

COLLEGE CREDIT PLUS

OPERATIONAL HANDBOOK

for High School Instructors

COLUMBUS STATE

COLLEGE CREDIT PLUS

Director's Welcome



Thank you for your interest in teaching College Credit Plus (CCP) courses with Columbus State Community College. You are joining an excellent group of professionals who are committed to student success, and we are thrilled to have you on our team.

At Columbus State, we take academic quality and standards very seriously. We serve more CCP students than any other community or four-year college in the state, and we pride ourselves on delivering a rigorous program. As a community college accredited through the Higher Learning Commission, we want to ensure that the classes high school students take will transfer or lead to the career credentials they need to achieve future success. You are a critical part of that effort,

and on the pages that follow, you'll learn more about the support you can expect from our teams as well as ways to help ensure that academic quality is maintained for all CCP students.

From all of us in the CCP Curriculum Office, thank you for all that you do to support students and help them access success as a college student. Please let us know how we can support you and the work that you do.

Sincerely,
Lauren Jones, Director
College Credit Plus Curriculum Office

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I. Responsibilities of the Volunteer Adjunct, Instructor of Record, and High School Facilitator

A. THE DUTIES OF EACH INSTRUCTOR ROLE:

In accordance with OBOR document 3333-1-65.4 (Delivery Methods), “The college credit plus course offered in the secondary school shall follow the same course syllabus and learning outcomes, use the same textbook and materials and assessments as the college course delivered on the campus.” Minimum and maximum class size, as well as modes of instruction, duration of the course, overall time spent in class, rigor of curriculum, as well as grading should also remain the same in order to ensure consistency between the courses taught on Columbus State’s campus and at the secondary schools. Each program/department determines the course offerings, the modes of their delivery, the qualifying credentials of the instructors, as well as their duties; however, below are examples of the responsibilities of the Volunteer Adjuncts, the College Credit Plus Instructor of Record, and the High School Facilitator.

- i **Volunteer Adjuncts (VA):** Once the VA is approved to teach the course, they will have to perform many of the following duties:
 - a. Make an effort to attend the College Credit Plus Professional Development and Orientation Day, as well as subsequent sessions on professional development, offered by Columbus State and/or the program/department in which they are teaching.
 - b. Attend any program/department-required training for the course(s) they are teaching.
 - c. Work with the Lead Faculty in the program/department to ensure the course content, instruction, and learning are equivalent to that offered on the Columbus State campus.
 - d. Provide instruction using the ODHE guidelines, the Student Learning Outcomes, the Institutional Learning Goals, the accreditation/certification guidelines, and/or the curricular materials established for the department, as stated in the syllabi.
 - e. Utilize the required textbooks, software, and/or materials for each Columbus State course being taught.
 - f. Distribute to both the students and the secondary school administration the syllabus for each Columbus State course being taught.
 - g. Create course documents required by the program/department, such as a course calendar/schedule, in-class assignments, major writing projects, and provide copies for review as directed by the Lead Faculty.
 - h. Check their Columbus State email address at least two to three times per week, for communications from the College and/or Lead Faculty; encouraging their students to do the same.
 - i. Utilize Blackboard for each Columbus State course being taught, as directed by the Lead Faculty, at minimum for uploading course documents, maintaining student grades, and recording student attendance using the Starfish system.

- j. Participate in classroom observations conducted by Columbus State faculty, per CCP law, which may include the completion of a Pre-Observation Questionnaire. Please verify with academic department which form(s) should be used to complete observation(s).
- k. Assign students' midterm grades for college credit on CougarWeb as directed.
- l. Submit final grades to CougarWeb, as well as any other final documents for each course, as directed by the Lead Faculty.
- m. Ensure that final grades submitted to CougarWeb match the grades transcribed for high school.
- n. Report things like instructor absences, as well as concerns like student enrollment, plagiarism, and student conduct in the classroom, as directed by the Lead Faculty.
- o. Abide by FERPA requirements provided by the CCP Curriculum Office.

ii. College Credit Plus Instructors of Record (IOR): Because Columbus State faculty are not always available to teach at a high school location and not all students have the opportunity to come to Columbus State for their College Credit Plus coursework, a program/department may opt to offer a facilitated model of a course. This is where online digital content is delivered to the students by Columbus State faculty, and a high school teacher, who does not meet the eligibility criteria to be a Volunteer Adjunct, assists the Instructor of Record (IOR) in enhancing the learning experience for the students in the classroom. As the person responsible for ensuring the academic quality of the learning experience and for delivering the final course grade for all enrolled students, the IOR will perform many of the following duties:

- a. Provide instruction via a Blackboard shell created by a program/department developer for use in facilitated College Credit Plus courses. The shell should utilize course content, materials, assessments, and grading criteria that align with the program/department syllabus for the course.
- b. Train the High School Facilitator in the use and delivery of course content, textbooks, syllabus, assessments, rubrics, etc. before the semester begins.
- c. Assign students' midterm and final grades for college credit.
- d. Interact with students and respond to student questions about course content and materials via email, phone, and/or designated online discussion-board forum (if questions cannot be adequately addressed by the High School Facilitator).
- e. Interact regularly with the High School Facilitator via email and/or phone regarding the manner and approach for implementing the facilitated activities.
- f. Observe new High School Facilitators in the classroom at least once during the first semester of delivery of each course they facilitate.
- g. Observe returning High School Facilitators in the classroom at least once per academic year in at least one of the courses they facilitate.
- h. Work with the High School Facilitator and with the College Credit Plus Lead Faculty to ensure that course content and learning are equivalent to that offered on the college campus.
- i. Periodically review a sampling of assignment grades given to the students by the High School Facilitator and engage in dialogue with the Facilitator as needed about any necessary changes.

iii. High School Facilitators (HSF): Once the HSF is approved to temporarily facilitate the course, they will have to perform many of the following duties:

- a. Make an effort to attend the College Credit Plus Professional Development and Orientation Day, as well as subsequent sessions on professional development, offered by Columbus State and/or the program/department in which they are teaching.
- b. Attend training with the Instructor of Record on the use and delivery of course content, textbooks, syllabus, assessments, rubrics, etc. before the semester begins.
- c. Attend Blackboard training through Columbus State, if needed.
- d. Check their Columbus State email address at least two to three times per week, for communications from the College and/or IOR; encouraging their students to do the same.
- e. Interact regularly with the IOR via email and/or phone regarding the manner and approach for implementing the facilitated activities.
- f. Facilitate in-class and online delivery of course content and assessments from the designated Blackboard shell.
- g. Respond to student questions about course content and materials via classroom discussion, email, phone, and/or a designated online discussion-board forum, and refer student questions/concerns to the IOR as necessary.
- h. Make supplemental materials and activities (if used) available to the IOR, before utilizing them with the students.
- i. Adhere to established timeframes for completing evaluations of student work.
- j. Evaluate student work and discuss with the IOR before posting grades on the Blackboard Grade Center.
- k. Make adjustments to grades and feedback as recommended by the IOR.
- l. Update the Blackboard Grade Center regularly according to the grade book established for the course.
- m. Record attendance and respond to surveys via Starfish as instructed by the college.
- n. For new HSFs: participate in at least one classroom observation during the first semester of delivery of each course facilitated by the HSF.
- o. For returning HSFs: participate in a classroom observation at least once per academic year in at least one of the courses facilitated by the HSF.

Failure to fulfill the responsibilities given to Volunteer Adjuncts or High School Facilitators by the program/department they are teaching for could result in one or more of the following actions: required professional development while on probation, temporary change in role as instructor of the course, assignment of a new instructor/facilitator to a course, and/or other consequences.

B. STANDARD CLASS MEETING TIMES:

Since one of the goals of College Credit Plus courses is to prepare high school students for college courses by exposing them to a college atmosphere, it is important that the experience and opportunities our CCP students have should be as equal as reasonably possible to those of our on-campus students. This includes the amount of direct instructional time students receive.

The credit hours assigned to each course gives an indication of the minutes spent in a Columbus State course per semester. For example, English 1100 – Composition I is a three (3) credit hour course; thus, there is an expectation that students will receive three fifty-minute sessions of instructional time from instructors per week (150 minutes minimum), minus any holidays or days off observed by the college. Since there are sixteen weeks in a typical Autumn and Spring Semester, and on-campus sections only meet once during finals week, that comes to 2,340 maximum minutes of Composition.

Recognizing that secondary school schedules do not always allow for the same schedule as Columbus State, each program/department should have a range of the minimum and maximum number of minutes typically spent in a course on campus for high schools to utilize for scheduling, in order to preserve consistency with Columbus State. This range should provide some flexibility for factors such as snow and testing days, school assemblies, and field trips, which Columbus State does not have. Regardless of that flexibility, however, all courses must be completed by the end of the semester, per Columbus State’s schedule.

All College Credit Plus courses should also start according to the Columbus State schedule. If high school students need to be in the class beyond the maximum number of minutes, this time should not include any direct instruction for college course work. During this time, students can work independently or conference with their instructor.

C. MINIMUM AND MAXIMUM COURSE ENROLLMENT:

The number of students enrolled in a course can determine their engagement with the instructor, the materials, and their fellow classmates, as well as their success. Again, to closely replicate the experience and opportunities our on-campus students have, the enrollment of College Credit Plus courses should remain the same in order to ensure consistency between the classes taught on Columbus State’s campus and at the secondary schools.

Each program/department should have an established minimum and maximum enrollment for each CCP course offered, as well as rationale for those numbers. High schools should utilize these numbers for scheduling purposes. From time to time, however, especially as new programs or course patterns are established, there may be short-term exceptions to this policy. In general, classes with fewer than six (6) students are discouraged because of the consequences to student engagement. If fewer than six (6) students are interested in taking a course, they are encouraged to come to campus for the class or take the class online.

D. ATTENDANCE REPORTING

i Instructor Absences:

Volunteer Adjuncts and High School Facilitators are the designated instructors for their College Credit Plus courses. High school teachers who have not been approved by Columbus State cannot teach CCP courses, so early communication regarding an instructor’s absence is essential to minimizing any disruption to the course.

If an instructor knows in advance that they cannot be in class, contact Lead Faculty for your department to make other arrangements for the course.

Contacting Lead Faculty for your department should be the first step, even if advance notice is not available, but if you cannot reach them the next step is to contact the Columbus State CCP Curriculum Office at (614) 287-5349. If neither can be reached, the high school may have to temporarily provide a room monitor for the course. The responsibility of the room monitor would solely be to ensure the students have supervision, perhaps as they independently work on an assignment left by their instructor or homework for other classes.

ii. Student Absences

- a. **Daily Attendance:** For face-to-face classes, Volunteer Adjuncts and High School Facilitators need to record attendance every day. This process can be done in the Starfish system mentioned in the Instructional Support section of this handbook. Students marked absent in the system for at least two consecutive class meetings will receive an automated message (saying it is from the teacher) encouraging them to return to class and talk to their instructors about what they missed. Some departments require attendance reports at the end of the semester. Contact Lead Faculty of your program/department for information about this.
- b. **Progress Surveys:** Throughout the semester, Volunteer Adjuncts will receive emails asking them to report in Starfish the progress of their students. Some of these surveys include attendance as well. It is up to the Lead Faculty of your program/department if attendance needs to be indicated in those surveys. High School Facilitators do not need to worry about these surveys, since it is the responsibility of the Instructor of Record.

E. GRADE REPORTING:

Columbus State currently has three separate ways of reporting student progress/grades – Blackboard Grade Center, Starfish, and midterm reporting on CougarWeb. Each are discussed in the Instructional Support section of this handbook.

- i. **Progress Surveys:** As mentioned earlier, throughout the semester, Volunteer Adjuncts will receive emails asking them to report in Starfish the progress of their students. These surveys should be completed in a timely manner to ensure students and their advisors are aware of how each student is doing in their courses.
- ii. **Midterm Progress Reporting:** Midway in a semester (around week eight), Volunteer Adjuncts should report whether a student is making satisfactory (S) or unsatisfactory (U) progress in a course. Volunteer Adjuncts will need to log in as faculty onto CougarWeb, to report this progress. Once in CougarWeb, click on My Class Schedule/Roster/Grades under Faculty Information, then select the semester and each course for reporting.

To enter midterm grades, select the dropdown box in the “Midterm Grade” column and record the S or U accordingly. Once S/U grades have been entered for all of the students, click the blue “Midterm Grading Complete” button. This action will lock in the midterm grades.

Be sure to contact Lead Faculty with any questions about this process and/or what constitutes satisfactory or unsatisfactory progress in that program/department.

iii. Final Grade Reporting: CougarWeb is also where Volunteer Adjuncts will need to submit their students' final grades at the end of the semester. Final grades are typically due two days after the last day of finals week at Columbus State. For more information about exact deadline dates, you can visit the Academic Calendar on the Columbus State website (<https://www.csc.edu/academics/calendar/>) or contact your Lead Faculty.

Each department/program has its own grading scale to follow for grading purposes but, note that when entering final grades into CougarWeb, plusses and minuses are not used, only letter grades. Columbus State also does not use the letter "F" for students who failed to complete the course, instead the letter "E" should be entered.

High school transcribed grades must match the college grade, even if the high school grading scale is different from Columbus State's. For example, if a student earns a final grade of an 80% in ENGL 1100, the high school grade should be a "B" since Columbus State does not use plusses and minuses.

Instructors of Record will enter final grades for facilitated courses.

When ready to enter final grades, select the "Final Grades" tab from inside CougarWeb. From this screen, enter the appropriate grade (A-E or I) for each student from the dropdown selection in the "Final Grade" column. The last date of attendance for any student that stopped attending after Non-Attendance/Participation Reporting ended may also be recorded. Make certain to click the blue "Post Grades" button to lock in the grades.

F. FERPA GUIDELINES:

If a student is attending a postsecondary institution at any age, the privacy rights under FERPA have transferred from the parent to the students. A College Credit Plus student retains the FERPA rights in a CCP class because the student is enrolled in a Columbus State class. CCP instructors are prohibited from discussing or disclosing a CCP student's education records without obtaining a signed release from the student. Under FERPA, education records are records that are directly related to a student and maintained by an educational agency or institution (i.e. grades, GPA, attendance).

A CCP instructor may share the following about a CCP student without a signed consent form: Columbus State designated directory information (unless the student has requested the College to withhold their directory information), a CCP instructor's personal observations or knowledge about the CCP student (i.e. the student's work ethic, dependability, creativity), and information about the College/academic program's policies and practices.

Various other exceptions to FERPA exist, for example, if a parent has claimed the student as a dependent for tax purposes and has shown proof of dependency. Another limited exception to FERPA is that a high school and a postsecondary institution may share a CCP student's education records without the consent of either the parent or the student because the CCP student is enrolled

in both a high school and a postsecondary institution. If the CCP student is under eighteen (18), the parents still retain the rights under FERPA at the high school and may inspect and review any education records maintained by the high school, including records that Columbus State disclosed to the high school.

For other exceptions or questions regarding FERPA, please contact the CCP Curriculum Office.

II. Instructional Support

A. COLLEGE CREDIT PLUS FACULTY:

Columbus State faculty play a critical role in the planning and implementation of College Credit Plus courses. College faculty members have the opportunity to engage in dual credit in one or a combination of the following roles:

- College Credit Plus Lead Faculty
 - College Credit Plus Instructors
 - College Credit Plus Faculty Instructors of Record
 - College Credit Plus Faculty Fellows
 - College Credit Plus Faculty Committee
 - College Credit Plus Professional Development Coordinator
-
- i. **College Credit Plus Lead Faculty:** College Credit Plus Lead Faculty are qualified Columbus State faculty members who collaborate with the College Credit Plus Curriculum Office, the Academic Department, and the Volunteer Adjunct to ensure that all College Credit Plus course content and learning is the equivalent of that offered at the Columbus State campus. Duties of College Credit Plus Lead Faculty include reviewing and recommending approval of credentialed high school instructors; approving course syllabi, policies, and assessments; observing high school College Credit Plus instructors; providing mentoring and professional development; and managing situations that arise in ways that maintain the academic quality of Columbus State courses and ensure the academic support of Columbus State CCP high school students.
 - ii. **College Credit Plus Instructors:** College Credit Plus courses are taught by instructors with credentials appropriate for the delivery of the course. Columbus State faculty members may elect to teach a College Credit Plus class located within a high school as part of their teaching load. High school teachers who meet the credential requirements serve as Volunteer Adjuncts and deliver the course if they are approved by the college. Whether the instruction is provided by a college employee or a high school employee, the course must meet the same level of rigor as any other course on the college campus, including expectations regarding attendance, participation, level and pace of instruction, and assessments. All CCP faculty are expected to

maintain college records including use of the college Blackboard learning management system, college email for communications, early alert messages via Starfish regarding student progress throughout the semester, and Midterm Progress and Final Grade reporting in CougarWeb. College Credit Plus instructors are responsible for deploying Course Evaluations to students enrolled in the class as directed by the college.

- iii. College Credit Plus Faculty Instructors of Record:** Columbus State faculty may create online digital content to deliver an online learning experience that is temporarily facilitated by a high school teacher who does not meet the eligibility criteria to teach a College Credit Plus course, but who can enhance the learning experience for students in the classroom. The Columbus State Instructors of Record regularly meet with High School Facilitators at least one semester prior to implementation of the course. They review and discuss textbooks, course media, class assignments, mandatory assessments, labs, and expectations of the students, as well as other responsibilities listed elsewhere in this handbook.

Columbus State Instructors of Record serve as mentors to the high school teachers regarding the course curriculum and instruction. Instructors of Record are responsible for ensuring the academic quality of the learning experience and for delivering the final course grade for all enrolled students.

- iv. College Credit Plus Faculty Fellows:** College Credit Plus Faculty Fellows have predetermined roles and responsibilities based on the needs of the CCP Curriculum Office. They work with the Office of Academic Affairs to oversee the mentorship and professional development of CCP instructors. In addition, they help resolve questions and issues surrounding quality and support associated with offering college credit courses in high schools. The Faculty Fellows work with the Academic Council committee to address curriculum, instruction, and professional development associated with high school partnerships and college credit.
- v. College Credit Plus Committee:** The College Credit Plus Committee, a branch of Academic Council, makes recommendations to the Office of Academic Affairs on policies and procedures surrounding College Credit Plus issues.
- vi. College Credit Plus Professional Development Coordinator:** The College Credit Plus Curriculum Office offers professional development opportunities for all CCP faculty – Volunteer Adjuncts, Instructors of Record, High School Facilitators, and CSCC instructors. In addition to specialized orientations for new CSCC faculty and high school instructors, the CCP Curriculum Office provides several workshops throughout the year. In these workshops, designed to foster collegial support among all CCP faculty, we have expert speakers and then discussions about issues affecting CCP classrooms, such as strategies for promoting student success, how the adolescent mind affects learning, and ways to address students’ mental health. The College Credit Plus Professional Development Coordinator helps facilitate this professional development.

B. COLUMBUS STATE EMAIL:

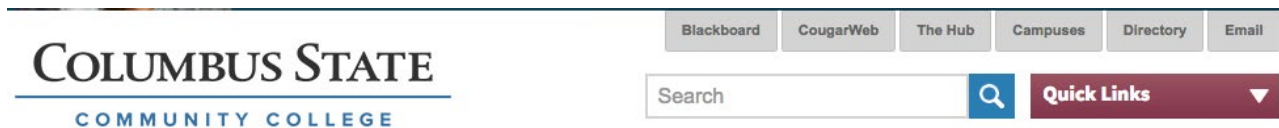
Once Volunteer Adjuncts and/or High School Facilitators have been approved by the program/ department and their completed forms are submitted, shortly after they will receive a Cougar ID number and username at the email address listed on the application forms. (High school instructors should check their spam folder if they do not see this email.)

They will need the username in order to activate their Columbus State email, which is required for all communication with other Columbus State administration, faculty, staff, and College Credit Plus students. Instructors will only have forty (40) days to activate this account, so do not delay. Contact the CCP Curriculum Office for any assistance. Columbus State email should be checked at least two to three times per week.

Security Alert! The College is frequently targeted by phishing attacks, which are attempts to lure employees/instructors into giving away their credentials to those who want to infiltrate and steal data from our systems. These often appear legitimate by referencing systems we use such as Blackboard or Microsoft Office. The College will NEVER ask you to submit your name and password via an emailed link, nor will it threaten to cut off your access to any system. Do not provide your information if you get emails doing this. When in doubt, call the IT Help Desk at (614) 287-5050, or look for the tag [EXTERNAL] in the subject line of the email, which indicates it came from outside of Columbus State.

C. BLACKBOARD:

Columbus State uses Blackboard (Bb) for their online content management system. Instructors use Bb to deliver to students course materials, feedback on assignments, grades, and to facilitate student interaction, etc. The web address for Bb is <https://courses.csc.edu/>. A link to Bb is available at the top of the main csc.edu webpage. Instructors are required to use Bb for all courses.



Instructor Resources for Help with Blackboard:

- i. Online Bb training modules: <http://teaching.csc.edu/training/online>
- ii. Other online instructor support information: <http://teaching.csc.edu/>
- iii. Faculty Assistance Center: CT 118, (614) 287-5771, teaching@csc.edu

D. FACULTY ASSISTANCE CENTER (FAC):

The FAC is a valuable resource to all instructors who need help with any aspect of Blackboard. The FAC is located in CT 118 (walk-ins are always welcome!), or instructors can call (614) 287-5991, email teaching@csc.edu, or submit a request at <http://teaching.csc.edu/request>.



E. COUGARWEB:

Instructors use CougarWeb to:

- i. View class rosters and schedules
- ii. Record midterm and final grades
- iii. Update contact information

It is very important for high school instructors to verify rosters multiple times in the first three weeks of a course, and to maintain student progress throughout the semester. The web address for CougarWeb is <https://cougarweb.csc.edu/>. A link to CougarWeb is available at the top of the main csc.edu webpage.

For detailed information about how to access and use CougarWeb, explore the faculty guide here: https://www.csc.edu/employee/technology/PDF/CougarWeb_for_Faculty_Guide.pdf

F. REMOTE STORAGE ACCESS:

The Remote Storage Access (RSA) website allows current employees/instructors and students access to files stored on Columbus State personal network drives remotely using the Internet. It can be accessed at <http://files.csc.edu/> using your Columbus State credentials.

G. LIBRARY SERVICES:

The Columbus State Library offers instructors and students services in an array of topics, including finding and borrowing materials, designing research assignments, scheduling a librarian for help with research, developing or obtaining research guides, and obtaining multimedia resources. For more information, visit: <http://library.csc.edu/faculty/>.

Instructors and students can also access library services at both the Columbus Campus at the Library in Columbus Hall and the Delaware Campus at the Learning Center in Moeller Hall. The phone number for the Columbus Campus is (614) 287-2460, and the number for Delaware is (740) 203-8183.

H. GRADE CENTER:

All College instructors are required to use the Grade Center in Blackboard. College Credit Plus Lead Faculty can help new instructors set up their Grade Center and/or assist them with having a standard shell copied into their Blackboard course, which often has the Grade Center already set up.

For tutorials and guides for setting up and maintaining Grade Center, instructors can use the following links:

- o <https://help.blackboard.com/Learn/Instructor/Grade>
- o <http://teaching.csc.edu/training/online>

I. STARFISH EARLY ALERT:

Starfish is an early-alert system and a powerful success-monitoring tool that facilitates communication between the instructor, support services, and students. Early Alert gives the student early feedback on course progress and helps the College offer early intervention to students at risk. Columbus State Advisors and high school personnel are able to see at a glance how a student is doing in all of their courses.

Instructors are highly encouraged to use Starfish and, throughout the semester, will receive emails prompting them to complete Starfish surveys to help advisors see how students are doing. In some departments, Starfish use is required, so contact Lead Faculty. Whether or not it is required, however, it does not replace the Blackboard Grade Center. Additional questions should be addressed to Lead Faculty.

J. STUDENT EVALUATION OF INSTRUCTION: The College uses an online tool called EvaluationKIT for student course evaluations. Students receive an email notification when they have an evaluation ready to complete, and they access course evaluations directly from that email or through their Blackboard account.

Instructors will have access to electronic results of the evaluations five days after the end of the term evaluated. Results will not include student identifiers, and the electronic survey responses can be viewed only by the individual instructor assigned to the course. However, aggregate information for high enrollment and gateway courses will be provided to the Office of Academic Affairs.

For general information about EvaluationKIT, visit www.evaluationkit.com. Other questions may be directed to Lead Faculty or the Director of Student Academic Success, Teddi Lewis-Hotopp at tlewisho@csc.edu.

III. Other Resources

A. PROFESSIONAL DEVELOPMENT:

Beth Koruna, the College Credit Plus Professional Development Coordinator, is available as a resource. If you are seeking specific professional development or have another professional development need, please contact her at bkoruna@csc.edu or at (614) 287-2011.

B. DISABILITY SERVICES:

Columbus State Disability Services provides legally mandated services to all Columbus State students with disabilities who self-disclose their disability and register with the department.

Once students are registered with Disability Services, they will receive a Letter of Accommodation, indicating for which accommodations they are approved. Students are then instructed to present the Letter of Accommodation to the instructor.

Accommodations should be made from the date students present the letter to the instructor. Accommodations are not retroactive.

For more information about Disability Services and College Credit Plus, visit:

<https://www.csc.edu/services/disability/disability-college-credit-plus.shtml>

C. COUNSELING SERVICES:

Short-term counseling, consultation, education, and resources are available for all Columbus State students who are experiencing emotional and psychological problems that are interfering with their ability to maintain a school and life balance.

College Credit Plus students in need of mental health services should be referred to their High School Guidance Counselor, as well as our Counseling Services. Counseling Services can be reached at counselingservices@csc.edu or at (614) 287-2818. For more information about our Counseling Services and resources they provide, visit: <https://www.csc.edu/services/counseling>

Students can also be referred by their Columbus State instructor (the Volunteer Adjunct or Instructor of Record) through Starfish. Below are the steps to follow. All Counseling Services referrals will be reviewed by an office specialist, who will reach out to the student.

Making Referrals

- i. In Blackboard, select “Starfish” under Tools.
- ii. Select the ☰ icon next to Starfish at the top and scroll down to “My Students.”
- iii. Designate which Term you are in to bring up a list of your current students.
- iv. Check the box for the student needing the referral and click on the “Referral” button at the top.
- v. From the list, select the kind of referral, the course (if necessary), and type in your comments for Counseling Services. Please note that you can send a referral for the High School Guidance Counselor this way as well.
- vi. If the situation is urgent, give Counseling Services a call and complete a Maxient Online Reporting Form, which can be found at: <https://www.csc.edu/services/student-conduct/reporting-incidents.shtml>

D. IN-PERSON TUTORING

Writing Center: The English Department offers in-person tutoring through the Writing Center. The tutors can work with students and instructors on a variety of projects including essay assignments, business letters, résumés, lab reports, personal correspondence, and scholarship applications; they do not simply assist with projects for English courses. Tutors can help with any stage of the writing process, from generating ideas to revising and polishing. The tutors do not write papers, serve as proofreaders, or discuss grades, but they do help writers improve organization, development, grammar, and other skills related to writing.

Services for Students and Instructors:

- For students: Tutors offer individualized half-hour tutoring sessions, as well as group workshops on topics such as proofreading, using sources, and research troubleshooting.
- For instructors: Tutors provide ten-minute “Writing Center Overview” presentations to classes, as well as one-on-one and group consultation on topics related to teaching writing across the curriculum. They can also develop special-request workshops to meet the specific writing needs of students.

Locations

In addition to the Columbus Campus location in 102 Columbus Hall (first floor of the Library), the Writing Center also provides tutoring services at the Delaware Campus and at some Regional Learning Centers. Instructors and students should contact the Delaware campus or Regional Learning Centers for hours and availability.

Appointments

Students may make an appointment to meet with a tutor at the Columbus Writing Center by visiting Starfish in Blackboard. Under Services, click on Columbus Writing Center, then Schedule an Appointment. For help making an appointment, stop by the Columbus Writing Center, email writingcenter@csc.edu, or call (614) 287-5717.

Typical Columbus Writing Center Hours

- Monday through Thursday: 9:00 a.m. – 8:00 p.m.
- Friday: 9:00 a.m. – 4:00 p.m.
- Saturday: 9:00 a.m. – 4:00 p.m.
- The Writing Center opens the second week of each semester and is not open during exam/finals week.

For further information about the Writing Center, visit <http://www.csc.edu/academics/departments/english/writing-center.shtml>.

Peer Tutoring: The Peer Tutoring Program allows students to help other students with a particular subject. Students can meet with a tutor one-on-one or in a group session. Tutors are provided for most courses offered at Columbus State. The program is available for all students enrolled at Columbus State and is free. Students can meet with their tutor on a weekly basis throughout the entire semester. To obtain a Peer Tutor, students should visit: <https://www.csc.edu/services/peer-tutoring/>

Departmental Tutoring: In-person tutors are also available in many academic departments on campus. Schedules vary by department and semester. For information, visit: <https://www.csc.edu/services/tutoring.shtml>



E. ONLINE TUTORING:

Students may access the online tutoring partner, NetTutor, through any Blackboard course. NetTutor will connect students to tutors who can help with projects in many courses. The NetTutor link is available by clicking the green “n” logo (shown above) on the front page of all Blackboard courses. Students may need to select “Allow Pop-Ups” on their browser to open the NetTutor window. When they click on the NetTutor logo in their Blackboard course, they will be taken to the NetTutor website where they may choose to chat with a live tutor, ask a quick question, or submit a paper for a full review. These links will:

- Connect students to tutors who follow standard practices approved by CSCC Faculty
- Allow students to ask questions via an interactive whiteboard (when a tutor is available), or
- Allow students to upload a paper for review in PDF format.

If students choose to upload their paper for review, they will be notified via email when their paper and review comments are ready, typically within 48 hours.

For further information about tutoring in NetTutor, visit the individual departments’ homepage.

F. FIRST 4 WEEKS:

This website was developed by Columbus State Faculty to provide tips to start students off strong during their first four weeks of the semester. <https://www.csc.edu/academics/first4weeks/>

G. OHIO DEPARTMENT OF HIGHER EDUCATION:

This website, developed by the Ohio Department of Higher Education, provides additional resources on College Credit Plus for students, families, administrators, and instructors. We especially recommend the College Credit Plus Professionals' Resource Guide under Resources for Administrators. <https://www.ohiohighered.org/ccp/resources>

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