Online Student Manual

Advising instrument and guide for students interested in enrolling in an online or hybrid course at Wiregrass Georgia Technical College.
## Table of Contents

### Are You Ready for Online Courses?
- Distance Learner Self-Assessment ................................................................. 4
- Student Technology Skills .............................................................................. 5
  - Basic Skills .................................................................................................. 5
  - Email Skills ................................................................................................. 5
  - Web Browser Skills ..................................................................................... 6
  - Word Processor Skills ................................................................................ 6
- General/Minimum Computer Requirements .................................................. 6
### Enroll in Distance Education Classes
- Complete the Admissions Process ................................................................. 7
- Complete the Financial Aid Process .............................................................. 7
- Register for Classes ....................................................................................... 8
- Special Notes for Transient Students ............................................................ 8
- Registrar ....................................................................................................... 8
### Starting the Quarter (Before You Begin Checklist)
1. Take the SmarterMeasure Assessment ....................................................... 9
2. Update your Personal Information in BannerWeb (also known as BanWeb) ................................................................. 9
3. Set up your WGTC student email account ................................................ 9
4. Verify you have hardware/software requirements necessary for each course. .............................................................. 9
5. Make arrangements to acquire your books ................................................ 9
6. Update your computer ................................................................................ 10
7. Install Elluminate Live! software ............................................................... 10
8. Explore ANGEL until the first day of class/Login to your courses on the first day of class ................................................. 10
### Instructor and Dean Contact Information .................................................... 11
### Technical Support ....................................................................................... 11
### Students with Disabilities ............................................................................ 11
### Drop/Add and Attendance Procedures ...................................................... 11
### FERPA ......................................................................................................... 12
### Library Services ......................................................................................... 12
### Tutoring ..................................................................................................... 12
### Work Ethics ............................................................................................... 12
### Quarter to Semester Conversion ............................................................... 12
### Student Handbook ..................................................................................... 13
### Additional WGTC Student Resources ....................................................... 13
### Additional WGTC Online Resources ....................................................... 14
**Are You Ready for Online Courses?**

Wiregrass Georgia Technical College (WGTC) offers a wide array of courses which utilize Internet resources and are classified into the following three categories:

- **Online** - An online course is taught using the Internet with the bulk of the course content, activities, and interactions occurring online. Online courses may require on-campus class attendance.

- **Hybrid** – A hybrid course is taught partially through the Internet and partially in a traditional, face-to-face setting. In a hybrid course, the bulk of the course content, activities occur in a traditional, face-to-face setting.

- **Web-Enhanced** – A web-enhanced course is taught in a traditional classroom but uses the Internet as an important component of the course. The web-based component of the course supports classroom instruction and may require students to use the Internet in order to interact with one another and the instructor to review content, do research, complete and/or submit assignments, or take tests.

As a group, these courses are referred to as distance education courses.

**Distance Learner Self-Assessment**

Prior to registering for any distance education course, the student should make sure that this method of instruction fits his or her learning style. Some people learn best by interacting face-to-face with the instructor and other students. To be successful in distance education courses, the student should be self-motivated and be able to work well independently.

All students taking distance education courses are required to complete the SmarterMeasure (formerly READI) assessment. The SmarterMeasure Assessment takes about 30 minutes to complete and includes seven major assessment components that measure the following skills:

- Life Factors
- Personal Attributes
- Technical Knowledge
- Typing speed and accuracy
- Learning Style
- Reading Rate and Recall
- Technical Competency

The scores from the assessment will not prohibit a student from applying for a distance education course. Remember, to be HONEST with answers. This assessment is to help students determine strengths and weaknesses and make improvements if necessary so students will be successful in online courses.

**When the assessment is completed, it will give an overview of results. Be sure to click the Print/Download Report (or email the report) for detailed explanations of individual results and links to help in specific areas.**

The SmarterMeasure assessment can be accessed at [www.wiregrass.smartermeasure.com](http://www.wiregrass.smartermeasure.com). The username is wiregrass, and the password is wiregrass.
Student Technology Skills

The following computer skills are needed prior to taking online courses through WGTC. Students are responsible for assessing their own skill levels. If a student does not possess these skills, he or she may want to consider taking on-campus classes. Online Instructors will not be teaching these skills.

Basic Skills

- Be familiar with the operating system of the computer being used for class
- Understand terms such as mouse, drag, open, select, file, URL, post, hyperlink, upload, etc.
- Save, copy, and find files/folders on external storage and hard drives
- Download/upload files

Email Skills

- Send, open, reply to, and forward a message
- Enter a message subject and body
- Send an attachment
- Open and/or save an attachment

First time users will set up an account. Username is wiregrass and the password is wiregrass.
Web Browser Skills

- Go to a specific URL
- Print a page
- Follow a hypertext link
- Conduct a basic search using a search engine

Word Processor Skills

- Open a new or existing file
- Save a file and rename a file (Save As)
- Print a document

General/Minimum Computer Requirements

Students must be certain that they have all the technical requirements and ensure their computer meets the minimum hardware and software requirements to be in compliance with the online platform, ANGEL.

- Have access to a computer with one of the following operation systems: Microsoft Windows OS (XP, Vista, 7); Apple Mac OS X (10.0) or above; or Unix/Linux.
- Have Internet access. An Internet Service Provider (ISP) is a company that can provide the software necessary for accessing the Internet. Contact the local ISP to set up a personal account. Without an ISP, it is impossible to take an online course. DSL or cable connection is recommended; however, a minimum 56K dial-up connection or better is required.
- Have an active email account. Students must have an email address prior to applying or registering. Generally, the ISP will give users an email account. Students should contact their ISP if they are unsure of their email address. Please note that on the first day of class students will be required to use their WGTC email address assigned at the time of registration as the primary email address for online classes. WGTC email accounts should be used for all incoming and outgoing correspondence. See the Starting the Quarter section of this manual for details on setting up and checking WGTC email.
- Use Internet Explorer 7 or higher (compatibility mode for IE8) OR Mozilla Firefox 3.0 or higher (many prefer Mozilla Firefox), a Java Compliant web browser 1.4 or higher; JavaScript must be enabled; Cookies must be enabled; Pop-up blockers must be disabled.
- Install Recommend Software – Adobe Acrobat Reader; Macromedia Flash 7.0+; Shockwave; QuickTime; Windows Media. All of these downloads can be downloaded from the ANGEL homepage http://www.gvtc.org/ComputerNeeds.html (Media Download is #2)
- Note: Different media may be needed for different classes. If the media cannot be downloaded from the link above, contact the instructor.
- Disable Pop-Up Blockers. On your computer, go to Start, Control Panel, Internet Options, Security, Use Pop Up Blocker, Disable.
- Ensure all ANGEL and WGTC sites are in trusted sites. On the student computer, go to Start, Control Panel, Internet Options, Security, Trusted Sites, type http://wiregrass.angellearning.com, Uncheck the require server verification (https:) for all sites in this zone option.
- Some classes require specific software/computer requirements, so be sure that to verify course requirements before registering.
Enroll in Distance Education Classes

Current students should contact their program advisor; new students should complete the following steps:

**Complete the Admissions Process**

- Determine the program of study and complete a WGTC admissions application. The admissions application can be completed and submitted in one of our admissions offices or online through our Web site at [http://www.wiregrass.edu/admissions](http://www.wiregrass.edu/admissions) or through [www.gacollege411.org](http://www.gacollege411.org).
- Pay the one-time, non-refundable $15.00 application fee.
- Provide a copy of driver’s license or id.
- Submit official, sealed high school/GED transcripts and official, sealed college transcripts (if another college has been previously attended).
- Submit ASSET, COMPASS, SAT, CPE, or ACT scores (cannot be more than five years old) or make arrangements to test. Contact admissions for testing times, testing requirements, and placement exemption.
- Before registration, ensure the admissions process is complete and any (if applicable) program specific papers have been completed. Some programs require specific forms such as Notice of Records Check Requirement, health forms, etc.

**Complete the Financial Aid Process**

- Complete the Free Application for Federal Student Aid (FAFSA) or Hope Scholarship/Grant application. The FAFSA is the application for both the Federal Pell Grant AND the HOPE Scholarship/Grant. The application is available online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). To apply for HOPE Scholarship/Grant ONLY, visit [www.gacollege411.org](http://www.gacollege411.org) and complete a profile and HOPE application. Visit the WGTC financial aid page at [http://www.wiregrass.edu/admissions/finaid.php](http://www.wiregrass.edu/admissions/finaid.php) for more information.
- To complete the FAFSA, students need:
  - Federal School Code for Wiregrass: 005256
  - Signed copies of the past year’s income tax return (if the student is under the age of 24, a non-veteran, unmarried, and without dependents, then income information of the students’ parents will also be required)
  - Social security awards, TANF information, child support payments
  - Workers’ compensation payments, veterans benefits, etc.
  - Balance of cash, savings, checking; current value of stocks, bonds, and investments
- Before registration, ensure the financial aid process is complete. Check with a financial aid specialist to verify your financial aid file is complete or bring any needed documentation.
Register for Classes

Admissions personnel will assist new students. Returning students must meet with their academic advisor. The academic advisor will help students determine the classes needed, provide CRNs, and release the advisement hold. Returning students cannot register until they meet with their advisor. Advisement is very important each quarter, but it is critical now as the technical college system is preparing to convert to the semester system.

WGTC online courses may be found at [http://www.wiregrass.edu/QuarterSchedule/schedule.asp](http://www.wiregrass.edu/QuarterSchedule/schedule.asp) or [http://www.wiregrass.edu/online/schedule-classes.php](http://www.wiregrass.edu/online/schedule-classes.php). Students may also visit the GVTC page for WGTC and other technical college online courses offerings at [http://www.gvtc.org/GVTC/General/Courses.aspx](http://www.gvtc.org/GVTC/General/Courses.aspx).

Special Notes for Transient Students

Wiregrass Georgia Technical College Transient Students (Wiregrass Georgia Tech as the home school)

Applying for admission through GVTC does not automatically enroll students in a course at another GVTC school. There are several steps for the student to be successfully enrolled in an online course at another GVTC Technical College as a current student of Wiregrass Georgia Technical College.

1. Apply for admissions at the host school through GVTC ([www.gvtc.org](http://www.gvtc.org)). Students will be required to meet any requirements of that host school, including admissions fees.
2. Once WGTC receives the application from GVTC and the Application for Transient Status at a Host School a Transient Agreement will be produced and forwarded to Financial Aid for approval.
3. The completed Transient Form will be e-mailed to the host school and the student will receive information from that school concerning acceptance, registration, and class information. Depending on the student’s financial aid status, he/she may be responsible for tuition and fees at the host school.
4. Students may purchase books from Wiregrass Tech or the host school. Students will not, however, be allowed to charge books at Wiregrass Tech against your financial aid. Any awards received will be reimbursed to the student later in the quarter upon verification of course enrollment from the host school.

If you have any questions regarding transient student enrollment, please contact Melisa Edge at 229.468.2223 or e-mail melisa.edge@wiregrass.edu or Nelda Durkovic at 229.468.2032 or e-mail nelda.durkovic@wiregrass.edu.

Registrar

The Office of the Registrar serves as custodians of student records. The office oversees graduation application and ceremonies, HOPE Scholarship application and evaluation, and is responsible for a wide variety of services, such as transcript requests (from Wiregrass Georgia Technical College), evaluation of transferable credit from external colleges and universities, course catalog maintenance, and class schedule adjustments.

To obtain the student records related forms, go to the registrar’s homepage, [www.wiregrass.edu/student/registrar.php](http://www.wiregrass.edu/student/registrar.php).
Starting the Quarter (Before You Begin Checklist)

This information is the same as the Before You Begin Checklist. If you received a paper copy of the Before You Begin Checklist from Wiregrass Georgia Tech, it is GREEN.

1. **Take the SmarterMeasure Assessment**
   If you have not done so already, you need to take this assessment. Taking a course online takes special skills, aptitude, and learning styles. To help you determine if online learning is a good option, take this 30-minute questionnaire. The results will not prohibit anyone from taking an online course; rather, the information can be used to identify areas that need improvement for success in an online course. Go to http://wiregrass.smartermeasure.com. The **username is wiregrass** and the **password is wiregrass**. When you finish the assessment, it will give you an overview of your results. Be sure to Print/Download Report or Email the Report to yourself (options at top of the screen) for detailed explanations of your results and links to help in specific areas. See the beginning of this manual for more details.

2. **Update your Personal Information in BannerWeb (also known as BanWeb)**
   Update your personal information in BanWeb. You can access the WGTC database by going to https://banweb.wiregrass.edu. Enter the secure area by using your WGTC 9-digit student ID and your password/pin (your six-digit birthday unless you have previously changed it). Select the Personal Information link and verify that your telephone number, address and other personal information are correct. **Write down your WGTC Student Email Address. You will need it to set up your WGTC email.**

3. **Set up your WGTC student email account.**
   Go to http://webmail.student.wiregrass.edu. Sign in (Windows Live ID) using your new WGTC email address. Your initial password will be your WGTC 9-digit student ID (900#####). Provide the requested account information and change your password. Once you have completed all the fields on the account Information page and accepted the agreements, you will be prompted to sign into your student account again using your new password. If you have any problems with your email, contact the IT department at helpdesk@wiregrass.edu. **ALL correspondence for your online or hybrid course will be sent to you through your Wiregrass Georgia Technical College email account. Check your email regularly!**

4. **Verify you have hardware/software requirements necessary for each course.**
   Review the Software/Special Requirements document to make sure that you have the correct hardware and software to begin your online or hybrid course. This document can be found on the WGTC Web Site at (http://www.wiregrass.edu/online/orientation.php).

5. **Make arrangements to acquire your books.**
   Go to the WGTC Bookstore page www.wiregrass.edu/student/bookstore.php to view the textbook(s) needed for your course(s) and necessary contact, ordering, and shipping information. Pell or HOPE funds may be available three days before the quarter begins. Transient students are encouraged to buy books before the quarter begins to allow time for shipping. Contact the bookstore or your instructor if you have any questions about the required textbook or software. Instructor contact information can be found on your course syllabus or at www.wiregrass.edu/online/faqs.php. The Valdosta campus bookstore may be reached at 229.333.5392; Ben-Hill Irwin campus bookstore may be reached at 229.468.2020; Coffee campus bookstore may be reached at 229.468.2227 or you may email at bookstore@wiregrass.edu.
6. **Update your computer.**
   To use ANGEL, you must have Internet Explorer 7 or 8 or Firefox 2.x. If you are unsure of which version of Internet Explorer you use, open Internet Explorer; select the Help menu, then select About Internet Explorer. If you use Internet Explorer 8, run in compatibility mode.
   
   - Download media to hear/see content: [Media Downloads](http://lor.gvtc.org/uploads/SEE584/index.html)
   - Change your settings. On your computer, go to
     
     **(if using a Windows OS) Start > Control Panel > Internet Options >**
     - Privacy tab > Disable Pop-up Blocker
     - Security tab > Trusted Sites > type in [http://wiregrass.angellearning.com](http://wiregrass.angellearning.com) > Uncheck the “Require Server Verification (https:) for all sites in this zone” option.
     - Security tab > Custom Level > Scripting > Allow status bar updates via script > Enable.
     - General tab > Delete Browsing History.
     - General tab > in Browsing History section, click Settings; check “Every time I visit the webpage.”

   **(if using Firefox) Open Firefox**
   - Type `about:config` in the navigation toolbar and enter
     - Click “I’ll be careful, I promise”
     - Find “browser.cache.check_doc_frequency”
     - Highlight that line and right click
     - Select modify and change the number to 1, then click ok.

7. **Install Elluminate Live! Software.**
   Set up your computer for real-time sessions with your instructor and classmates on Elluminate Live!

8. **Explore ANGEL until the first day of class/Login to your courses on the first day of class.**
   All online, hybrid, and web-enhanced courses use ANGEL EXCEPT math classes. Visit and save the ANGEL homepage [http://wiregrass.angellearning.com](http://wiregrass.angellearning.com) to your favorites on your web browser. Click Searchable Help Documents (Under Help and Resources) for ANGEL 7.4 Student QuickStart Tutorial and other guides/resources. **You will not be able to login to ANGEL until the first day of class.**

   On the first day of class, you need to login! To access ANGEL, go to [http://wiregrass.angellearning.com](http://wiregrass.angellearning.com).
   Your username and password are as follows: Username: 48_900xxxxxx Password: 48_900xxxxxx (where 900xxxxxx is your WGTC 9-digit student ID). Once you log into ANGEL for the first time, you will be prompted to change your password. After changing your password, you will see the courses listed in which you are enrolled. You must click each course link to enter the individual course.

   **NOTE:** For Math courses, go to the Course Compass home page [http://www.coursecompass.com](http://www.coursecompass.com) for information on registering on the site, getting started, and support. You must have an access code to set up an account. If you purchased a new text from WGTC, the access code is included. However, you may purchase an access code from the course compass home page if you opt to borrow a book or use the online book. Your instructor should also send you an instructor/course code. Check your WGTC email account for your instructor’s email or email your math instructor for course information. Instructor contact information is found on the WGTC online page under FAQ.

   **If you do not login to each course within the first three days, you will be dropped.** If you are having problems logging in, email [online@wiregrass.edu](mailto:online@wiregrass.edu). Once you login to the class, you are held accountable for all assignments. If you want to drop the course, you must inform your instructor and/or complete the drop/add form.
Instructor and Dean Contact Information

Instructor contact information is available on the WGTC website under FAQ, http://www.wiregrass.edu/pdfs/online/Wiregrass_Instructor_Contact.pdf. Online students are responsible for the information concerning online policies found on the online webpage and in the course syllabus. The instructor should be the first point of contact for the student. The next point of contact is the dean of the program. For department/dean links, go to the WGTC homepage, Academic Programs, Departments:

Allied Health - http://www.wiregrass.edu/academics/dept_allied-health.php
Arts and Sciences - http://www.wiregrass.edu/academics/dept_arts-sciences.php
Professional Services - http://www.wiregrass.edu/academics/dept_prof-svcs.php

Technical Support

Students having difficulties with ANGEL should be aware of the hardware/software requirements. If the computer meets all requirements, has pop-ups enabled, and has all media downloads, but the student is still having trouble accessing areas of an ANGEL course, email online@wiregrass.edu, or contact the WGTC Online Office; Valdosta Campus, Building 700, Room 7131, phone 229-245-6554 or Coffee Campus, Office 132, phone 229-468-2022. If the student is having problems with WGTC student email or BannerWeb, go to www.wiregrass.edu/online/technical-support.php for personnel contact information.

Students with Disabilities

Students with documented disabilities may be eligible for reasonable special accommodations to help ensure their academic success. Special needs staff is available to provide services that maximize each student’s opportunity for success. These services may include but are not limited to providing special equipment and support, testing accommodations, agency referrals, architectural accessibility and individual accommodation planning. Students wishing to disclose a disability and request special accommodations should contact Nicole West at nicole.west@wirgrass.edu or 229.333.5368. More information can be found at www.wiregrass.edu/student/services-students-disabilities.php

Drop/Add and Attendance Procedures

Students are required to log into each course in ANGEL within the first three days of the quarter. If the student does not log in by midnight of the third day, he/she will be considered a “No Show” and will be dropped from the course. Students may drop any course within the first three school days without penalty; however, the student must inform the instructor and/or registrar that he/she wants to drop. If the student has logged into the class (even only once), the student is considered “active” and must request to drop the course.

After the quarter begins, online instructors will check course statistics to ensure that each student has logged into the course at least one time within the last seven days. If a student has not logged into the course at least one time during the last seven days (including weekends), the student will be dropped from ANGEL for non-attendance. The student must contact the instructor to officially drop (receive a Withdrawal grade) before midterm. Contacting the instructor regarding the decision to drop a class or withdraw from school will help avoid receiving a grade that will adversely affect the student’s GPA and/or paying back financial aid money. Refer to the course syllabus for specific course attendance.
**FERPA**

The Family Educational Rights and Privacy Act protects the privacy of student education records. By the nature of the medium, online students’ participation in online courses, as well as e-mail addresses will be disclosed to other students in the online class. *Students needing special consideration regarding privacy should notify their online instructors immediately.*

**Library Services**

Online students have access to the four WGTC libraries (Ben Hill-Irwin, Coffee, Cook, and Valdosta campuses). For more information regarding library services or to access GALILEO, visit the library homepage at [www.wiregrass.edu/library/index.php](http://www.wiregrass.edu/library/index.php) or contact one of the library staff members at library@wiregrass.edu.

**Tutoring**

Any student experiencing academic difficulty in learning support, core, or certain entry level occupational courses may receive tutoring services free of charge. The student should first contact the course instructor. Often the instructor can assist the student after class or at some other mutually convenient time or can locate a volunteer tutor and provide the student with the available tutor’s name, schedule, and location information. If the instructor cannot provide the assistance needed, the student should complete a Request for Tutoring Assistance form and have the form signed by the instructor(s) for all classes for which tutoring is needed. For more information on tutoring, go to [www.wiregrass.edu/student/tutoring.php](http://www.wiregrass.edu/student/tutoring.php).

**Work Ethics**

Based on Department of Labor surveys, employers say that more people lose their jobs because of poor work ethics rather than inability to do their jobs. Commitment to excellence in work ethics is an integral part of success. In addition to an academic skills grade, students will receive a work ethics grade, which is also recorded on their official transcript: Grade 3 – Exceeds Expectations; Grade 2 – Meets Expectations; Grade 1 – Needs Improvement; Grade 0 - Unacceptable

The ten work ethics trait that Wiregrass and other technical colleges in Georgia promote and evaluate are:

- Attendance
- Productivity
- Character
- Organizational Skills
- Teamwork
- Communication
- Appearance
- Cooperation
- Attitude
- Respect

**Quarter to Semester Conversion**

All colleges within the Technical College System of Georgia will begin providing instruction on the semester system in August 2011. One of the most critical parts of the conversion is student advisement. It is important that every student understand how this conversion will affect him or her. Each student MUST meet with his/her advisor quarterly to schedule the appropriate classes so that students benefit through finishing up any remaining course sequences and receive full conversion credit. Go to [http://www.TCSGsemester411.com](http://www.TCSGsemester411.com) for more information on the Quarter to Semester Conversion.
Student Handbook

The WGTC Student Calendar/Handbook provides a vast amount of information about Wiregrass Georgia Technical College. Each student should be familiar with the information in the handbook. To obtain the student handbook, go to www.wiregrass.edu/student/student-handbook.php.

Additional WGTC Student Resources

The WGTC homepage, www.wiregrass.edu, has many resources for students and information for the citizens in the 11-county service area.

Go to the Wiregrass Homepage:
www.wiregrass.edu

Click Student Resources

Use quick links at the top to access ANGEL, BannerWeb, and Student Email. Click links below for additional student resources.
Additional WGTC Online Resources

Georgia Virtual Technical College (GVTC) – http://www.gvtc.org

A New Global Environment for Learning (ANGEL) for Wiregrass – http://wiregrass.angellearning.com

Course Compass/MyMathLab – http://www.coursecompass.com

Wiregrass Georgia Technical College – http://www.wiregrass.edu

• Click Academic Programs, Online Learning
• Choose from the online links at the right.

The SmarterMeasure assessment provides a lot of useful links on each of the assessment topics. When students finish the SmarterMeasure assessment, it will give an overview of the student’s results. Students should click the Print/Download Report (or email the report) for detailed explanations of the results and links to help in specific areas. There is a wide variety of links that will help with study skills, typing practices, computer tutorial, reading techniques, etc.
Frequently Asked Questions

What should I do the first day of class?

Complete the items on the Before You Begin Checklist. This information is in this manual and can also be picked up on-campus; the paper copy of the Before You Begin Checklist is GREEN. At a minimum, you need to login to your courses (cannot login until the first day of class), check BanWeb for your WGTC email address and verify your personal information is correct, and setup/check your WGTC email. Email the instructor to let him/her know that you that you are planning to take the course, you have successfully logged into the course, and the status of your books (you should have all required books/materials by the first day of the class). If you do not login to the course within the first three days, you will automatically be dropped from the class. Once inside your course, you will have instructions on how to begin. If you have problems logging into ANGEL, email online@wiregrass.edu immediately.

How do I log into BannerWeb (also known as BanWeb)?

To access BanWeb, go to https://banweb.wiregrass.edu (if you receive a message about a problem with the website’s security certificate, click Continue to this website). You may click BanWeb Instructions for detailed information on registering for classes, requesting an official transcript, checking final grades, and checking financial aid status.

Click Enter Secure Area and enter your user ID and password/pin.

User ID: 900XXXXXX Wiregrass Student ID.
Pin (password): Six-digit birthday (unless you have already changed it). For example January 5, 1982 would be 010582

After successfully logging in, Click Personal Information. Verify your address, phone number, etc. is correct. Then View Email Addresses. Your WGTC student email address should be listed as your preferred email. Write it down because you will need it to check your email. It will look similar to firstname.lastname@student.wiregrass.edu; it may have a number after your last name.
How do I set up and check WGTC student email?

Go to [http://webmail.student.wiregrass.edu](http://webmail.student.wiregrass.edu) and sign in.

Once you complete all the fields on the “Provide Account Information” page and accept the agreements, you will be prompted to sign into your account again using the new password you created.

How do I login to ANGEL?

**You will not be able to login to ANGEL until the first day of class.** On the first day of class, go to the Internet, and key the following URL:

[http://wiregrass.angellearning.com](http://wiregrass.angellearning.com) (Bookmark/save as a favorite for easy access)

Enter Username: 48_900XXXXXX (Xs represent the remainder of your student id number)

Enter Password: 48_900XXXXXX (Xs represent the remainder of your student id number)

Then press Enter or click Log on (be careful not to click I forgot my password)
How do I login to Course Compass/MyMathLab (used for math courses)

You will not be able to set up your account until your instructor provides a specific course ID. If your instructor has not emailed this to you on the first day of class (check your WGTC email account), you need to contact your instructor. You must also have your WGTC email address, and a student access code (provided with your new textbook or purchased from the bookstore). Go to www.coursecompass.com and click Register under the Student heading. After you have setup the account, you will click Log In and enter your username and password that were created when setting up/registering for the Course Compass account.

Can I take courses on-campus and online at the same time?

Yes, you can take on-campus and online courses at the same time. However, please remember that online courses are as rigorous as on-campus courses, and you should expect the same level of work and study time or more.

Can I take more than one course at a time?

You can take up to the maximum number of courses recommended by your advisor but not to exceed 18-credit hours. However, these courses are as rigorous as on-campus courses, and you should expect the same level of work and study time or more.

How do the courses work?

You will not have access to your online class until the first day of the quarter. On the first day of class, you need to login to the learning management system and login to your class. All online, hybrid, and web-enhanced classes use ANGEL except math classes which are taken through CourseCompass/MyMathLab. If you have not done so already, review the ANGEL Orientation (http://www.wiregrass.edu/online/orientation.php). After logging into ANGEL, read the Public Announcements and scroll down to the Courses nugget. Click on the course link to enter a course. Once inside the course, carefully read the course announcements. You will see tabs across the top that will allow you to navigate around your course. The calendar tab (if used by the instructor) will give you due dates. Click on the assignment for more information. Most of your academics (assignments and tests) will be found under the Lessons tab. Explore and carefully read all the information in the folders and links under the Lessons tab. You will also receive and submit assignments under this tab. You may be required
to visit other web sites and even participate in online labs. You will be able to communicate with your instructor through e-mail and post questions and comments to your course's threaded discussion forum using the Communicate tab. A discussion forum allows you to hold virtual conversations with other classmates and your instructor without having to be online at the same time. The report tab will allow you to run a report and view your grades.

How long do courses last?

Online courses begin and end the same day as all the face-to-face courses. Most WGTC courses are ten weeks long (under the quarter system). The course structure will require that you keep to these schedules in order to successfully complete the course. Some instructors/courses allow you to work ahead and others require you to stay on a week-by-week basis.

Do I have to be online at a specific time?

No, you will not have to be online at a specific time unless your instructor requires it. Access your class when it’s convenient and from a place that’s convenient! You choose the hour of the day (or night) to attend classes. Except for turning in assignments when they are due, your schedule is totally up to you. You must meet due dates! You can review lectures, ask questions, and participate in discussion groups at a time and from a place that’s convenient to you.

How do I take tests?

Most tests are taken online. Some classes do require you to take the final on campus or at an approved proctored site. Check with your instructor or your syllabus at the beginning of the course to determine if on-campus visits are required. Once you are in your course, you will be able to look at the syllabus to find the method of testing used for your particular course. The tests can be multiple choice, true/false, short essay, or long essay in format. Tests may also be timed and graded automatically. Each course will be different in the type of tests required. Once completed, your instructor may provide feedback on your test through the course's grade book.

If I have problems in my class, what do I do?

Your instructor is your first contact. Instructor information should be in the course and in the course syllabus. You may also find instructor contact information on the WGTC website under FAQ, http://www.wiregrass.edu/pdfs/online/Wiregrass_Instructor_Contact.pdf. The next point of contact is the dean of the program, http://www.wiregrass.edu/academics/. If you are having technical issues with ANGEL, you may email online@wiregrass.edu.

More Frequently Asked Questions

General Frequently Asked Questions
ANGEL General Frequently Asked Questions
ANGEL Troubleshooting Technical Frequently Asked Questions
ANGEL Orientation

Review the Online Student Manual and Before You Begin Checklist for step-by-step directions of how to prepare yourself and your computer for online and hybrid courses. If you received a paper copy of the Before You Begin Checklist from Wiregrass Georgia Tech, it is **GREEN**.

View the Orientation ANGEL Tour Videos at [www.wiregrass.edu/online/orientation.php](http://www.wiregrass.edu/online/orientation.php)

ANGEL (A New Global Environment for Learning) is the course management system that is used for communication in online, hybrid, and web-enhanced courses. All courses except math courses use the ANGEL platform.

Log into ANGEL

1. Go to the Internet, and key the following URL:
   [http://wiregrass.angellearning.com](http://wiregrass.angellearning.com) (Bookmark/save as a favorite for easy access)

   Username: 48_900XXXXXX(Wiregrass Student ID)
   Password: 48_900XXXXXX(Wiregrass Student ID)
   Then press Enter or Click Log On
Your Wiregrass ANGEL Personal Home

The Courses section of your personal home page gives you access to all the courses for which you are enrolled. To access a course, simply click its name; information about the selected course appears on a new page.

The Course Mail section of your personal home page gives you access to ANGEL mail. ANGEL course mail works just like other email systems—only from inside ANGEL. Check your ANGEL mail regularly!

Your personal home page features a set of navigation tools, located in the Power Strip along the left edge of the screen. These icons are always available on your personal home page and whenever you are working in a course or group.

- **Home** – Returns you to your home page
- **Help** – Displays ANGEL online help, guides, and resources
- **Log Off** – Logs you out of the ANGEL environment
- **Personal Preferences** – Provides access to your user settings, such as your personal information, password, theme selector, system settings, and PDA agent

Public Announcements gives you important reminders and information related to your online education and Wiregrass Georgia Technical College.

Always log off when finished using ANGEL.
Accessing Your Course

Click on the course name in the Courses area to log into your course.

Navigation Tabs

When you access a course, a set of navigation tabs appears across the top of the ANGEL window. Click a tab to view a page containing one or more specific types of information about the course. As you navigate through the tabs, the Bread Crumb frame updates to show your current location within the course-related information.

The following tabs may be available.

- The Course tab is the “dashboard” into your course. The tools on this tab let you see your level of participation in the course, check your grades, view discussions and announcements, and perform other basic tasks related to the course.
- The Calendar tab displays events that have been assigned or Milestones within the course (such as exams or assignment due dates). **Note: some courses do not have a Calendar tab and due dates/schedule will be under the Lessons tab.**
- The Lessons tab provides access to all the lessons that have been created and posted for the course. **Look in the Lessons tab for your assignments. Click on the folder name to see content in that folder. Don’t be afraid to click on items for more information/links that may be available.**
- The Resources tab provides a set of helpful resources made available by the course’s instructor. These items can include a syllabus, links to Web sites related to the course, institutional resources such as library records, a Web search tool, and others. **Note: some courses do not have a Calendar tab and syllabus/resources will be under the Lessons tab.**
- The Communicate tab displays tools that let you communicate with others in the course via e-mail and discussion groups. You may go to discussion forums here or under the Lessons tab.
- The Report tab enables you to generate and save various types of reports related to the course, such as reports on your grades or course milestone achievement.
Discussion Forums

Discussion forums allow you, your classmates, and your instructor to “discuss” related topics and interact in a similar give-and-take environment as you would in a traditional class.

How to Post a Message to a Discussion Forum

Threaded discussion forums allow you to post, reply to, and search messages from the instructor and other students. To post a message to a discussion forum:
1. Log into your ANGEL course and click the Lessons (or Communicate) tab.
2. Navigate to the discussion forum you want to post to and click its icon or title. The discussion forum appears on the screen.

3. Click the New Post button. The Post a New Message window appears.

4. Click in the Subject field and enter a topic for your message.

5. Click in the message area and type your message.

   To attach a file to your post, click the add a file link, which appears under the Message area.

6. When your message is finished, click the Save button.
Digital Drop Box

Uploading electronic files to a drop box is a convenient way to submit assignments to your instructor. The Drop Box accepts virtually any type of electronic file, including word processing documents, images, Web pages, and others. You will use to digital drop box to submit assignments to your instructor.

**How to Submit an Assignment to a Drop Box**

To submit an assignment to a drop box:

1. Log into your ANGEL course and click the Lessons tab.
2. Navigate to your drop box and click its title or icon. The drop box page appears.
3. Enter a **Title** and **Message** for your submission.
4. Click the **Attachments** button to locate and add one or more file. The attachments window appears.
5. Click the Browse button, locate the file you want to upload, and click Open. You are returned to the attachments window.
6. Click Upload File.
   
   The file you selected is added to the Uploaded Files section.
7. **Repeat Steps 5 and 6 to upload multiple files.**
8. When you’ve uploaded all the files you need, click the Finished button. You are returned to the Dropbox page; the files you uploaded are displayed.
9. From the Dropbox page, if you’re ready to turn your work in, click the Submit button.

*Note: If you need to delete files you’ve uploaded before submitting, click the **Attachments** button, select a file, and click **Delete**.*
How to Take an Assessment

Your instructor can create several kinds of online assessments, including quizzes, tests, and surveys. An assessment can include images or other multimedia elements, as well as various types of questions (multiple choice, essay, fill-in-the-blank, etc.). The following steps apply to taking a quiz, test, or survey.

To take an assessment:

1. Log into your ANGEL course and click the **Lessons** tab.
2. Navigate to the assessment you want to take and click its icon or title. An instruction page appears.
3. Click the **Begin Now** button. The assessment appears on the screen.
If your instructor has imposed a time limit on the assessment, the amount of time remaining is displayed in the upper right corner of the assessment.

<table>
<thead>
<tr>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment: 00:07:15</td>
</tr>
</tbody>
</table>

4. Select a choice or provide a response for each question.

   ANGEL attempts to automatically grade fill-in-the-blank question types based on an instructor-provided answer key. It is important to answer fill-in-the-blank question types as concisely as possible.

5. When you have answered all of the questions, scroll to the bottom of the page and click the **Submit** button. A pop-up message asks you to confirm that you’re really ready to submit the assessment for grading.

   If the instructor has imposed a time limit on the assessment, you may receive a pop-up warning message when your time is about to expire. If you do not submit the assessment before your time expires, a message appears asking you to submit the assessment. If the instructor has configured the assessment to auto-submit when time expires, the assessment automatically submits when you click the **OK** button.

6. Click the **OK** button to submit the assessment. A results/confirmation page appears on the screen.

   Your instructor determines the amount of information that appears on the confirmation screen. This may include any combination of questions, responses, answers, score, instructor comments, and more.
**How to Send Course Mail**

To send a course mail message:

1. Log into your ANGEL course and click the **Communicate** tab. You’ll see the Course Mail section of the tab, as shown in the figure at the right.

2. Click the **Quick Message** link. The Compose Message interface appears and displays the message composition window.

3. Click the **To:** button to open the **Select Message Recipients** dialog box.

   ![Select Message Recipients dialog box](image)

   You may also send the message to students in other courses by selecting a different course from the **View Section** drop-down list.

4. To select a recipient for your message, click his or her name in the left-hand pane of the dialog box, then click the **To** button to add the name to the list of recipients. (Click the **Cc** or **Bcc** button to “copy” or “blind copy” the message to the selected recipient.)

5. Click **OK** to close the dialog box and return to the message window.

6. Click in the **Subject** field and enter a subject for your message.

7. Select a priority from the **Priority** drop-down list. By default, Normal is selected.
8. Click in the large text box and type your message. Alternatively, you can use the inline HTML Editor to format your message.

9. Click the **Send** button.

   ![Warning](image) Click the **Attach files** link if you want to add an attachment to your message. Select the **Send a copy to each recipient’s Internet e-mail** checkbox to send a duplicate message outside the ANGEL environment to the recipients’ e-mail address. You can save a draft of your message by clicking the **Save Draft** button.

### How to Read Course Mail

**To read a course mail message:**

1. Log into your ANGEL course and click the **Communicate** tab.
2. In the Course Mail section of the tab, click the **View Inbox** hyperlink. Your Course Mail Inbox appears.

![Course Mail](image)

In the Inbox, messages have the following attributes:

- New and unread messages appear in bold. After a message has been opened, it appears non-bold.
- If a message has an attachment, a paperclip icon appears to the left of the sender’s name.
- The message's importance is displayed in the column marked by the red exclamation point.

3. To open and read a message, click the sender’s name or the message’s subject.
4. To return to your inbox, click the **Inbox** link in the list of folders that appears in the left-hand pane of the message window.
5. You can perform the following tasks from the inbox:
   - To delete a message, select the checkbox located at the left end of the message header. Click the **Actions** drop-down arrow and select **Delete**, and then click the **Go** button. Deleted messages are moved to the trash folder. To completely delete a message, you must delete it from the Trash folder.
   - To select all your messages, select the checkbox on the **Menu** icon ( ). You can then move the selected messages to another folder, delete them, and perform other tasks.
   - To move a message to another folder, select its checkbox, select **Send to Folder** from the **Actions** drop-down list, then click the **Go** button. Select the desired folder from the **Send to Folder** pop-up list, and then click the **Continue** button. The selected message is removed from the inbox and placed in the selected folder.
   - To view a different folder, select a folder from the **System Folders** or **My Folders** list located on the left side of the Course Mail window.
6. Click the **Preferences** link to configure mail preferences for viewing, signatures, editing, and privacy.
How to View Grades

1. Click on the Report tab to access the Reports Console.
2. Select Grades in the Category field.
4. Click on the Run button.

Student grades (along with instructor comments) will appear on the next screen.

Viewing Grades and Submissions (if allowed by instructor)

1. Click on the Report tab to access the Reports Console.
2. Select Learner Profile in the Category field.
4. Select Table in the Select report view field.
5. Click on the Run button.

You can save this report by clicking on the Save button and assigning a name to this report. Then, the next time you want to see your grades, you can use the named report.

You can view individual submissions (i.e., review submitted tests, etc.) by clicking on these links.
Preferences

Clicking the **Personal Preferences** icon ( ) opens the Preferences window. From this window, you can customize the information about your profile and courses, change your password (if applicable), adjust system settings, and further configure ANGEL to suit your needs.

The Preferences window contains the following links:

- **Personal Information** allows you to change your personal information and determine who can view it.
- **Change Password** enables you to change your ANGEL password. As a precaution, you must provide your current password and confirm your new password before applying the change.
- **Theme Selector** allows you to select different ANGEL themes or even create your own to change how the environment looks when you log in.
- **System Settings** lets you specify local media drives to map online course material to CD-ROMs or other media for enhanced instruction. In the System Settings window, you can also configure ANGEL to send a copy of all course mail to your favorite e-mail

The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, disabled veteran, veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all educational programs and activities, including admissions policies, scholarship and loan programs, athletic and other Technical College System and Technical College-administered programs, including any Workforce Investment Act of 1998 (WIA) Title I financed programs. It also encompasses the employment of personnel and contracting for goods and services. The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

Any violation or questions should be directed to Shalonda Sanders, Executive Director for Human Resources, Title IX Coordinator, Room 100E, 4089 Val Tech Rd, Valdosta, GA 31602, or call 229-333-5356 ext. 3014; or Keren Wynn, VP Administrative Services, Room 535, 4089 Val Tech Rd, Valdosta, GA 31602, or call (229) 333-2103; or Deborah Smith, Director of Human Resources, Room 630C, 667 Perry House Road, Fitzgerald, GA 31750 or call (229) 468-2027; or Sabrina Cox, Director of Distance Education, Room 132, 706 W Baker Hwy, Douglas, GA 31533, or call 229-468-2022; or Ivory Gates, Director of Evening Operations, Room 120, 4089 Val Tech Rd, Valdosta, GA 31602 or call (229) 333-2100 ext. 1369; or Sherry Veal, Executive Director for Student Support, ADA & Section 504 Coordinator, Room 628D, 667 Perry House Road, Fitzgerald, GA 31750, or call 229-468-2030. Telephone numbers are accessible to persons who are deaf or hard of hearing through the [Georgia Relay](https://www.georgiarelay.com/) by dialing 711 or 1-800-255-0056 from a TTY/TDD.