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Online Learning Technologies, Testing Policies & Procedures, and Technical Support

Online Learning Technologies: Athens State University uses **Blackboard Learn™** as its official platform for all course delivery. Blackboard is a course management system designed to enhance your learning experience and promote collaborative engagement throughout your educational career at the University. All internet-based and blended courses, as well as most campus-based courses, will require you to use Blackboard on a regular basis throughout each semester. Instructors utilize Blackboard within their courses to varying degrees and may, at their discretion, enlist additional institutionally-supported software to further enhance their courses for the student's benefit, such as Tegrity Campus and Wimba Collaborate. Please consult the syllabus in each course to see if your professors require either product, which may require you to own a webcam and microphone.

- **Tegrity Campus** allows you to playback any lecture recorded by your instructor, in part or whole. Videos can be streamed over the internet or downloaded to an external video player (iPod, MP3) for off-line studying. If your instructor has provided video sessions for your review, you may access these by clicking the "Tegrity Classes" link/button in your Blackboard course.
- **Wimba Collaborate** is a comprehensive live collaboration environment for effective delivery of dynamic instruction and learning.

Voice, video, podcasting, content authoring and instant messaging are all enhanced features which work seamlessly within your existing Blackboard courses for live classroom collaboration over the internet.

Testing Policies & Procedures: Athens State University's accrediting agency — the **Southern Association of Colleges and Schools (SACS)** — and the **Higher Education Opportunity Act of 2008** require processes to be in place to establish that each student who registers for a course/program with online components is the very same student who participates in and completes the course/program, and that this same student receives the appropriate academic credit. To this extent, the university has applied multiple technologies to the examination process in order to meet these requirements and to preserve the validity of online learning.

The institution currently utilizes **Acxiom Corporation** — an external identity authentication provider who maintains and updates over 32 billion public records monthly — to perform this required identity authentication process. The Acxiom authentication tool does not dictate that you provide any private data about yourself, but rather it requires a correct response to authentication questions derived from related publically available information legally maintained by Acxiom. Identity authentication is absolutely critical in order to protect student identity and the academic integrity of the test-taking environment, and is a key component of our security protocols in place to protect your academic investment. Athens State University is fully compliant by law with all local, state and federal regulations in regards to the security of student education records.

Athens State also uses **Respondus LockDown Browser™**, a downloadable software application used to protect the testing environment within Blackboard. LockDown Browser prevents you from printing, copying, internet surfing, and accessing other applications while taking your exams online. Please download the browser from our website [www.athens.edu/blackboard] and install it on the computer you intend to use during your exams. Successful installation of the software will result in an icon appearing on your computer's desktop, which you will click to access your exams at the appropriate time.

Technical Support : Athens State University provides you with free 24/7 technical support on all of our learning technologies. Your direct line for immediate technical support on all Acxiom, Blackboard, Respondus LockDown Browser, Tegrity, and Wimba related issues is to always first call **1-888-7-ATHENS (1-888-728-4367)** for the most optimum response to your needs.

Please note that by enrolling in any course which uses online components, you automatically agree to have your identity verified for authentication purposes as required by our accrediting bodies. Additionally, you also agree to our student code of conduct, and confirm that you will not share your login and password, nor receive any assistance with your assessments in your courses.

CONTACT NUMBERS

1-800-522-0272

Switchboard
256-233-8100

Admissions
256-233-8130

Records
256-233-8131

Bookstore
256-233-8249

Business Office
256-216-3304

Financial Aid Office
256-233-8122

College of Arts and Sciences
256-233-8277

College of Business
256-216-5352

College of Education
256-216-6602

eLearning Technical Support (24/7/365)
1-888-7-ATHENS

Athens State Center at Northeast Alabama Community College
256-638-3736

Athens State Center at Northwest-Shoals Community College
256-331-8084

Athens State Center at Snead State Community College
256-840-4122

Athens State Center at Wallace, Hanceville
256-352-8090

Athens State Center at Wallace, Selma
334-876-9421

Redstone Arsenal Center
256-882-9426

Testing
256-233-6540

Security
256-233-8222