



UNIVERSITY OF
SOUTH DAKOTA

ACADEMIC YEAR 2019-2020



ONLINE STUDENT HANDBOOK

USD ONLINE & OFF-CAMPUS EDUCATION

(LAST REVISED: JUNE 2019)

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Expectations

GETTING STARTED

How To Be A Successful Online Learner

To help you become a successful online learner, the Division of Continuing and Distance Education (CDE) has compiled the following tips:

- Because an online class offers more freedom, it is your responsibility to be self-motivated and disciplined to keep up with your course.
- An online class is the same as a face-to-face class, it will not be an “easier” course, nor will it take less of your time or energy.
- Log into your class at least two to three times per week—potentially more frequently for summer courses—or as often as your instructor recommends, in a time frame that allows you to concentrate on the course. Time management is important. Schedule your time wisely.
- Most interaction in an online class is through writing, so you should be comfortable with communicating electronically and you should know how to express yourself appropriately through writing.
- You should be familiar with using technology, the Internet and email, as well as downloading, uploading and saving files.
- Know your instructors and how to contact them. It is important to contact your instructor, by whatever means the instructor has specified, if you begin to experience any difficulties.

Are You Ready To Take An Online Course?

Want to make sure you have everything you need to take an online course through the University of South Dakota? Visit our [online readiness check](#) to learn more about how online courses work, view additional tips on how to be successful in your online course and run through various technology checks to make sure your computer and Internet connection are robust enough to ensure a quality online course experience.

GETTING HELP

Getting started in an online course can seem like a daunting experience, so we have arranged for resources to be available to distance students.

ITS Help Desk

If you are experiencing any sort of technical issues, such as:

- Your password isn't working or are unable to log into university resources
- Your computer is not working; it is unable to open files, etc.
- You are receiving error messages when accessing online courses

You should contact the ITS Help Desk. The easiest and fastest way to do so is to [submit an online request](#).

This form is available twenty-four hours a day and directly enters your issue into the Help Desk's support system, without needing to wait on the phone for assistance. After submitting the request, you will be contacted by the Help Desk's support personnel, usually within one business day. You can contact the Help Desk at (877) 225-0027 or (605) 677-5028.



IMPORTANT: During the start and end of the semester, the Help Desk receives an extraordinary volume of calls, so you may need to wait to speak with support personnel, or be invited to leave a voice mail detailing your issue.

We strongly suggest submitting [online requests](#) during these periods.

Academic Assistance

Various academic resources, including advising, tutoring services, course catalog information, accessing grades, registering for courses, etc. are available through the myUSD portal. Please see the myUSD portal section of this document for details on how to access these resources.

If you have questions about course materials, course policies, grades, etc., please direct them to the instructor of your course. You can contact your instructor directly within your course by clicking on his/her name in the Classlist tool.

USD Online and Off-Campus Education

USD Online and Off-Campus Education is managed by the Division of Continuing and Distance Education (CDE), and can assist with general questions about online and distance courses or to help you through the process of taking an online course. Various, helpful resources are provided on CDE's [student resources](#) page.

You can always contact CDE for direct assistance, toll free, at (800) 233-7937 or (605) 658-6140. You may also email us at: cde@usd.edu.

NETIQUETTE

Online Course Etiquette

Just like etiquette is a code of polite behavior in society, netiquette is a code of good behavior on the Internet. While there is no official list of netiquette rules or guidelines, below is a list of general netiquette expectations for online courses:



IMPORTANT: Your course may have specific guidelines, please refer to the course's welcome letter and syllabus for this information.

- Carefully read email that you receive to make sure that you understand the message.
- Carefully read and reread responses before you send them. Proofread for errors in grammar, punctuation and spelling as these kinds of mistakes can muddle your message and confuse the reader.
- If you use humor or sarcasm, clearly label it as such (i.e. :-) or “ha ha”).
- Know your audience. Make sure that the recipient(s) of your message are the appropriate one(s) with whom you need to communicate.
- Avoid cluttering your message with excessive emphases (such as stars, arrows and the like). They may make the message hard to follow.
- If you are responding to a message, either include the relevant part of the original message in your message, or make sure you refer to the contents of the original message.
- Be specific, especially when asking questions.
- Include your name at the end of your message, as well as other contact information, such as email address for a reply.
- When typing, use upper/lower cases appropriately. ALL CAPS gives the appearance of shouting and can seem rude.
- Just as you should not drive when you are angry, you should not send email responses when you are angry. Type a response, but do not mail it immediately. Chances are, when you reread it, you will be glad that you waited.

Instructions

TECHNOLOGY SUPPORT AND REQUIREMENTS

To ensure the effective delivery of USD online courses, minimum hardware and software requirements have been established.

A USD username is required for all online courses. To obtain your USD username, or if you already have one, but have forgotten your password, please go to the USD [account pickup page](#).



TIP: If broadband access (DSL, cable, etc.) is available in your area, we strongly recommend that you purchase it instead of dial-up access. Your online experience will be more favorable with broadband access, and USD resources will be more responsive.



IMPORTANT: Some online degree programs (e.g. Nursing), courses, or instructors have specific and/or additional technology requirements. Please refer to your course's welcome letter and/or syllabus for this information.

Minimum Hardware & Software Requirements

β	Recommended Specs:	Minimum Specs:
PROCESSOR:	1.6 GHz dual core processor or higher	at least 1.6 GHz or above; or less than three years old
RAM:	8 GB or higher	at least 4 GB
INTERNET ACCESS: IMPORTANT: you will need to purchase Internet service through your local provider	cable, DSL, satellite, wireless broadband, or mobile broadband	dial-up (56 Kbps) NOTE: using dial-up will seriously impact the time it takes to access your coursework
SCREEN RESOLUTION:	1280 x 1024, 1280 x 720, or higher	1024 x 768
OPERATING SYSTEM:	Windows 10 Mac OS X 10.12 or higher	Windows 7 (Vista as no longer supported) Mac OS X 10.9 or later NOTE: Linux and Chrome OS are not supported
OFFICE SUITE:	Microsoft Office 365 (free for students) Google Docs (http://docs.usd.edu)	MS Office 2010 (Windows) / 2008 (Mac) or later
WEB BROWSER:	Chrome (latest version) Mozilla Firefox (latest version)	Internet Explorer 11 or later Safari 9 or later
COMPUTER STORAGE:	10 GB free	
SOUND:	any; headphones or external speakers are also required	
ANTI-VIRUS:	Microsoft Security Essentials (Windows) ClamXav (Mac)	
OTHER SOFTWARE:	Adobe Acrobat Reader (download)	

If you are unsure as to whether or not your computer meets these requirements, or if you require additional technical assistance, please contact the ITS Help Desk for assistance, using the contact information provided in the Getting Help section of this document.

USD has established partnerships with Apple, Fujitsu and HP, allowing USD students, staff and faculty to purchase computers that meet the requirements listed above at a discounted. For more information, visit www.usd.edu/technology.

Instructions

RESOURCES FOR DISTANCE STUDENTS

CDE provides a website containing important resources for distance students located at www.usd.edu/usd-online/student-resources.

These resources include:

- Various academic forms
- Academic resources (bookstore, library, proctoring information and online writing center)
- Support resources (advising, registration and financial aid)

For additional details on these services, please refer to pages 7-8 in this document.

MYUSD PORTAL

The myUSD portal allows university faculty, staff and students to access the information and password-protected resources that they need quickly and easily in one central place.

In addition to having the information you need presented to you automatically, you can customize myUSD to show useful information and store passwords to online systems such as SNAP, Desire2Learn and campus alerts.



IMPORTANT: Before you can use the myUSD portal, you must first set up your USD username if you have not already done so. To set up your USD username, go to the USD [Account Pickup](#) page.

Accessing the Portal

To access the myUSD portal, browse to <https://my.usd.edu>, or follow the “MYUSD” link from the USD homepage. A screen like the one below should appear (see Figure 1).

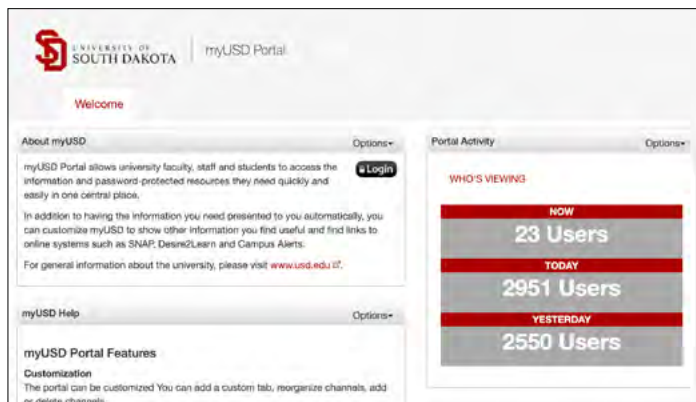


Figure 1: myUSD Portal Login Page

Click on the Login button, enter your USD username and password, and then click on the button labeled “Login.” If you are unsure as to what is your USD username and password, click on the “I don’t know my username/ password” link to retrieve these, and then repeat the steps above.

Accessing Your USD Email

All members of the university community have a USD email address. We require you to use this for your coursework. You will also receive official university correspondence only through this email address. It will be important to have your email set up and accessible before the beginning of classes.

In order to access your email, log into myUSD and click on the “Inbox” link, on the right-hand side of the portal (see Figure 2).

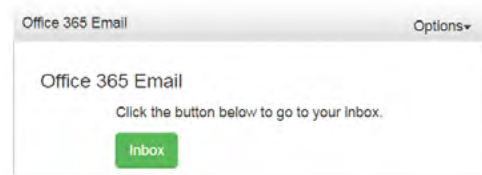


Figure 2: myUSD Email Login

Quick Links

Many USD and SDBOR resources require you to log in to access them. To ease this process, the myUSD portal allows you one-stop access to most of these services via the Quick Links channel (see Figure 3).

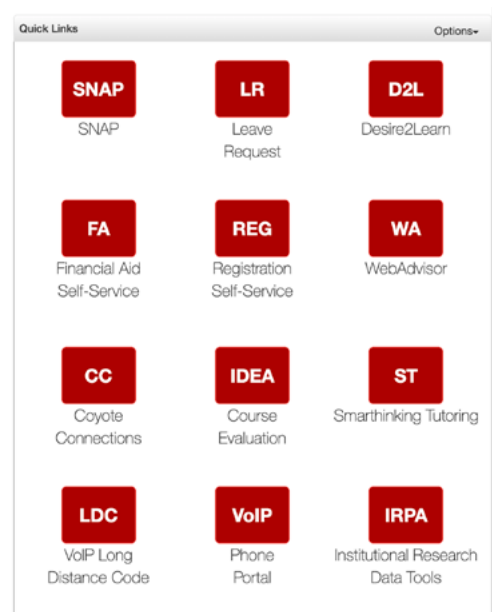


Figure 3 : myUSD Quick Links Channel

Other myUSD Portal Resources

The myUSD portal contains a host of other resources that you can explore and customize to your needs. It is also your one-stop shop for a variety of university support services.

Instructions

ACCESSING DESIRE2LEARN

Desire2Learn (D2L) is USD's learning management system which is used to offer all of the online courses. You can access D2L using the method below.

Direct Access

D2L can always be accessed via the following URL: <https://d2l.sdbor.edu>
A screen like the one below should appear:

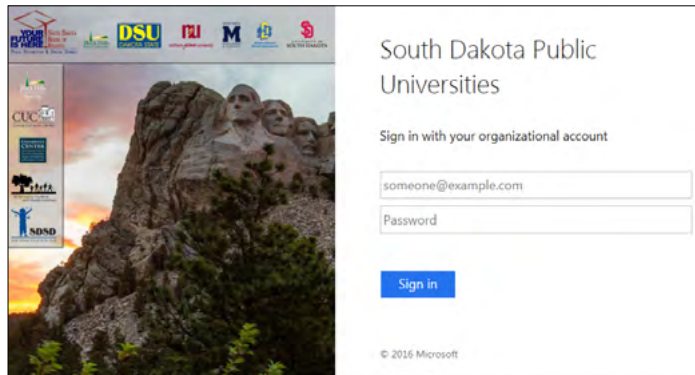


Figure 4: D2L Login Page

To log into D2L, type your email address and password into the respective fields and click the "Sign in" button.



TIP: If this is your first time logging into D2L, make sure you click on the "Forgot your password?" link to set up your password first. If you do not do this, you will be unable to log into D2L.



IMPORTANT: Before you can use the myUSD portal, you must first set up your USD username if you have not already done so. To set up your USD username, go to the USD [Account Pickup](#) page.

Accessing Your Courses

Once you have logged into D2L the "My Home" page to navigate through each of the courses in which you are currently enrolled. The "My Courses" widget is organized by term and by department. To access a course, just click on its name:



Figure 5: D2L "My Courses" Page



IMPORTANT: Instructors may open courses up to thirty (30) days in advance of the semester. You may be able to access your courses prior to the official start date in order to familiarize yourself with the layout of each course. Please contact your instructor for details.

SELF-SERVICE

Students should use Self-Service to register for courses. Access Self-Service through the myUSD Portal at my.usd.edu. Under the Quick-Links section, click on "Registration Self-Service" then click "Register for Classes" (see Figure 6). Select the term and click "Continue".

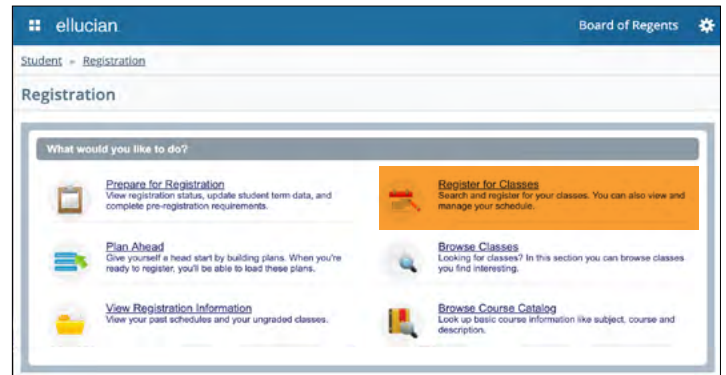


Figure 6: Self-Service Registration Homepage

Enter your search criteria for the selected term such as university, online or on-campus location, subject, course number and click "Search" (see Figure 7)

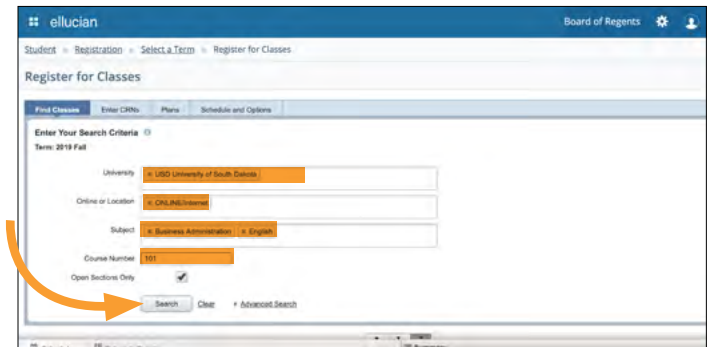


Figure 7: Search for Class Sections

To register for a class, click the "add" button. This will move the course into the summary window. Use the "search again" function to find additional courses. Once all your courses are in the summary window, and the action drop down menu is set to "Register", click "Submit" (see Figure 8.)

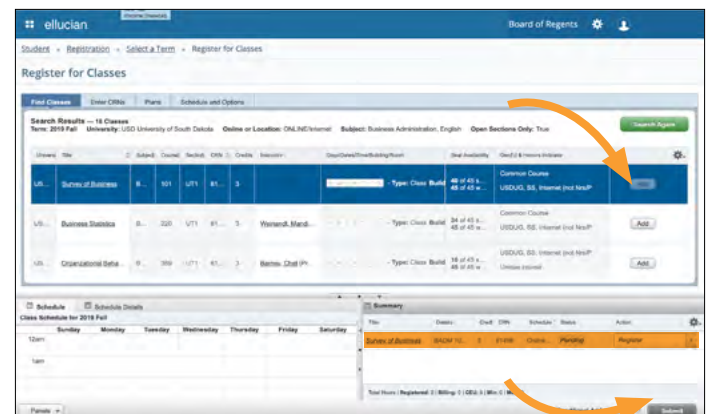


Figure 8: Add Courses to Summary List and Submit

Instructions

On the registration homepage (see Figure 6), click on “View Registration Information” to see your class schedule (see Figure 9.) Click on “Schedule Details” to view class location and instructor information (see Figure 10.)

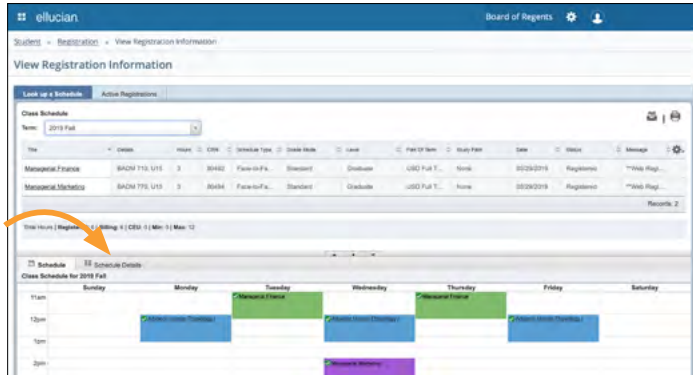


Figure 9: Schedule Details

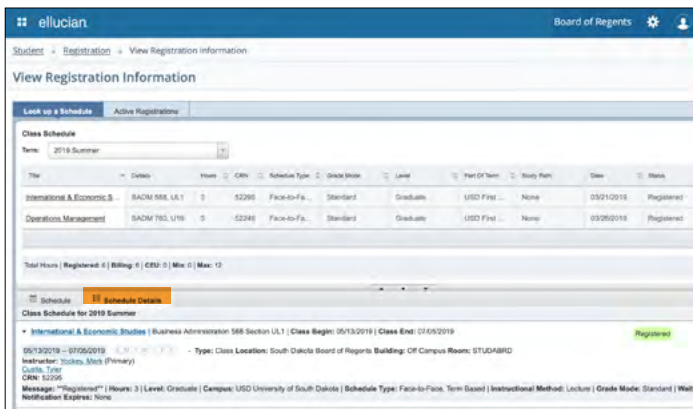


Figure 10: View Schedule Details

Checking Grades in Self-Service

Students should use Self-Service to check current or past grades. To access your grades, log into your student Financial Aid Self-Service account via the myUSD portal at my.usd.edu. Click on the Student tab to populate the student menu. Click on the Student Records link to check your grades. (See Figure 11.)

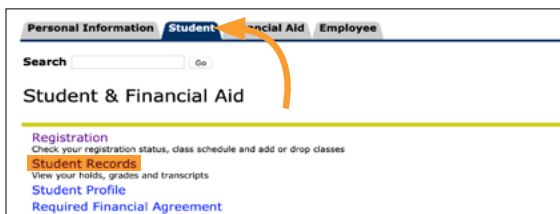


Figure 11: Student Records - Student Menu

Select the term and click “Submit” (see Figure 12) to check your grades.

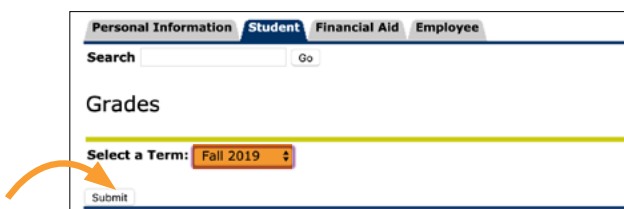


Figure 12: Student Grades

COYOTE CONNECTIONS

Managing Student Success

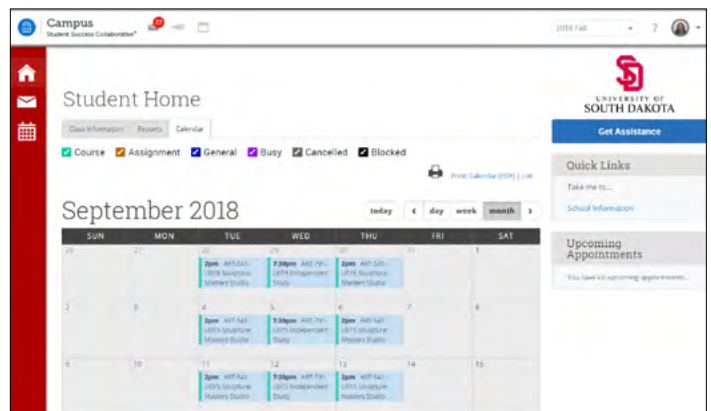
Increasing student success is a goal shared across the University of South Dakota. In order to assist all students in achieving this goal, the university has established an early alert and feedback system called Coyote Connections.

Coyote Connections is a student support system that enables USD to provide a holistic approach to student success and retention. Coyote Connections provides you with one central location to find the people on campus who can help you succeed. You might also see recommendations and tips for improvement displayed on your Coyote Connections homepage or sent to you by email.

Through the Coyote Connections system, you are able to:

- Know immediately when someone at the institution has a concern about your academic performance and which support services are available to you
- Receive notifications from the institution in a variety of convenient methods, including email, text and Facebook messages
- Be motivated as a result of receiving positive, encouraging messages from instructors and others in your success network
- Receive important advising information

You can access Coyote Connections from the myUSD portal, Quick Links section or go to <https://usd.campus.eab.com/>.



Frequently Asked Questions

ACADEMIC SUPPORT SERVICES

Ordering Textbooks

The easiest way to order books is to go to www.usd.edu/textbooks. By using this site, the required textbooks for all of your registered courses will automatically be available via the "find my course" tab, thus eliminating the need to search for them.

Order your books by phone, fax, mail, email or online:

mail: Charlie's Bookstore & Fan Shop
Muenster University Center
414 E. Clark St., Vermillion, SD 57069
email: charlies@usd.edu
online: <http://www.usd.edu/textbooks>

Library Services

General library resources can be accessed via the University Libraries' website at www.usd.edu/library.

University Libraries provides direct support to instructors and students involved in online and off-campus courses, through distance education services. This includes assistance with areas of library instruction, reference and document delivery. Services for distance learners can be provided by phone, fax, email or U.S. mail. Materials can be requested using the Library Request for Materials form or the Distance Education Interlibrary Loan web page found at www.usd.edu/library/for-distance-learners.

Students can also access library information via the myUSD portal, on the Academics tab.

Online Writing Center

The USD Writing Center provides free assistance for distance students. It can help with all aspects of writing, from brainstorming ideas for a paper to final stages of proofreading and editing, from academic essays and reports to non-traditional writing assignments and creative writing.

Distance students can submit assignments in the online writing center dropbox in D2L and get feedback, or they may make a Skype appointment to talk live with a consultant about their writing. For more information or to make a reservation for assistance, visit the Writing Center's website at www.usd.edu/academics/writing-center.

Proctor/Testing Information

Many courses require students to take assessments in the presence of a proctor, in a professional setting, not in a private home. If your course requires this, it will be clearly stated in the syllabus.

Students testing at any of the pre-approved testing centers listed below do **not** need to fill out a proctor form, however; students do need to notify the USD Testing Center at testingcenter@usd.edu as to which testing location they plan to use at the beginning of each semester.

VERMILION USD Testing Center 414 E. Clark Street North Commons - Room 107 Vermillion, SD 57069 Phone: 605-658-6143 Email: testingcenter@usd.edu	Testing Hours: Monday – Thursday: 9 a.m. – 8 p.m. Friday: 9 a.m. – 4:45 p.m. Web: www.usd.edu/usdtesting-center
RAPID CITY USD Programs & Courses at BHSU 4300 Cheyenne Blvd Rapid City, SD 57703 Phone: 605-718-4193 Email: BHRCTestingCenter@bhsu.edu	Testing Hours: Monday - Tuesday: 9 a.m. – 5 p.m. Wednesday - Friday: 9 a.m. – 7 p.m. Web: www.bhsu.edu/BHSURapidCity/StudentServices
SIOUX FALLS University Center 4801 N Career Avenue Sioux Falls, SD 57107 Phone: 866-220-7085 605-274-9550 Email: testingcenter@sduuniversity-center.org	Testing Hours: Monday – Thursday: 9 a.m. – 9 p.m. (closed from noon to 1 p.m.) Web: www.sduuniversitycenter.org/studentservices/TestingCenter
PIERRE Capital University Center 925 E. Sioux Ave. Pierre, SD 57501 Phone: 605-773-2160	Testing Hours: Monday – Friday: 8 a.m. – 3 p.m. Web: http://cucpierre.org/testing-resources/



IMPORTANT: Students taking on campus classes or students who reside near the University of South Dakota who are taking on-line courses are required to take their exams at the USD Testing Center, located in the North Commons - Room 107. To schedule an appointment, use the online scheduler at www.registerblast.com/usd/Exam. If you have any questions, please call (605) 658-6143.

Frequently Asked Questions

Please return the completed [proctor form](#) to CDE, per the instructions at the top of the form.

All proctors must be currently employed in one the following professions: a proctor at a professional testing center, full-time instructor at a college or university, school principal or superintendent, professional librarian or state-certified 9th – 12th grade teacher. If you are an armed forces student on active duty, you may utilize a testing center on a base. If you are deployed overseas and do not have access to a testing center, an officer that holds a rank higher than yourself may proctor your exam.

All correspondence with a proctor will be sent only to professional email addresses, personal email is not allowed (e.g. Yahoo, Gmail, Hotmail, etc.). If the proctor has not volunteered to be a proctor in the past, employment verification along with the proctor form will expedite the proctor form process.



IMPORTANT: In order to maintain academic integrity, only individuals who are disinterested third parties will be approved. Please do not submit the name of a relative, close friend, neighbor, coworker, roommate or anyone you may have a relationship with to serve as your proctor. **Approval of proctors is at the discretion of the USD Testing Center and they have the right to deny the use of a requested proctor.** Students will be notified via their USD email if their requested proctor is not approved.

STUDENT SUPPORT SERVICES

Advising Information

You can find information about how to contact your academic advisor, as well as advising information in Self-Service.

Registering for Courses

Students can register for courses via Self-Service through the Registration Menu, see the section in this handbook Registering for Courses in Self-Service on page 5 for more information.



IMPORTANT: Please contact your advisor if you need assistance with Self-Service.

Dropping Courses

You may drop a course or multiple courses using Self-Service.



IMPORTANT: If you want to drop ALL of your courses for the academic term—in other words, completely withdraw from the university—you will **not** be able to do so via Self-Service. Please refer to the withdrawal from the university section.

100% Refund Period/Drop

Current students may drop a course via Self-Service; new students may fax a signed copy of the [drop form](#) to CDE. The form requires login to myUSD portal and the specifics of the course you would like to drop.

To receive a 100% refund of tuition and per-credit-hour fees, drops must be processed prior to the published semester 100% refund date. **Select courses have a unique 100% refund date; please see course listings for specific dates.**

Withdrawal from the University

A student is considered withdrawing from the University of South Dakota if ALL courses (from any state of South Dakota University) that the student is enrolled in during the semester are terminated. If the student is taking only one course and drops that course, it is not considered a drop. This constitutes a withdrawal.

If dropping all courses (withdrawing from the university) use the withdraw form located on the [USD registrar site](#) (requires login to myUSD portal). All withdrawals must be signed, dated and returned to USD. Specific information about possible repayment obligations may be obtained through the Financial Aid Office (see below).

Payment options are available through the Business Office at (877) 269-6837 or (605) 677-5613.

Financial Aid

For information about financial aid, visit www.usd.edu/financial-aid. Students can find a guide to financial aid, financial aid information for military veterans, FAFSA information and information on how to consolidate student loans on this page.

Paying for Tuition/Fees (Billing)

For details on how students can pay their tuition and view important dates for billing and refunds, please visit www.usd.edu/financial-affairs/business-office.

Counseling

The Student Counseling Center (SCC) is here to help you overcome challenges, attain your life goals and enhance your personal growth. Our goal is to help you make the most of your years here at USD. On our website you will find information about our services, staff, additional campus resources, how to refer a student and crisis management information. There are also links to self-help tools and general health information. Visit www.usd.edu/student-life/scc to find out more.

Frequently Asked Questions

ACADEMIC POLICIES

Freedom of Learning Statement

Under Board of Regents and university policy, student academic performance may be evaluated solely on an academic basis, not on opinions or conduct in matters unrelated to academic standards. Students should be free to take reasoned exception to the data or views offered in any course of study and to reserve judgment about matters of opinion, but they are responsible for learning the content of any course of study for which they are enrolled. Students who believe that an academic evaluation reflects prejudiced or capricious consideration of student opinions or conduct unrelated to academic standards should contact the dean of the college that offers the class to initiate a review of the evaluation.

Disability Services

If you have a disability for which you are or may be requesting an accommodation, you are encouraged to contact both your instructor and the Director of the Office of Disability Services (Service Center 119; (605) 677-6389 | disabilityservices@usd.edu) as early as possible in the semester.

Integrity

No credit can be given for a dishonest assignment. A student found to have engaged in any form of academic dishonesty may, at the discretion of the instructor, be:

- Given a zero for that assignment
- Allowed to rewrite and resubmit the assignment for credit
- Assigned a reduced grade for the course
- Dropped from the course
- Failed in the course

This action is subject to the Academic Appeals process outlined in South Dakota [Board of Regents Policy 2:9](#). Please see the Grievance Process below for details.

Diversity

The University of South Dakota strives to foster a globally inclusive learning environment where opportunities are provided for diversity to be recognized and respected. To learn more about USD's diversity and inclusiveness initiatives, please visit the website for the Office of Diversity at www.usd.edu/diversity-and-inclusiveness.

Grievance Processes

For information on the academic grievance process, please refer to [South Dakota Board of Regents Policy 2:9](#). This policy governs academic disputes involving students. Such disputes most commonly arise as a result of student dissatisfaction with assigned grades, but students may also invoke the standards and procedures provided under this policy to challenge academic responses to instances involving alleged student academic misconduct or to challenge other decisions, justified on academic grounds, that affect their participation in or completion of university academic programs.

Additional information about the academic grievance process, including appeal forms, can be found on the CDE student resource web page at www.usd.edu/usd-online/student-resources.

For information on the non-academic grievance process, please refer to [Board of Regents Policy 3.4](#).



IMPORTANT: Deviating from the grievance process defined above—e.g. contacting any entities or departments not directly referenced above, or those outside of the University of South Dakota—will only serve to delay the resolution of grievances.



Contact Us

USD Division of Continuing & Distance Education

414 East Clark Street, Vermillion, SD 57069

Email: cde@usd.edu | Web: www.usd.edu/online