



**FISHER COLLEGE**  
DIVISION of ACCELERATED  
& PROFESSIONAL STUDIES

# Student Orientation Guide

Academic Year 2016-2017

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# I. TECHNOLOGY & GETTING STARTED

## COURSE DEFINITIONS

### **CLASSROOM**

- Commonly referred to as F2F (face to face).
- These courses are conducted 100% on campus. Instructors will utilize Blackboard to post the syllabus, for submission of all research papers and they will post students' grades. Instructors may choose to use Blackboard for course materials, but it is not required.

### **BLENDED**

- Blended course instruction is split between the classroom and online. Instructors will utilize Blackboard to post the syllabus, keep track of student grades, require student assignment submissions, and conduct weekly discussion boards. Instructors will use Blackboard for all course materials. Blended courses require two Collaborate sessions per term, to be scheduled by the instructor. In-class time is utilized for class interaction.
- Blended courses require 3 hours of instruction in the classroom, 3 hours of instruction online, and an additional 12 hours of out-of-class (homework) work per week

### **DUAL CLASSROOM**

- These are blended courses that are taught at two site locations by the same instructor. Students may choose which site to attend class at, and then students from both site locations share a course within Blackboard and Collaborate sessions.

### **ONLINE**

- These classes are conducted fully online through Blackboard, and are enhanced with Blackboard Collaborate. Students will be required to attend four Collaborate sessions per course per term.

### **SYNCHRONOUS ONLINE\***

- These are fully online classes that meet on a weekly basis via Blackboard Collaborate at specific, pre-determined times. Weekly Collaborate meeting times will be published with the course schedule. Students are expected to attend all Collaborate meetings.

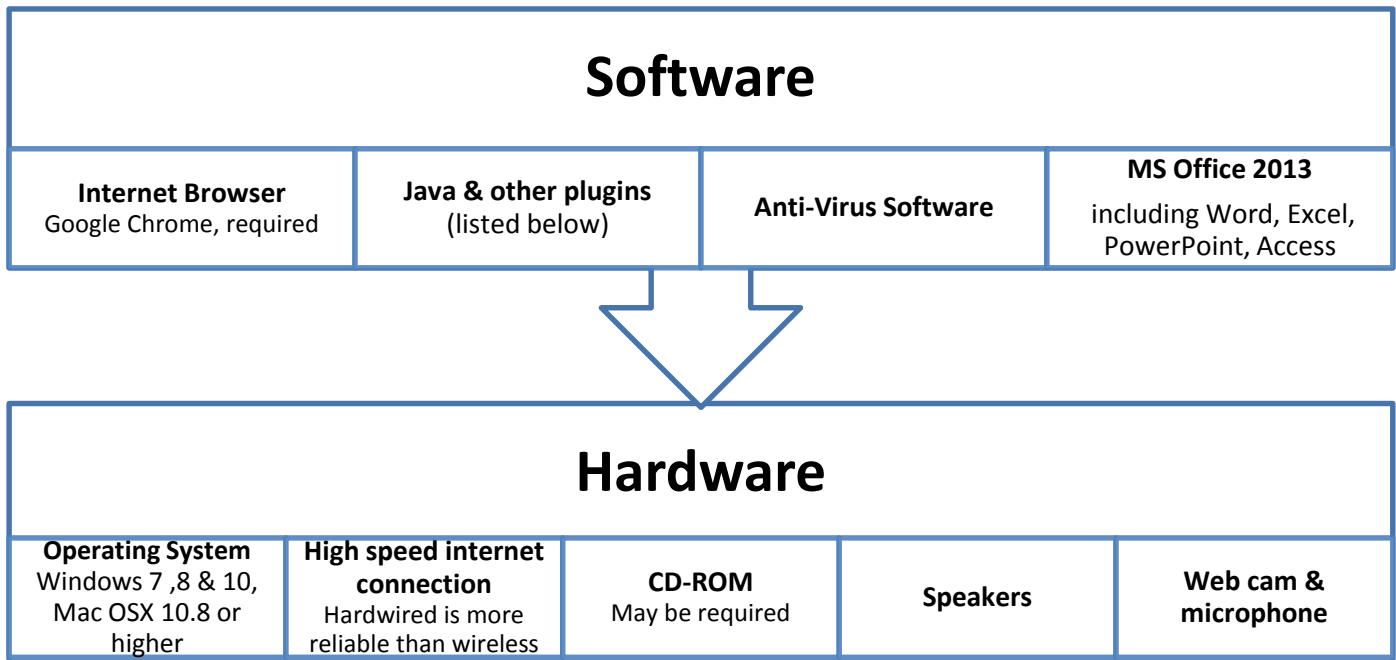
### **SYNCHRONOUS ONLINE WITH A BLENDED OPTION\***

- Students who choose to enroll in this class type have the option of attending the weekly class meetings via Collaborate or by going to a campus location for each weekly meeting. The instructor will conduct the class meetings from a classroom, and it will be broadcast, in real time, to the students who choose to participate through Collaborate. Weekly Collaborate meeting times and classroom locations will be published with the course schedule. Students are expected to attend all weekly Collaborate or face-to-face meetings.

*\*These classes will be run just like all other online classes at Fisher College. All requirements and expectations remain the same. The only difference is the weekly Collaborate (or face-to-face, if blended is available) meeting requirement.*

## **TECHNOLOGY REQUIRED FOR ALL COURSES**

**You must have access to a computer!** All Fisher College campuses have computer labs available for students to use, and all public libraries have computers available as well. You may also consider making arrangements with a friend or family member if you do not have your own computer.



### **Java and Other Browser Plugins**

**JRE version 7** is the recommended version for features that depend on it. JRE version 6 may work, but could result in unexpected behavior. Oracle has acknowledged some security issues with JRE version 6. **Adobe Flash Player version 11** is the recommended version of the Adobe Flash Player plugin, but the YouTube service ultimately determines the version required for this plugin. Blackboard Learn does not require any other browser plugins. .

### **Plugin Links**

- [Download link for JRE](#) on Oracle's site.
- [Download link for Adobe Flash Player](#) on Adobe's site.

## PREPARING FOR YOUR COURSES

### 1. Make sure you have the required hardware and software

- Please note: Google Chrome is the preferred browser.

### 2. Familiarize yourself with Blackboard

- Reference the tutorial class called **BB101**, located within the courses you are enrolled in through Blackboard.

### 3. Familiarize yourself with Collaborate

- **Getting Started:** [http://en-us.help.blackboard.com/Collaborate/Ultra/Participant/030\\_Get\\_Started](http://en-us.help.blackboard.com/Collaborate/Ultra/Participant/030_Get_Started)

## COURSE TECHNOLOGY REQUIREMENTS

In addition to the required Blackboard Collaborate sessions and the required technology listed above, the following online courses have specific technology requirements:

### CM105, Public Speaking

You will be required to present speeches via Blackboard Collaborate in a live session

### CS101, Computer Concepts & Applications

Requires a SimNet license. SimNet is web-based simulation software.

### CS205, Computer and Systems Programming I

Requires Visual Studio and Alice 2.0, both which may be downloaded as freeware/shareware

### CS210, Database Design and Management

Requires MS Access

### CS233, System and Network Fundamentals

Requires a LabSim license. LabSim is web-based simulation software.

### CS234, Web site Programming and Development

Requires Adobe Dreamweaver, teacher and student edition.

### CS245, Management Application & Information Systems

Requires MS Access and Excel

### CS400, Project Management

Requires MS Project, which is included as a free trial with the text book

### ED200, 201 ECE Internships

If you live out of state, or your internship site is located farther than a reasonable driving distance from a campus, you will be required to record 3 site visits with your faculty internship coordinator.

FL121-122, Elementary Spanish I & II

You will be required to create and present projects using PowerPoint with embedded voice notes, or the use of other voice enabled technology.

HS202, Practice of Counseling and Interviewing

You will be required to attend weekly, live Blackboard Collaborate sessions. You will be required to present a final project via Blackboard Collaborate. Web cam is required for all Blackboard Collaborate sessions.

HS450, Human Services Senior Project

You will be required to attend weekly, live Blackboard Collaborate sessions. You will be required to present a final project via Blackboard Collaborate. Web cam is required for all Blackboard Collaborate sessions.

MG303, Managerial Communications

You will be required to present a final project with PPT via Blackboard Collaborate

MG450, Management Senior Project

You will be required to present a final project via Blackboard Collaborate

***Additional courses may require presentations and the use of other voice and technology tools. Each instructor has his or her own requirements.***

## CLASS AND HOMEWORK EXPECTATIONS

DAPS – 8-week term					
	Classroom Instruction	Online Instruction	Homework/out-of-class	Total Per Week	Total
Classroom	6	0	11	17	135
Blended *	3	3	11	17	135
Online w/synchronous ***	1.5	4.5	11	17	135
online **	0	6	11	17	135
DAY – 15-week semester					
	Classroom Instruction	Online Instruction	Homework/out-of-class	Total Per Week	Total
Classroom	3	0	6	9	135
Blended *	1.5	1.5	6	9	135
online **	0	3	6	9	135

\*For blended classes, approximately ½ of the in-class time is replaced with Blackboard based lessons and activities

\*\*For online classes, all in-class time is replaced with Blackboard based lessons and activities.

\*\*\* for online classes with required synchronous sessions, there will be a mandatory 1 and ½ hour collaborate session where students can come to campus with faculty member or log in from home.

## WHAT TO EXPECT IN ONLINE AND BLENDED COURSES

### Fisher College email use

- You will be required to use only your Fisher College email
- All communications with administrators and faculty must come from your Fisher email

### Blackboard Collaborate

- All online and blended courses utilize Blackboard Collaborate
- Online courses require 4 Collaborate sessions
- Blended courses require 2 Collaborate sessions
- Attendance is expected, but if you should need to miss a session, they are recorded for viewing and you will be responsible for fulfilling instructor requirements in lieu of participation.

### Discussion Boards

- All online and blended courses require participation in discussion boards
- In online courses, you will be required to provide a biography and identifiable photo during the first week of the course



## **HOW TO BE SUCCESSFUL IN ONLINE AND BLENDED COURSES**

### **Reliable access to a computer!**

- If you need to use school computers, be sure to make enough time in your schedule to complete the work online.
- Set reminders on your calendar and/or phone to remind you of your online assignments.

### **Be comfortable with Blackboard**

- Use the Blackboard tutorial course to which all students have access.

### **Review weekly requirements and set a schedule**

- Determine what is due for class meeting (blended courses)
- Determine what is to be completed out of class and online
- Don't fall behind in readings and homework

### **Know who to contact if you need help**

- Instructor
- Site Coordinator or Advisor
- Support site: <http://fisher.parature.com>

### **Log into Blackboard and check your Fisher email every day**

- Empty inbox AND trash in order to receive updates about the course

## **II. BLACKBOARD, MYFISHER & EMAIL**

### **ACCESSING BLACKBOARD, MYFISHER & EMAIL**

Your username and password is emailed to you upon your acceptance into the College. For help with your username and/or password, please contact your advisor.

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



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

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

**Email:** <https://outlook.com/owa/fisher.edu>

\*Remember – your Fisher email password expires every 42 days. See the Where to Go for Help section if you become locked out of your email. Your Blackboard and MyFisher password do not expire, but you may change them at any time.

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

## **BLACKBOARD PROFILES**

For a video explanation please view the following video from a computer or mobile device:

[https://www.youtube.com/watch?feature=player\\_embedded&v=rIsVvOutnil](https://www.youtube.com/watch?feature=player_embedded&v=rIsVvOutnil)

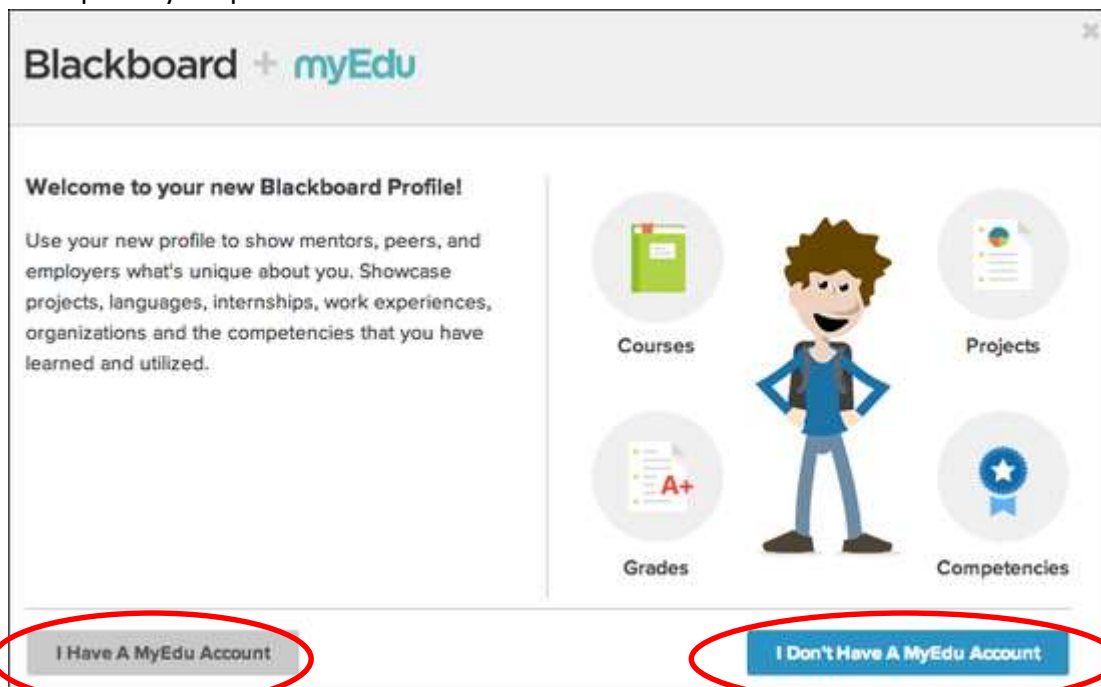
### **Access Your Profile**

Click the arrow next to your name in the page header to access the global navigation menu. Click the empty profile image or your existing image to access your profile.



### **First Time User Experience**

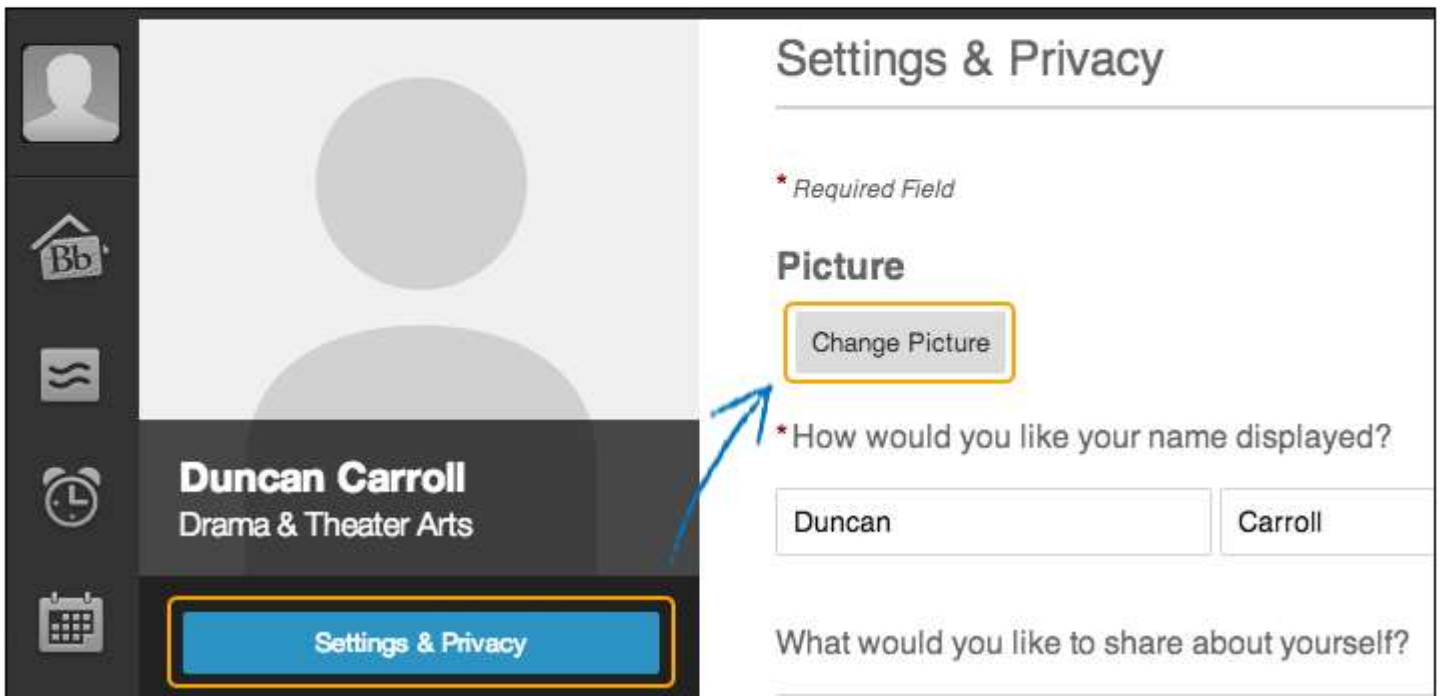
1. Accept the terms of service agreement.
2. Create or update your profile information – Pick either “I Have” or “I Don’t Have”



## How to Add a Profile Picture - All students are required to provide a photo.

You can upload an image of yourself to your profile or change your existing profile image. Images must be less than 5 megabytes in size and at least 50 x 50 pixels in dimension. Acceptable file formats include GIF, PNG, JPG, and JPEG.

1. Click the arrow next to your name in the page header to access the global navigation menu.
2. Click the empty profile image or your existing image to access your profile.
3. On the profiles page, click the **Settings & Privacy** link.
4. The **Settings & Privacy** section appears in the right panel. Click **Change Picture** to upload an image from your computer.
5. Click **Save**.



## **BLACKBOARD APP FOR MOBILE DEVICES**



### **Bb Student**

The following information is taken from Blackboard's Bb Student help site:

[https://en-us.help.blackboard.com/Bb\\_Student](https://en-us.help.blackboard.com/Bb_Student)

With Bb Student, you can view course content and participate in your courses on your mobile device.

- Stay on task with push notifications, a due date list, and activity stream updates.
- Take assignments, tests, and quizzes and review your submissions.
- View your course grades as well as individual test and assignment grades.
- Participate in discussions.
- Collaborate with your class through video conferencing.
- Attach assignment files from Google Drive, Dropbox, and OneDrive.

### **Install app and log in**

Follow these steps to download and install the Bb Student app.

1. From your device, access the appropriate online store.
  - [iTunes Store](#)<sup>SM</sup> on your iPhone®, iPod touch®
  - [Google Play](#)<sup>TM</sup> on your Android® device
  - [Windows Store](#) on your Windows® device
2. Search for Bb Student.
3. Install the app on your mobile device.
4. Open Bb Student and search for the full name of your institution.
5. Log in with your Blackboard Learn username and password.

## **ACCESSING YOUR COURSES IN BLACKBOARD**

When you log into Blackboard, you will see the My Courses box on the right side of the page. To get into your courses, simply click on the title of the course.



**Please note: courses may not be available until the official first day of the term.**

## **TIPS FOR TAKING EXAMS IN BLACKBOARD**

1. **USE A RELIABLE INTERNET CONNECTION** High speed, hard wired connections are preferred to wireless connections. Dial up connections are not recommended.
2. **CLEAR YOUR BROWSER'S CACHE** For instructions visit this site: <http://www.wikihow.com/Clear-Your-Browser%27s-Cache>
3. **BE AWARE OF TIME** Blackboard may log you out for inactivity in an exam setting. Typing in an essay box, for example, does not count as activity; only interactions with Bb such as pressing next, submit, or save count as activity.
4. **DO NOT USE BROWSER'S BACK OR FORWARD BUTTONS** This may result in you being locked out of the exam
5. **CONFIRMING SUBMISSION OF EXAM** Once you submit your exam you will receive a confirmation page indicating the exam was submitted properly. You may also check the My Grades area for an exclamation point indicating your exam is awaiting review or you may see a score for an exam that is automatically calculated.
6. **IF YOU GET LOCKED OUT** Contact your instructor. She/He will need to reset your access.

## **REVIEWING MID-TERM & FINAL GRADES**

Mid-term grades are entered by the end of week 4. Final grades are entered within 48 hours of the last day of the term. Mid-term and final grades are viewed through MyFisher, and may not be available through Blackboard. Complete the following steps:

1. Log into MyFisher <http://myfisher.fisher.edu>



2. Open the Menu and choose MY INFO
3. Choose COURSE SCHEDULES/GRADES
4. Locate your mid-term grade (in the Def. Grade column) and final grade.

## **HOW TO ADD YOUR FISHER COLLEGE EMAIL TO A MOBILE DEVICE**

Devices vary. If you need additional assistance please contact the IS Help Desk at 617-236-5464.

The College has transitioned our email service to Office 365 as of October 2016. If you have had access to our email system prior to this date, you should notice very little difference. If you have had Fisher email connected to your mobile device, you will need to delete the account and then re-add it using the instructions below.

### **iOS:**

Go to Settings > Mail > Accounts > Add Account > Choose Exchange > enter your College email address and password and then click Next

Example:

Email: sample@fisher.edu

Password: student ID #

Description: Fisher College

### **Android Devices:**

Go to Settings > Accounts and Sync > Add Account > Choose Microsoft Exchange Active Sync > enter your College email address and password and click Next

On older Android devices you may need to enter the server address, which is outlook.office365.com. The username should be your complete email address.

### III. COMPLETING THE REGISTRATION PROCESS

#### PLACEMENT TESTING

Placement tests are required for both math and English. If you have not transferred in or previously completed your math and English requirements, then you should log into the Placement Test course within Blackboard to complete your tests.

Students must pass EN101, EN102, and MA106 (or a higher level of math) before completing 45 college credits towards their degrees. If a student fails to do so, he/she may be subject to academic dismissal (Fisher College Course Catalog, pg. 31).

#### VIEWING YOUR DEGREE AUDIT

1. Log into My Fisher: <http://myfisher.fisher.edu>



- 2.
3. Open the Menu and choose MY INFO
4. Choose DEGREE AUDIT
5. A page will then appear with parameters. Do not change any of the parameters, and click on “get degree audit”.
6. Your degree audit will then appear.
7. Look in the “Met” column. If there is a “yes” there, it means that you have completed that class requirement. If there is a “No” that requirement has not yet been fulfilled.

#### REGISTERING FOR COURSES

1. Log into MyFisher <http://myfisher.fisher.edu>



- 2.
3. Open the Menu and choose MY INFO
4. Choose REGISTER FOR CLASSES
5. The next screen will be a disclaimer. Read the Educational Credit and Loan Agreement and then click “I Agree”.
6. Select the term you wish you register for.
7. Once you select the term, all classes will pop up; NOTE\* --- this will include all classes for all sites. Scroll down by using the scroll bar on the right side of the screen to see all of the classes (they are listed in alphabetical order)
8. Find the class you want to register for and look at the site location
  - i. Online – W1, W2
  - ii. Boston - B1, BW (blended)
  - iii. North Attleboro – A1, AW (blended)
  - iv. New Bedford – N1, NW (blended)
  - v. Brockton – R1, RW (blended)

9. Once you find the class you are registering for, click the ADD button to the left of the class.
10. The class will then appear in your basket at the bottom of the page (if you are receiving financial aid this means that you are now registered for that class).
11. If you are paying out of pocket, you will be able to choose your payment option.

## **TUITION PAYMENTS**

All financial obligations to the College must be met before students will be allowed to begin classes. Tuition payments may be secured through a NelNet Payment Plan, cash, check, credit card, or financial aid.

Payment plans and credit card arrangements may be made here: <http://www.fisher.edu/bursar>  
You may also complete a credit card payment over the phone by calling your Student Service Representative.

## **PURCHASING TEXTBOOKS**

1. Log into the bookstore site <http://bookstore.mbsdirect.net/fisher.htm>
2. Select "Order Your Books"
3. Select "Continue" under your method of payment (book vouchers require you to contact your SSR first)
4. Select the term you are purchasing books for
5. Select the site (Fisher College DAPS is for all DAPS locations and Online)
6. Answer the CAPTCHA and continue
7. Select the check box next to your course(s), then click continue
8. If your course(s) have options for used, new, rental, or eRental, select the option you prefer
9. Click the "Add Items & View Cart" button at the bottom
10. Proceed to checkout (first-time users will need to create an account)

**Book Vouchers** - If you are eligible, you must contact your Student Service Representative to have your voucher processed. You will then receive an email in your Fisher email account with instructions for how to proceed.

## **IV. POLICIES & PROCEDURES**

### **PROBLEMS OR CONCERNS**

#### **Problems or Concerns with a Course or Instructor**

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 then he/she cannot correct it. If your problem or concern 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 a Site Coordinator or the Dean of the Division of Accelerated and Professional Studies.

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.

#### **Problems or Concerns Not Related to a Course or Instructor**



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.

## **DROPPING/ADDING COURSES DURING THE DROP/ADD PERIOD**

The drop/add period is a period of time (typically the first week of the term) when students are able to drop courses without owing tuition, replace (switch) courses without tuition penalty, and add additional courses if desired. All changes to students' schedules may be conducted through MyFisher.

1. Log into MyFisher <http://myfisher.fisher.edu>



2. Open the Menu and choose MY INFO
3. Choose REGISTER FOR CLASSES
4. Accept the disclaimer and choose your term
5. 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.
6. 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.
7. TO REPLACE: Locate your basket, and the class you want to change, and click on REPLACE. You will then be able to scroll through the list of classes and choose the class you wish to replace it with. Choose the SELECT link to the left of the course you wish you replace it with.

## **WITHDRAWING FROM COURSES**

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

If you wish to withdraw from a course, you will need to complete the *Course Withdrawal* web form prior to the last day to withdraw. The form may be found in the following webpage:

<http://www.fisher.edu/academics/academic-resources/registrar/student-forms/daps-and-graduate-studies-student-forms>

If you receive financial aid, please contact your financial aid counselor to determine any impact on your financial aid.

Withdrawing from a course may result in the student being responsible for out-of-pocket tuition expenses.

## **BILLING STATEMENTS & ACCOUNT INFORMATION**

To view your current or past billing statements:

1. Log into MyFisher <http://myfisher.fisher.edu>



- 2.

- Open the Menu and choose MY INFO
- 3. Choose BILLING STATEMENT
- 4. To view your current statement, under the title “Select a balance forward date to start listing of transaction detail” do not change the date, and click “view statement”.
- 5. To view a previous statement, change the date to the month and year you would want to start seeing your term statements.

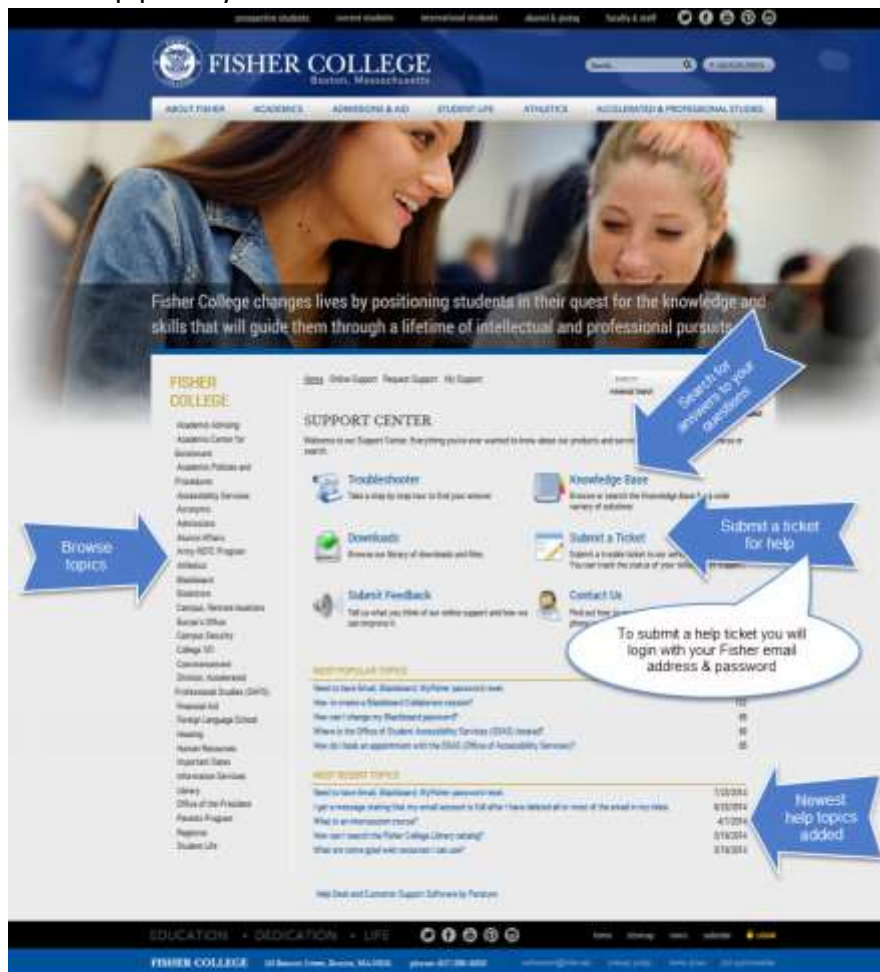
## V. CONTACT US / HELP SUPPORT CENTER

You may find the support center (Help @ Fisher) through the Quick Links menu on the Fisher website. You may also access it directly using this link: <http://fisher.parature.com>

Our support site will handle all of your support needs and requests. This site has an ever growing Knowledge Base that will help answer your questions. If you cannot find your answers you will be able to login and submit a support ticket.

To login to the support site, your Fisher email address and password will provide you access. Once logged in, simply fill out a ticket form and click submit. Your request will be handled in a timely fashion.

Support tickets will receive top priority over emails.



Fisher College Support Site:

<http://fisher.parature.com>

## **ACADEMIC ADVISOR**

Your academic advisor is your mentor through your education here at Fisher College. Please contact your advisor any time you have questions or concerns. Meetings may be conducted in person, through a phone call, through email, or through Blackboard Collaborate.

## **FISHER COLLEGE EMAIL HELP**

IS HELP DESK – 617-236-5464

Your Fisher College email password expires every 42 days. It is imperative that you do not ignore the email notification alerting you to the impending expiration. If you do become locked out of your email, you may contact the IS Help Desk or your advisor.

## **BLACKBOARD AND COLLABORATE HELP**

1. Fisher College Support Site: <http://fisher.parature.com>
2. Blackboard's YouTube playlist for students:  
<https://www.youtube.com/playlist?list=PLontYaReEU1seUE3ACG3sEc3zR7Br7URU>
3. Collaborate Help: <http://en-us.help.blackboard.com//Collaborate/Ultra>
  - a. How to access sessions & recordings: <https://www.youtube.com/watch?v=t8LFoUwclVI>
4. BB101 – This is a tutorial course located within Bb. You can explore this mock course to get a better understanding for how online courses look and feel. You can submit practice assignments and tests, you can try out the discussion board, and you can utilize a practice Blackboard Collaborate session.

## **FISHER COLLEGE LIBRARY RESOURCES**

<http://www.fisher.edu/library>

If you need help with any of the library resources or to obtain your library barcode, you may contact a member of the library staff by the following means:

1. Phone: 617-236-8875
2. Email: [library@fisher.edu](mailto:library@fisher.edu)