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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 (605) 658-6000.

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 (605) 658-6152. 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.
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.

Minimum Hardware & Software Requirements

<table>
<thead>
<tr>
<th></th>
<th>Recommended Specs:</th>
<th>Minimum Specs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROCESSOR:</td>
<td>1.6 GHz dual core processor or higher</td>
<td>at least 1.6 GHz or above; or less than three years old</td>
</tr>
<tr>
<td>RAM:</td>
<td>8 GB or higher</td>
<td>at least 4 GB</td>
</tr>
<tr>
<td>INTERNET ACCESS:</td>
<td>cable, DSL, satellite, wireless broadband, or mobile broadband</td>
<td>dial-up (56 Kbps)</td>
</tr>
<tr>
<td>IMPORTANT:</td>
<td>you will need to purchase Internet service through your local provider</td>
<td>NOTE: using dial-up will seriously impact the time it takes to access your coursework</td>
</tr>
<tr>
<td>SCREEN RESOLUTION:</td>
<td>1280 x 1024, 1280 x 720, or higher</td>
<td>1024 x 768</td>
</tr>
<tr>
<td>OPERATING SYSTEM:</td>
<td>Windows 10</td>
<td>Windows 7 (Vista as no longer supported)</td>
</tr>
<tr>
<td></td>
<td>Mac OS X 10.14 or higher</td>
<td>Mac OS X 10.9 or later</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NOTE: Linux and Chrome OS are not supported</td>
</tr>
<tr>
<td>OFFICE SUITE:</td>
<td>Microsoft Office 365 (free for students) Google Docs (<a href="http://docs.usd.edu">http://docs.usd.edu</a>)</td>
<td>MS Office 2016 or later</td>
</tr>
<tr>
<td>WEB BROWSER:</td>
<td>Chrome (latest version) Mozilla Firefox (latest version)</td>
<td></td>
</tr>
<tr>
<td>COMPUTER STORAGE:</td>
<td>10 GB free</td>
<td></td>
</tr>
<tr>
<td>SOUND:</td>
<td>any; headphones or external speakers are also required</td>
<td></td>
</tr>
<tr>
<td>ANTI-VIRUS:</td>
<td>Microsoft Security Essentials (Windows) ClamXav (Mac)</td>
<td></td>
</tr>
<tr>
<td>OTHER SOFTWARE:</td>
<td>Adobe Acrobat Reader (download)</td>
<td></td>
</tr>
</tbody>
</table>

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.
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).

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).

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).

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:

![D2L Login Page](image)

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:

![D2L “My Courses” Page](image)

**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”.

![Self-Service Registration Homepage](image)

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)

![Search for Class Sections](image)

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).

![Add Courses to Summary List and Submit](image)
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.)

**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/](https://usd.campus.eab.com/).

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**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](http://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.)

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

**Ordering Textbooks**

The easiest way to order books is to go to [https://usd.textbookx.com/](https://usd.textbookx.com/). 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](http://www.usd.edu/textbooks)

**Library Services**

General library resources can be accessed via the University Libraries’ website at [www.usd.edu/library](http://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](http://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](http://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. Proctored tests taken at facilities other than USD may be subject to a fee.

<table>
<thead>
<tr>
<th>Verification Center</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Testing Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VERMILION</strong></td>
<td>USD Testing Center</td>
<td>414 E. Clark Street&lt;br&gt;North Commons - Room 107&lt;br&gt;Vermillion, SD 57069</td>
<td>605-658-6143</td>
<td><a href="mailto:testingcenter@usd.edu">testingcenter@usd.edu</a>&lt;br&gt;Monday – Thursday: 9 a.m. – 8 p.m.&lt;br&gt;Friday: 9 a.m. – 4:45 p.m.</td>
</tr>
<tr>
<td><strong>RAPID CITY</strong></td>
<td>USD Programs &amp; Courses at BHSU</td>
<td>4300 Cheyenne Blvd&lt;br&gt;Rapid City, SD 57703</td>
<td>605-718-4193</td>
<td><a href="mailto:testingcenter@bhsu.edu">testingcenter@bhsu.edu</a>&lt;br&gt;Monday - Tuesday: 9 a.m. – 5 p.m.&lt;br&gt;Wednesday - Friday: 9 a.m. – 7 p.m.</td>
</tr>
<tr>
<td><strong>SIoux FALLS</strong></td>
<td>University Center</td>
<td>4801 N Career Avenue&lt;br&gt;Sioux Falls, SD 57107</td>
<td>605-274-9550</td>
<td><a href="mailto:testingcenter@sduniversity-center.org">testingcenter@sduniversity-center.org</a>&lt;br&gt;Monday – Thursday: 9 a.m. – 9 p.m. (closed from noon to 1 p.m.)</td>
</tr>
<tr>
<td><strong>PIERRE</strong></td>
<td>Capital University Center</td>
<td>925 E. Sioux Ave.&lt;br&gt;Pierre, SD 57501</td>
<td>605-773-2160</td>
<td><a href="http://www.registerblast.com/usd/Exam">www.registerblast.com/usd/Exam</a> If you have any questions, please call (605) 658-6143.</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

100% Refund Period/Drop
A course is considered dropped if a student terminates enrollment in that course but continues to be actively enrolled in at least one other course with any South Dakota Board of Regents institution during the semester. To drop one or more courses (but not all courses), students should use Registration Self-Service.

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
An undergraduate 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.

To withdraw from USD, use the Complete Withdrawal Application. Graduate students use this form to withdraw from all classes, but do not withdraw from the university. Leaving courses without completing the withdrawal or drop processes could result in a failing grade and you will be responsible for the payment of tuition and fees.

Payment options are available through the Business Office at (877) 269-6837 or (605) 658-3650.

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
The University of South Dakota strives to ensure that physical resources, as well as information and communication technologies, are reasonably accessible to users in order to provide equal access to all. If you feel you need academic accommodations or access accommodations based on the impact of a documented disability, contact and register with Disability Services (DS) at 605-658-3745 or disabilityservices@usd.edu during the first week of class or as soon as possible after the diagnosis of a disability.

PLEASE NOTE: if your home institution is not USD but one of the other South Dakota Board of Regents institutions (e.g., SDSU, SDSMT, BHSU, NSU, DSU), you should work with the disability services coordinator at your home institution.

Disability Services is the official office to assist students through the process of disability verification and coordination of appropriate and reasonable accommodations. If you have a disability for which you are or may be requesting an accommodation:

1) Register with Disability Services (DS) and provide documentation.
2) Meet DS staff to determine accommodations via an interactive process.
3) The staff will send accommodation memos to appropriate faculty, along with a request to respond with an acknowledgment. You will be copied on the email notification.
4) You should follow up with your faculty member after the memo is sent.

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.

It Matters Where You Live
It matters where you live when taking any course outside the state of South Dakota. You are entitled to certain consumer protections, and USD is obligated to comply with certain state regulations, in the state in which you live while taking any USD course. This permission process is called "State Authorization" and includes any traditional, online, or hybrid program, or any course involving learning placements, outside South Dakota. A learning placement includes an activity such as internship, externship, clinical, rotation, practicum, independent study, study away, proctoring, etc. Admission into a distance education program is granted at the time of initial acceptance into the program and is dependent on program availability in the state where you live at the time of admission. If you move to, or live in, a different state after admission to the program, continuation within the program and Federal financial aid will depend on the availability of the program within the new state where you live. Whether military personnel stationed outside the state of South Dakota may enroll or continue in a USD distance education program is based on where they are stationed.

It is your responsibility to notify the Division of Continuing & Distance Education of a change in location. For additional information, please go to www.usd.edu/about-usd/state-authorization.

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 for 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