may be required to use some programs in online courses – watch for notification in your web browser asking to run ActiveX
- Java (free download)
- Other recommended free download applications: Flash, Silverlight, Quicktime, and Shockwave
- Virus scanning software
- Pop-up blockers, personal firewalls, and some virus scanning software can interfere with taking quizzes and viewing webcast lectures. Those applications should be stopped while accessing the online course. (See also documentation at the back of this handbook for suggested security settings in Internet Explorer.)

**Computer Skills needed to successfully complete an online course:**

- Ability to type at least 25 words a minute
- Ability to send and receive email, with attachments, using the campus email system.
- Ability to use Windows operating system, naming files, creating folders, copying, deleting and renaming files
- Ability to navigate the computer’s desktop
- Ability to use the mouse
- Ability to connect to the Internet
- Ability to use a web browser such as Internet Explorer 7.0 or above or Mozilla Firefox.
- Ability to locate information on the Internet by searching
- Ability to use the keyboard and word processing software
- Ability to save files onto a USB or other storage medium such as a flash drive or burn onto cd-rom
- Ability to use virus scanning software
- Ability to find files located on another drive (such as on your hard drive)
- Ability to save files in different file formats or types (such as saving a Works file as Word 2003, as rtf file, as .xls spreadsheet)
TELECOURSES

Students with access to a television, VCR, CD-ROM and/or DVD player can learn in their own homes, at work, or on campus via telecourses. Courses can be accessed through the Media Take-Home Program by checking out media from the Media Checkout desk located in Tech lab Room 132. Bring your official white registration slip and a picture ID to pick up your media.

All media checked out MUST be returned on or before the scheduled due date – Wednesday of Finals Week -- or a non-return fee of $10 per item will be added to your fees and a hold placed on registration and grades. Media can be returned by drop off in the Center for Distance Education or mailed to Gloria Powell, 4240 Campus Dr., Lima, Ohio, 45804

If you live outside a 60 mile radius of Lima, then arrangements can be made to have media mailed to you. Please contact the Chair of Distance Education, 419-995-8870, powell.g@rhodesstate.edu if you need to have media mailed to you.

GENERAL COURSE INFORMATION

Is Attendance Important? Yes! Although distance-delivered courses offer students the option of doing most of their work off campus, attendance will be recorded in all Rhodes State College courses by tracking your progress through the course, meeting deadlines, etc. The federal government now requires that we verify the last date of your attendance if you receive financial aid. This means that YOU must be actively working on all courses that you are enrolled in. Since this mandate may affect your financial aid, make sure that you turn in assignments by their due dates, and contact your course instructor regularly. See your instructor if you have specific questions about this requirement.

What Happens if I Stop Attending? If you stop attending or progressing through a class before the 7th Friday of the term, you will be administratively withdrawn from the class. A grade of “WF” (Withdrawn Failing) will be issued and you may be required to repay financial aid received for the class. Moreover, future financial aid may also be impacted by nonattendance. The following attendance policy has been adopted by all faculty:

Attendance is an important part of the grade you receive for all courses. Regular attendance is needed to gain an understanding of the course’s content and to satisfactorily demonstrate required competencies. Lack of attendance will negatively impact the earned grade and if flagrant, could result in a grade of “E”.

9
If it becomes necessary for me to withdraw from my course, what is the policy? If you decide not to complete your course, you may drop the course provided this occurs within the first 7 weeks of the term of registration. If you decide to officially withdraw from your course after the 7th Friday of the term of registration, you must do so by filling out the Withdraw Petition which can be obtained from the Student Advising and Development Center, PS 148. The advising staff will discuss your decision to withdraw and direct you on the steps to take. The Vice President of Instruction gives final approval. Note: It takes documented and extenuating circumstances to withdraw from courses after the 7th week.

Where do I turn in my homework? Check the syllabus from your instructor for specific instructions on turning in assignments and homework. Generally homework may be:

- Uploaded into an assignment drop box in the online course, or
- Dropped off at your instructor's office or in the Center for Distance Education, Tech Lab Room 132 (provided clear information as to student’s name, course, and instructor are written on the material).
- Emailed or mailed via US mail. Students wishing to email or fax assignments to their instructor should seek permission to do so, as well as notify the instructor of the delivery method, prior to the due date.

How do I get my homework or tests back? Instructors use different methods to return assignments and tests. Check with your instructor to see what method he/she is using. Some instructors return homework and tests to the Center for Distance Education so that you may pick up homework at your convenience and review tests. Other instructors may return assignments by email or regular US mail. If your instructor tells you that assignments and tests are returned to the Center, ask one of the instructors on duty in the Center for Distance Education to see your tests; they will also be happy to show you the homework return cabinet located in the Center.

Where do I take my tests? The Testing Center is located on campus in the Technical Education building, Room 132. Testing hours are set by the Testing Center each term. The hours are posted outside the Center and are also included in the brochure mailed to each student who registers for a distance learning course. Generally the Testing Center is open Monday through Friday, 8:30 am – 5 pm, Saturdays from 10 am – 2 pm. Extended hours on Saturdays or Sundays are usually available during the regular school year, September through June.

- Testing is on a walk-in basis during posted testing times.
- Testing MUST be completed by posted closing time.
- A Rhodes State ID IS REQUIRED for all testing. ID’s are available from Security located in the Technical Education building room 133 or 140.
**Off-campus Proctoring of Tests.** If you are situated off-campus and are unable to come to campus for testing purposes due to extreme distances or time constraints, proctoring at a site closer to you may be arranged.

It is the responsibility of any James A. Rhodes State College student requesting off-site testing to arrange with a qualified person to proctor their tests. A qualified proctor will be: a member of college faculty or college administration, a local school test center, counselors or principals of a high school, a reference librarian, or military education/legal officers. It is the duty of the proctor to administer the test in a professional setting such as a classroom or office. The proctor shall verify the identity of the student taking the test by requiring the student to show proper identification in the form of a driver’s license or other legal form of identification.

Remember to bring your Rhodes ID if you plan to take a test in the Testing Center located in TL132. Campus ID’s can be obtained from Security in Technical Education building, Room TL133 or TL140.

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**STUDENT SERVICES**

**Advising** - The Student Advising & Development Center web page also has more information regarding services for current and new students; the website can be accessed from the Internet.

**Library**

Online library resources can be access through the Library link found in the QuickLinks on the Rhodes State web site, [http://www.lima.ohio-state.edu/library/](http://www.lima.ohio-state.edu/library/)

The library web site has links to OSCAR, OhioLINK, EBSCO and other journal and reference materials and periodicals.

**Work from home: Rhodes.** You will need your Rhodes ID # (R000xxxxx) to use as your password to enter the site.

Other sources of reference information may be provided to you by your instructor.

**Tutoring** – Tutoring is available online through Smarthinking or through Ohio eTutoring. Information on using Smarthinking can be found on the next page. Both The Learning Center (SCI 151) and the Math & Science Skills Center (SCI 240) are staffed with peer tutors who are available one on one to help students become successful in their course work.
**STEP 1: CREATE or UPDATE YOUR ACCOUNT**

**TO CREATE A NEW ACCOUNT**

1. Go to www.smarthinking.com and enter the username and password displayed above.
2. Complete the Registration Form; choose a new username and password. Use this login whenever you need help.

**IF YOU ALREADY HAVE AN ACCOUNT AND NEED TO UPDATE IT**

1. Log into SMARTHINKING using your existing username and password.
2. Click on “My Account.”
3. Click the icon on the left side: “If you received a new username...”
4. Enter the new username and password above - this will recharge your account.

**YOUR USERNAME IS rsc2005**
**YOUR PASSWORD IS onlinehelp2005**

Get Started Now!

**STEP 2: GET HELP**

- **Connect With an e-structor** and interact with a live tutor when you have a question.
  
  *Note: The first time you use SMARTHINKING, you will get a “plug-in” notice. You must click “Yes” when asked if you will accept the plug-in.*

- **Submit your Writing** for any class to our Online Writing Lab and receive feedback from a tutor usually within 24 hours.

- **Submit a Question** and a tutor will reply usually within 24 hours.

**STEP 3: PROBLEMS? CHECK YOUR TECH**

- **Processor:** Pentium 100 processor (or Mac equivalent).
- **Browser:**
  - For IBM PC Compatibles users - Netscape Navigator or Communicator 4.07 or better, or Internet Explorer 4.01 or better.
  - For Apple Mac users - Internet Explorer required.
- **Connection:** 28.8K modem, 56K modem recommended.

Need help using SMARTHINKING?
E-mail Customer Support at support@smarthinking.com or call (888) 430-7429
What equipment is available in the Center for Distance Education to support distance learning students?

- Pentium computers with Internet connections
- Video tapes, CD-ROMs and DVDs for Rhodes State's Media Take-Home Program
- TVs, VCRs, and dvd, vhs, and audio cassette players
- Software for word processing, spreadsheet applications, and databases
- An alternative site for testing

In addition, the Center for Distance Education is staffed with friendly, helpful people who are here to assist you. These people include Terri Butler, Doris Engler, Amy Hedrick, Ashley Lumpkins, Melissa Moser, and Rachel Shaneyfelt. Work study students are on duty at various times to offer assistance as well. If you have any questions, please ask. We at Rhodes State are continually trying to improve service to meet your needs. If you have any suggestions on how we might better serve you, feel free to share them with any of the instructors.

What personal characteristics are necessary to successfully complete a CDE course?

As a student taking an alternate format class, you are not restricted to set classroom hours, you can learn in the comfort of your home, and you can review material that is unclear any number of times. However, you will be required to work on a far more independent basis while taking a course in one of these alternate formats.

- a. You are **committed** to completing your course.
- b. You have **good reading and comprehension skills**.
- c. You are able to **avoid and overcome distractions**.
- d. You are able to **devote the necessary time** to your studies.
- e. You have access to a **quiet place to study**.
- f. You have **confidence** in yourself as an independent learner.
- g. You are self **motivated**.
- h. You have self **discipline** and are able to set and **maintain a schedule**.
- i. You can meet **deadlines**.
- j. You possess good **organizational skills**.
- k. You practice good **study skills**.
- l. You do not **need** daily contact with you instructor but **will** contact the instructor when questions arise about the course.
- m. You realize that there are times **you may be required to come to campus**.
- n. You have **reliable child care** to support campus visits.

If you feel you do not possess the above skills, please consult with your advisor or your instructor. You may want to consider taking your course in a traditional class format, and your advisor or instructor will help you make that decision. Again we are pleased that you are taking a distance education course. Please telephone, stop by, or email your instructor prior to getting started on your course, or drop by the Center in Tech Lab Room 132 if you have any questions as you begin this term.
To Do's

Before the term starts and during the first 2 days of the term:

✔ Pick up textbook and materials from bookstore.

✔ Retrieve any needed media from Media Checkout – Tech Lab Bldg Room 132.

✔ Familiarize yourself with the Testing Hours found in each term’s brochure.

✔ Carefully review the syllabus and welcome letter. Make sure you know the answers to these questions.

  □ What are the due dates for assignments?
  □ What are the dates of all tests?
  □ What room & building will the tests be administered?
  □ How should my assignments be turned in (email? fax? mail? in person?)
  □ How will my assignments be returned (mail? in person? in the Center?)
  □ How will my tests be returned to me (mail? in person? in the Center?)
  □ How can I review my tests?
  □ What is the best time to contact my instructor?

          _____ day of the week _____ time of day

  □ What method of contact does my instructor prefer?

          Phone? Email? In person? Mail?

  □ Who do I call if I have an emergency and can’t take a test or miss an assignment?

✔ If you cannot find the answers to these questions after carefully reviewing the syllabus and welcome letter, then contact your instructor either by phone or email. Have your list of questions ready before you call so you can get your answers all at one time.

Each week of the term:

☐ Turn in assignments and homework weekly.

☐ Ask instructor for assistance with any assignments which may be difficult to understand if necessary.

☐ Take all tests on time.

☐ Save this checkoff sheet and ALL communications with your instructor.
Using ANGEL LEARNING™ Online Course Management System
For Students

1. Using your connection to the Internet either at school, work or at home, ANGEL™ can be accessed through a web browser such as Internet Explorer 8.0, Firefox, Google Chrome, or Safari.

2. In your browser’s location bar, type in the following web address to bring up the Rhodes State home page: http://www.RhodesState.edu

3. Find the hyperlink to Angel Student Portal on the right-hand side of the Rhodes State home page under QuickLinks. Save this link in your Favorites or Bookmark this page for quick access the next time.

4. The next screen will be the Angel Learning System login page.
5. Enter your username and password in the login box. Your student Username consists of your last name, a period, the first letter of your first name, and the first letter of your middle name, as shown below.

   USERNAME: smith.jr (All lowercase letters. No capitals)
   PASSWORD: see below

New Passwords: Your student password is initially set as follows: first letter of first name (CAPITALIZED), then your 2-digit birth month, then your 2-digit birth day, then the middle 2 digits of your Social Security number, and lastly the first 2 letters of your last name (lowercase). Example: G110877hu

7. You should now be logged into your MyAngel home page. Your registered course or courses will appear as a link. Click on this link to enter the course.

8. If you require technical assistance accessing your Angel course, please contact one of the following persons who will be happy to help you:

   CDE Instructor on Duty 419-995-8493
   Ashley Lumpkins 419-995-8874  lumpkins.am@rhodesstate.edu
   Gloria Powell, Director 419-995-8870  powell.g@rhodesstate.edu
   Helpdesk 419-995-8069  helpdesk@rhodesstate.edu
   Media Checkout 419-995-8403
Take note of special resources and help items on your ANGEL login page:

A QuickStart Guide is available to you for printing from the Angel login page – see the Help area of your Angel home page.

Online Help can also be accessed through the Help link.

Having trouble with video? Check out the FAQs under Troubleshooting Video Problems.

Online Tutoring? Smarthinking is available to Rhodes State students from the link on your Angel course page.

Online library? A link to Rhodes library resources can also be found on the Angel course page.

Prepare Your Computer and Browser for Angel - You may need to optimize your browser for use with Angel. Use the Angel System check on the login page to determine if your computer and browser are ready. Any item which has a Red X should be updated.

Cookies should be enabled.

Internet Explorer 9 is not recommended at this time. Version 8 is supported by Angel.

Acrobat Reader version 7 or above. If you don't have this it is a free download from Adobe.com

Java should be enabled. It, too, is a free download from Java.com

Popups should not be blocked in your browser.

You should have the most recent version of the Flash player installed. Free download also from Adobe.

Quicktime and Windows Media Player are both used for viewing video and webcast materials. Free downloads are linked under each application.

For those with Macs or Apple computers, most recent version of Safari browser is not supported by Angel; it is recommended that Firefox 5 be used in its place.

Students who have downloaded Microsoft Silverlight have also had good results with their video and audio files online. It is a free download.
Using Angel Online Course Management System
For Testing Purposes

1. Using your connection to the Internet either at school or at home, Angel can be accessed through a web browser such as Internet Explorer, Firefox, Safari or Google Chrome.

2. In your browser’s location bar, type in the following web address to bring up the Rhodes State home page:
   www.rhodesstate.edu/

3. Find the hyperlink to Angel Student Portal on the right-hand side of the Rhodes State home page. Save this link in your Favorites or Bookmark this page for quick access the next time.

4. The next screen will be the Angel course management system (see graphic to right).
6. You will now be prompted to enter a username and password. Your student Username consists of your last name, a period, the first letter of your first name, and the first letter of your middle name.

USERNAME: smith.jr (All lowercase letters. No capitals)
PASSWORD: see below

Your student password is initially set as follows: first letter of first name (capitalized), then your 2-digit birth month, then your 2-digit birth day, then the middle 2 digits of your Social Security number, and lastly the first 2 letters of your last name (lowercase). Example: J110377sm
7. You should now see your Angel homepage. Your registered courses will appear as a link on the right-hand side of the screen. Click on this link to enter the course.

8. Your course site will have the same tabs as those in the picture on the right-hand side.

Click on the Lessons tab to begin your course.
9. Most of your course content will be located under the “Lessons Tab”.

10. The screen shown below is an example of the first page of an assessment (or quiz, exam or test) instrument. When you have answered all the questions, click the FINISH button. If your assessment is timed you will see a clock in the upper-right hand corner of your screen.

11. If you require technical assistance accessing your Angel course, please contact the CDE Instructor on Duty at 419-995-8493, who will be happy to help you:
The Help Desk and IS staff receive a multitude of calls from Employees and Students asking for password resets each year. A new program, **Password Self-Service**, has been installed campus wide that will allow users to reset their own passwords both on and off campus.

The first step is to answer five easy questions to create a Questions and Answers Profile. Once created, Question and Answer Profile can be edited at anytime. On campus you can use the “Password Self-Service” icon on the desktop. Off campus you can access it on the Rhodes State web page by using the Quick Links drop down menu and selecting “Password Management”, or by typing in the following address into the browser (https://password.rhodesstate.edu) Once the questions are answered you will be able to use the “Manage My Password” or “Forgot My Password” button on the login screen as well as the other two options to change your password.

**Note:** New students should always login to their Stars account to verify their username and initial password. If this fails the student may still need to contact the Helpdesk the first time to get a pass code to setup your question and answer profile. When visiting the Help Desk users MUST show a valid Driver’s License to get passwords reset.

### Getting Started

Enter your username (this is exactly the same as you use to log on the Rhodes network, your Rhodes email account, or Angel) and click on OK.

Please note that when you change your network password, the Angel and Email passwords also change (they will always “match”).

Select the icon below the words My Questions and Answers Profile.
Account Locked: If you type in your password 3 times wrong on any login (Network, Email, or Angel) you will lock the account. When you login to change the password of a locked account the new window has an additional icon to choose from. Select the Unlock My Account icon and answer the question to unlock the account.

Type in your current password and click NEXT.

Select your questions by using the dropdown arrow.
After you have selected the question from the list type your answer on the answer line and repeat it on the confirm answer line. Repeat these steps for the next 4 questions.

Once you’ve completed the Questions and Answers Profile and you access the program the screen will look like this.

Password Rules

✓ Must be a minimum of 9 characters.
✓ Must contain 1 ALL CAPITAL letter.
✓ Must contain 1 number.
✓ Cannot reuse previous passwords.
✓ Cannot use First or Last names.
✓ Cannot reverse passwords.
HELP DESK USER REFERENCE
Give us a call… Ext. 8069
Email us… helpdesk@rhodesstate.edu
Stop by… Keese Hall Room 104

<table>
<thead>
<tr>
<th>General Coverage Hours: Fall, Winter, &amp; Spring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon. &gt; Thurs.</td>
</tr>
<tr>
<td>8:00 AM-10:00 PM</td>
</tr>
</tbody>
</table>

*Summer and Weekend hours vary, so be sure to call during the week to check for availability.*

WHAT TO PROVIDE WHEN CALLING THE HELP DESK
Name & Contact Information
Asset Tag Number (e.g. 12453) if using a campus PC
First Call or Follow-up
Exact Error Messages
Operating System (Windows XP, Windows 7, etc.)
Software Application (Word, Angel, etc.)
Re-occurring or One Time
Trouble on All PC’s or Just One

SERVICES THE HELP DESK PROVIDES
Help Desk Operators consists of many levels of expertise from advanced System Analysts to 1st and 2nd year Workstudy students. By giving the Help Desk operator the information they need, they will be able to quickly and efficiently respond to your problem or request.

The Help Desk
- Serves as a central point of contact for you to report any hardware or software problems
- Assists with your User ID management (User Account, Password, etc.)
- Assists with print management (e.g. Cancel, print, status, etc.)
- Logs all incoming calls and facilitates problem resolution.
- Contacts the proper source to correct any problems that cannot be directly solved, and provides solutions in a timely manner.

Information System POLICIES
Password Policies
Network passwords expire every 90 days. You will need to reset your password when prompted. The password must be a minimum of 9 characters long and contain at least 1 number. You will not be able to use the same password again. The password cannot contain your first or last name. Reversing a previous password is also not allowed. See Password Rules on previous page.

Computer Resource & Facilities Policy
Adherence to the Rhodes State College PC Lab Rules and Policies is mandatory (posted in all labs). See Code of Student Conduct in the college catalog for details.

Data Storage Policy
All critical data should always be saved to your network M:\ drive. Information Systems cannot guarantee the recovery of locally saved files (USB, Floppy) lost because of a hardware failure on the PC. Request remote access to
Using STARS

**REGISTERING FOR CLASSES IN STARS**

1. Go to the Rhodes State Webpage and click on “Choose Quick Link”. Then, click on “STARS Online”.

2. Click on “Click Here to Proceed to STARS Online!” Then, click on “Enter Secure Area”.

3. You will now need to enter your User ID and pin. Your STARS Username is your last name, period, first initial and middle initial, example: **smith.jw**
   
   Pin is your birthday (MMDDYY). Then, click on “Login”.

your M:\ drive via the web by stopping at the Help Desk to provide them your photo ID and network login name information. Instructions to access the drive will be sent to your campus email within 48 hours.
4. **If Login Verification Change PIN comes up:**
   - Re-enter your Old PIN (pin that you entered from above).
   - Enter in a New PIN (must be 6 characters; it can be numbers or letters, but is case sensitive).
   - Re-enter your New Pin.
   - Click on Login.

5. Click on “Student Services”, then “Registration”, and then “Continue”.

6. Click on “Add/Drop Courses”, then you will need to verify your address and phone number, then click on “Proceed to Registration”.

7. Select the term you are registering for and click “Submit”.

8. If you know the 5-digit Course Reference Numbers (CRN), scroll to the bottom of the screen and enter these numbers in the boxes located in the “Add Classes Worksheet” section. You may enter all CRNs at once or individually before submitting. Click on “Submit Changes”.

9. If you do not know the 5-digit CRNs, click on “Class Search” and search for a class.
   - Select the subject you want by scrolling down through the alphabetical list and click on the desired subject.
   - All the other fields are optional. Fill in as many as you can to narrow your search.
   - Click on “Class Search”.


Choose your course by clicking in the box to the left of each course listed. Click on “Add to Worksheet”.

If done selecting courses click on “Submit Changes”, if not click on “Class Search” and add other courses to your worksheet. When all done click on “Submit Changes”.

10. DROPPING A COURSE:

In the CURRENT SCHEDULE section, click on the down arrow in the action column next to the desired course and select “Drop Course - Web”. Click on “Submit Changes” at the bottom of the screen.
11. **PRINTING A SCHEDULE:**
   - Click on “Concise Student Schedule” at bottom of the screen. To print the schedule, click on the **Printer Icon** at the top right hand corner.

12. **PRINTING A BILL:**
   - Click on “View Fee Assessment” at the bottom of the screen.

13. **CLICK EXIT WHEN DONE WITH YOUR STARS ONLINE SESSION**