Transforming

hearts and minds

to serve the world

Rivier Online Student Handbook

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www.rivier.edu

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Contents

WELCOME

Welcome to Rivier University Online. We are excited you have chosen to learn with us, and we look forward to helping you achieve your educational goals. Online Learning is a convenient way to access the learning environment in a way that fits your busy lifestyle.

We understand that you may have questions about how all of this works. This handbook is designed to provide Rivier Online learners with specific information about Rivier University. You will find information about student services, obtaining technical and academic support, as well as our foundational policies.

Please use this handbook as a resource, but also remember that there are many dedicated faculty and staff members at Rivier that are willing to assist you. Please don't hesitate to use the contact information in this handbook and in your course information materials to find assistance with questions that may arise.

Rivier's mission dedicates us to "transforming hearts and minds to serve the world." We are eager for you to experience that transformation as an online learner. You will attain the knowledge and skills to advance your career as well as to contribute to making our world better.

Sincerely,

Douglas W. Howard, Ph.D.
Vice President for Academic Affairs

MISSION STATEMENT

The Mission of Rivier University

Core Mission

Founded in 1933 by the Sisters of the Presentation of Mary, Rivier University is a Catholic institution of higher education dedicated to transforming hearts and minds to serve the world.

Mission Statement

Founded in 1933 by the Sisters of the Presentation of Mary, Rivier University is a Catholic institution of higher education dedicated to transforming hearts and minds to serve the world. As a co-educational institution of higher learning, the University is dedicated to the education of undergraduate and graduate students in both the liberal arts and professional courses of study.

Committed to the faith heritage, intellectual tradition, and social teachings of the Roman Catholic Church, the University educates the whole person in the context of an academic community that cultivates critical thought, sound judgment, and respect for all people. This community supports the intellectual growth of all its members while offering them opportunities for social, cultural, moral, and spiritual development. The challenge to the University community is to search for truth through the dialogue between faith and reason.

Rivier University creates an environment in which integrated learning is the shared responsibility of students, faculty, staff, and administrators, and is pursued in all the curricular and co-curricular programs of the University. To participate in the life of Rivier University is to strive for academic excellence, to take responsibility for ourselves and for others, and to engage in dialogue about basic human issues facing society, especially the plight of the poor and powerless. The University extends to all of its members, and also to the greater community an invitation to join in intellectual inquiry and dialogue.

RIVIER UNIVERSITY ONLINE

Rivier University Online provides access to the adult student seeking to enhance their educational opportunities while keeping their lives, work, and education in balance. The Online Learning environment provides greater flexibility, allowing Rivier University students to pursue their professional and personal goals as part of a community of learners.

Rivier University, in support of its mission, strives to meet the needs of diverse learners, including adult learners for whom distance education is often a preferred delivery format. For such students, Rivier Online provides quality, convenience and flexibility. Online students can work at their own pace, whenever and wherever they choose. Such flexibility allows them to balance their educational, professional, and personal goals, while still being a part of a community of learners.

Rivier Online programs are offered in either 7 or 14-week formats through Rivier University's Learning Management System (LMS), Canvas. Students may begin their studies at the start of any 7 or 14-week term throughout the academic year.

ONLINE RESPONSIBILITIES

Online Learning Course Orientation

Students taking online courses can orientate themselves to the world of online learning and the learning management system, whether they are registering for a single course or an entirely online program.

- Online Learning Orientation – This narrated presentation offers a brief introduction to the "world" of online courses. It is presented as an online course in order to know who has participated in the orientation. . It can be accessed at [rivier.instructure.com.](rivier.instructure.com)
- Learning Management System (Canvas) Orientation – This self-paced tutorial familiarizes you with the basic functions of the learning management system called Canvas that is used to present course content. It can be accessed at [rivier.instructure.com.](rivier.instructure.com)

To better understand online learning terminology, a glossary of terms has been provided in Appendix A – Online Learning Definitions.

Responsibilities of the Online Student

The following items apply to the student in an online program or an online course.

1. The student is responsible to have consistent and easy access to a personal computer (Windows or Mac) with a reliable high-speed Internet connection.
2. The student is responsible for access to online courses in the learning management system (Canvas).
3. The student is responsible to acquire all course materials (textbooks, software, etc.) in a timely manner.
4. The student is responsible to know and abide by all applicable policies and procedures as prescribed in the Academic Catalog, Rivier Online Student Handbook and individual course syllabi.
5. The student is responsible for acquiring and maintaining the knowledge base needed to operate successfully in an online course/program as set forth in the Rivier Online Student Handbook.
6. The student is responsible for communication to and from the instructor via Canvas using her/his Rivier student email address.
7. The student is responsible to access the online course regularly and complete course activities on time regardless of equipment/technology problems.
8. The student is responsible for observing deadlines as stated on the academic calendar and in individual course syllabi.
9. The student is responsible to communicate hardships with the Success Coach and instructor(s) immediately.

10. The student is responsible for the online technology fee, if applicable.

Testing

Testing may be conducted in a variety of ways in the online learning environment, depending on your instructor. Exams may be given online through Canvas or other online tools and sources. It is important to communicate with the instructor and read the syllabus for testing methods and procedures.

Cost of Online Learning Courses

Online degree programs and courses are charged by a per credit rate. For a list of current tuition rates, go to the Student Financial Services webpage and click on the appropriate Tuition, Fees and Expenses area.

REGISTERING FOR ONLINE COURSES

First Time Registration

First time Rivier Online students will be registered by your Enrollment Counselor.

Subsequent Registrations

After your Enrollment Counselor has registered you for your initial course(s), your Success Coach will contact you when it is time to register for subsequent courses. Prior to the start of class(es), either the student or the Success Coach may add/drop the student from courses. After the start of the course, *only* the Success Coach may drop or withdraw the student from the course.

Before you can register for courses, you must determine if you have any "holds" on your account. Holds can be placed on a student's account by the Student Financial Services Office and will prevent you from registering for courses and must be resolved before you can continue in your program.

TO CHECK FOR HOLDS AND REGISTER:

Step 1. Go to www.Rivier.edu

Step 2. Click MyRiv in the Quick links section.

Step 3. Type your Rivier Username and Password to login to MyRiv.

Step 4. Click Register for Classes – on Administrative Services menu. Be sure to check for and resolve any holds that might appear. If you have holds, contact the office responsible for the hold to determine what steps you must take to resolve the hold. (Contact your Success Coach.)

Step 5. If you have no holds, you may proceed to register by following the instructions provided by your Success Coach.

Step 6. Student MUST AGREE to Terms and Conditions regarding tuition payment.

Step 7. Please use the filters below to look up specific courses. You may select specific filters (ex. Dept=BUS) or to select **all** courses, click on **Apply Filter**.

To select a course, check the **Credit** box next to the course. You may add yourself to a course waitlist if the course is filled. Select the Waitlist box next to the course. Once you have selected the course(s) for which you would like to register or be on the waitlist, click on **Process Registration**, located at the top and the bottom of the page.

To cancel this process and go back to the MyRiv home page, select **Cancel** at any time, located at the top and the bottom of the page.

If you have any questions, please contact your Success Coach.

FINANCIAL AID & TUITION

sfs@rivier.edu or 603- 897-8510, Student Financial Services Webpage

The Student Financial Services (SFS) Office staff is committed to making financing a college education possible. For our online students, there are a few endowed scholarships available to students who meet the donor's criteria and have met the admissions and financial aid requirements. SFS Team members are assigned to each student, making it easy to inquire about student aid, search for scholarships, complete entrance and exit loan counseling and additional information. Our commitment to technologically advanced delivery systems to help students through the financial aid process sets Rivier's Student Financial Services Office apart from the rest.

Refund Policy

- If the student drops a course prior to the end of the add/drop period, the refund is 100%
- After the end of the add/drop period, there is no refund.
  (See Academic Calendar for add/drop dates for each term.)

ACADEMIC POLICIES

Academic Grievance Process

All efforts should be made to observe the Code of Professional Conduct, as described in this section of the catalog. Grievances may nonetheless occur. In such cases, they are often best resolved informally by the individuals directly involved. If informal resolution cannot occur, formal procedures may be followed. Grievances do not include grade disputes (see Grade Review policy), and should follow the guidelines below:

Procedure

1. The aggrieved student should attempt to resolve the matter informally with the faculty member or other official involved. If this attempt does not resolve the matter, or if the student has sufficient reason to believe that the faculty member cannot resolve it, the student should contact the dean of the division. This must be done *within ten calendar days* following the time of the alleged violation or grievance.

2. The dean will attempt to resolve the matter to the satisfaction of both the student and faculty member, which may involve contacting the department coordinator/program director. Written statements may be requested from both parties by the dean, who will attempt to resolve the issue in a timely fashion.

3. During the process of making a decision, the dean may appoint a committee from within the division to review all the pertinent data and make a recommendation to the dean. The decision of the dean shall be final and forwarded in writing to all parties, including the Associate Vice President for Learning Effectiveness.

Certain programs leading to licensure or certification may have student handbooks with policies that vary from the university academic catalog. Students should refer to their program handbooks regarding the Academic Grievance Procedure, e.g., Nursing Student Handbook.

Academic Honesty

Plagiarism and cheating are serious breaches of academic honesty. In general, plagiarism is defined as the presentation of someone else's work in whatever form: copyrighted material, notes, film, art work, reports, statistics, bibliographies, and the like, as one's own, and failing to acknowledge the true source. Quoting word-for-word, or almost so, or using the argumentation of another source without acknowledging this dependence also constitutes plagiarism. Cheating is defined as the giving or attempting to give or to receive unauthorized information or assistance during an examination or in completing an assigned project. Submission of a single work for two separate courses without the permission of the instructors involved is also a form of cheating. Rivier expects and encourages all students to contribute to a learning environment of integrity and honesty.

If students are unsure whether a specific course of action would constitute plagiarism or cheating, they should consult with their instructor in advance and check their course syllabus.

Penalties for plagiarism and cheating vary with the degree of the offense and may take the form of the following academic sanctions:

- The grade of F for the work in question;
- The grade of F for the course;
- Notification of the division Dean and/or Associate Vice President for Learning Effectiveness of the misconduct of the student;
- Recommendation that the student be suspended or dismissed from the University.

Academic Standards

To remain in good standing, an undergraduate student must maintain an average of C (2.0) and a graduate student must maintain an average of B (3.0) each semester. A cumulative average of C is the minimum requirement for undergraduate graduation and a cumulative average of B for graduate. Further, a C (2.0) average in one's undergraduate major field is mandatory in most departments; in some, the required average is higher. Nursing majors should refer to "Progression/Retention" in the Nursing Student Handbook section. Students who fail a required course must repeat the course successfully.

Academic Probation/Dismissal

When a student fails to meet or maintain the required academic standard of a cumulative GPA of 2.0 (undergraduate) or cumulative GPA of 3.0 (graduate), the student may receive an Academic Warning or be placed on Academic Probation. At the end of the probation semester, their academic progress will be reviewed by the Associate Vice President for Learning Effectiveness of the University. At this time, a student may be removed from probation, or dismissed from the University.

Admission to Rivier Online Program

As an online learner, you will need to apply to be accepted into and enrolled in a degree program or course. Rivier provides assistance to all of its online students through the support and guidance of Enrollment Counselors.

The Enrollment Counselor will guide you in how to:

1. Apply for admission and complete the application/enrollment process.

2. Complete the financial aid application process.

3. Set up your student e-mail account.

4. Complete the Online Orientation and Canvas tutorial.

5. Register for your courses using MyRiv. You will automatically be enrolled in your courses in Canvas.

6. Order your textbooks.

7. Understand and meet payment deadlines.

8. Complete the admissions/enrollment process in order to release any financial aid for crediting to your account. Aid will not be applied to your account until this is done.

Attendance Policies for Rivier Online Courses

Adding/dropping classes

Prior to the start of the class(es), either the student or the Success Coach (SC) may add/drop the student from courses. After the start of the course *only* the SC may drop or withdraw the student from the course. (See [Academic Calendar](#) for Add/Drop dates.) Contacting the SC and the student financial services counselor **is critical** in order to maintain academic progress, eliminate or receive financial charges and refunds, and continue eligibility for financial aid.

Administrative Withdrawal Policy

An Administrative Withdrawal is the withdrawal of a student from the University by the Office of the Registrar. An Administrative Withdrawal may occur if a student fails to log into the learning management system ([Canvas](#)) and begin completion of course assignments in all courses for a period of 7 consecutive calendar days within the first 14 days after the start of the course(s).

Class Attendance & Participation Policy

Students must log in a minimum of three times a week, but more logins are highly recommended for academic obligations. Attendance in online courses is determined by active participation of the student through submitting an academic assignment, taking an exam, engaging in an interactive tutorial or computer-assisted instruction, participating in an online discussion about academic matters, and initiating contact with faculty members to ask questions about the academic content of the course. Any student who does not attend their course(s) for 7 consecutive calendar days is subject to administrative withdrawal, with or without penalty.

If a student stops attending/participating and has not officially withdrawn from courses at any time of the term, up until final exams, a grade of "NF" will be submitted. The "NF" grade is counted as credits attempted, equal to an "F" on the student's record.

Leave of Absence

A leave of absence is a period during which students defer their studies but maintain their matriculated status and may be granted to any student in good academic standing and in compliance with the code of professional conduct (refer to Student Code of Professional Conduct policy in the academic catalog). During this time, they are not entitled to any of the services of the University provided by the payment of tuition or fees. An application for a leave of absence may be filed at any time during the academic year for the following semester(s). The total leave allowed a student during his/her program is one calendar year. A student who desires a leave of absence must complete a Leave of Absence (LOA) form and submit it to their success coach in order to officially arrange for a leave. A date of return will be agreed upon, in advance, between the student and their success coach, and stated on the Leave of Absence form. A copy of this form will be forwarded to the Office of the Registrar.

Students enrolled in Rivier Online Programs who are not taking classes for two consecutive terms, including the Summer terms, MUST discuss this with their Success Coach. There may be a form required to stay in Good Standing with the University. Failure to complete a LOA form may result in an Administrative Withdrawal as outlined in the Withdrawal Policy. The only exception to this policy pertains to students in Graduate Nursing programs who are not required to complete an LOA form in the Summer semester, but must do so in the Fall and Spring semesters. *Forms for Withdrawal, Leave of Absence, and Medical Withdrawal/LOA can be obtained from the Success Coach or the Office of the Registrar.*

Students who return to the University immediately after the approved period for a leave of absence will not be required to submit an application for readmission. A student who does not return on the agreed date will be considered to have withdrawn from the university. If, at a later date, the student considers returning to the university, the student will have to reapply to the university. A student who does not officially apply for a leave of absence, but stops attending classes in their program, must reapply to the University to finish his/her degree. (See the Admissions section of the academic catalog for details on re-admission.)

Students are advised that lending agencies do not consider a leave of absence a substitute for registered status. Students should contact Student Financial Services regarding their loan repayment and financial aid status while on a leave of absence. A leave of absence in excess of 180 days will activate loan repayment.

Nursing students on leave must notify the program director/department coordinator in writing at least three weeks prior to the semester they wish to re-enter. Students returning from a leave will be admitted to the Nursing courses on a space-available basis.

Re-Admission Policy

Any student who withdraws from the University in good academic standing may be eligible for re-admission to the University provided that all prior financial obligations to the University are met. A student who has been away from the University for one calendar year or more or has not completed the appropriate LOA process must reapply to the university through the Office of Admissions. A graduate student applying for re-admission must have a recommendation from the department that is approved by the Program Director or Divisional Dean. Applicants for re-admission will be treated in the same manner as an applicant for initial admission.

Medical Leave of Absence/Withdrawal

A medical leave or withdrawal request may be granted when verifiable medical situations prevent a student from continuing in their classes, finalizing Incompletes, or completing course requirements. The forms can be obtained from the Success Coach or the Office of the Registrar.

All applications for a medical leave/withdrawal require documentation. Appropriate documentation for a medical leave/withdrawal consists of a letter from the attending healthcare provider that specifies the following:

- The date of onset of illness
- The last date of class attendance
- The dates under professional care
- The general nature of their medical condition, and
- The anticipated date of return to school (if appropriate)

Students will need to complete and submit a Medical Leave/Withdrawal Form and provide appropriate medical documentation to the Office of the Registrar for consideration. If approved, students requesting a medical leave/withdrawal for the semester/term will need to be withdrawn from all courses for that semester/term that have not yet been concluded.

Withdrawal from the semester/term may have financial implications or obligations that result in the student having to return a portion of any federal financial aid received. Financial implications should be discussed with the Director of Student Financial Services and, if applicable, the Veterans Coordinator.

Requests for medical leave/withdrawal must be submitted no later than the final day of instruction for the semester/term in question. Final decisions regarding medical leave/withdrawals reside with the Registrar and are not subject to appeal.

Readiness to Return

While a student is on a medical leave/withdrawal, they no longer have the status of an enrolled student at Rivier University. In order to return and re-enroll as a student at

the University, the student must provide required documentation (Return from Medical Leave/Withdrawal Form) from their healthcare provider.

If a student has been absent from the University for three years or longer, the student will need to contact the [Office of Admissions](#) to submit an application for [readmission](#). All students should check their program handbook or with their program director for program requirements.

Withdrawal from a Course
In order to withdraw from a course after the add/drop period, a student must notify her/his Success Coach (SC) in writing via email using their Rivier University email address. To receive a grade of W, a student must withdraw no later than the published date for that term or semester. (See [Academic Calendar](#) for Withdrawal dates.) After that time, a grade of F will be incurred. A student who does not give an official written notification of withdrawal automatically incurs a grade of F, which is calculated into the grade point average.

Withdrawal from the University
In order to withdraw from the University a student must complete the Withdrawal form with her/his Success Coach. Any tuition refund is made as of the date of official notification and according to the refund schedule.

Changing Majors
Students who wish to declare or change their major should contact their Success Coach. Certain majors have specific grade point average (GPA) requirements that need to be met prior to acceptance into the major. Please refer to the department section for details.

Grade Review & Appeal

Students have the right to request a review of a final grade. All such requests must address the process followed in arriving at the final grade and not the professor's evaluation of the student's work.

The student must make a request for a review of a final grade in writing to the instructor of the course no later than 15 calendar days from the posting of the official grade report by the Office of the Registrar. The student sends a copy of this request to the divisional dean.

If there is no resolution between the student and the instructor, and the student continues to believe the grade to be in error, the student may appeal in writing to the department coordinator/program director in which the course was offered, or to the divisional dean if the grade review is between the student and the department coordinator/program director.

If no satisfactory resolution is reached after contacting the department coordinator/program director, the student may appeal to the divisional dean. The dean will make the final decision, which is binding, and send notification of the decision to the Office of the Registrar for processing.

Incomplete Grades

A student is expected to complete the requirements of each course by the end of the semester or term in which the course is offered. If, for some major reason beyond her/his control, the student is prevented from taking the final as scheduled or does not complete some portion of the course requirements, the student may ask the instructor to assign the temporary grade of Incomplete "I." This request must be made before the scheduled final examination. It is the student's responsibility to remove this temporary grade. Otherwise, the student automatically incurs an "F" for the course. In unusual cases, the student may request in writing an extension of this period. The extension may not exceed a three-month period and must have the approval of the Associate Vice President for Learning Effectiveness. (See the Academic Calendar) NOTE: A student cannot graduate with an Incomplete grade on her/his transcript.

Recording Policy (student)

Students may not record audio or video of any portion of a lecture, class discussion, or course-related activity without the prior and explicit permission of the course instructor, unless the recording is part of an accommodation coordinated through the Office of Disability Services. Permission for recording is not a transfer of any copyrights in the recording or related course materials.

Approved recordings are solely for the purpose of individual or group study with other students enrolled in the same class. Recordings cannot be reproduced, transferred, distributed, or displayed in any public or commercial manner, and cannot be posted on any website or social media site. The sharing of video or audio recordings could be a FERPA violation, with associated repercussions.

Student Conduct

All students are expected to know and to follow Rivier policy and procedures that govern the entire university student experience (from admission to graduation) as set forth in admissions materials, the Rivier University [Academic Catalog](#), the [Rivier Online Student Handbook](#), and other printed/published materials. This includes a unique form of behavior in online courses called "netiquette." See the appendix of this handbook for a list of netiquette best practices.

Students who choose to violate these policies are subject to disciplinary action which could include denial of access to courses, suspension, and expulsion.

Satisfactory Academic Progress

Financial aid recipients are required by both federal and institutional policy to be making Satisfactory Academic Progress (SAP). Students are expected to work at a reasonable pace towards a degree or certificate and maintain at least the minimum grade point average required for graduation in their degree program. The financial aid policy regarding Satisfactory Academic Progress requires all students, full or part-time, to maintain at least a 2.0 GPA as an undergraduate student and a 3.0 GPA as a graduate student (students should check with their Success Coach or Program Director/Department Coordinator to verify program GPA requirements). In addition, students must successfully complete 67 percent of the courses they are attempting for any given semester.

Students who fail to achieve their SAP requirements may receive a financial aid warning and/or be placed on academic probation for the next term or semester. A student who loses aid eligibility due to failure to maintain satisfactory academic progress may appeal this status. To do so, the student must submit a "Financial Aid Satisfactory Academic Progress (SAP) Appeal" form to Student Financial Services and a "Satisfactory Academic Progress Plan Student Contract" with the Success Coach within fourteen calendar days of receiving the notice of financial aid termination.

Transfer Credit Policy

Consideration for award of transfer credit will be conducted according to all of the following policies:

- Only courses completed at a regionally accredited institution of higher education are accepted. (Regional accrediting bodies are NEASC, MSACS, NCACS, NWASC, SACS, and WASC).
- A course for which a student has received at least a 2.0 on a 4.0 grade scale is eligible for transfer. Grades of P (pass) will only be accepted if there is documentation that the P is equivalent to a C or better. Students transferring into the RN-BS nursing program must have earned a minimum of a B in nursing-related science courses, such as Anatomy and Physiology I and II, Microbiology and a B- in any Nursing course for which they wish to receive credit.
- Credits earned 10 or more years ago may not be awarded transfer credit unless the student's current knowledge of the field of study or other factors warrant it as determined by Rivier University. If credits were earned more than ten years ago, proficiency may have to be demonstrated.
- No more than 90 credits may be transferred into a bachelor's degree program. The transfer applicant must earn a minimum of 30 credits from Rivier University before a bachelor's degree will be conferred. No more than 9 credits may be transferred into a master's degree program.
- Transfer students with associate degrees are not necessarily granted junior standing, unless they are accepted through a Transfer Articulation Agreement program.

- A course from a two-year college transfers to Rivier University as lower-level only unless equivalency to a Rivier upper-level course can be demonstrated. Students may be required to supply course syllabi, sample texts, and other documents for evaluation by Rivier University.
- Courses accepted for transfer credit will be listed on the student's transcript with a designation of "TR", the number of semester hours awarded, the title of the course, and the name of the institution where the course was taken. Grades received for transfer courses will not appear on the Rivier University transcript, and the grades and related quality points are not calculated in the semester or cumulative grade point averages. However, the transfer credits awarded do contribute toward students' totals of cumulative earned and attempted hours.
- Students who wish to transfer credits into a nursing program may have additional restrictions on the acceptability of transfer credits and science course grades. (See the specific department section for the major transfer policy).
- Non-credit Continuing Education Unit (CEU) courses, adult-enrichment or refresher courses, correspondence courses and home study courses are not recognized for transfer credit. Rivier University does not grant transfer credit for the following work completed at or assessed by other colleges: college-based credit by exam or challenge, portfolio assessment, independent study, field work, or cooperative education experience.
- Credit for CLEP, AP, ACE, DSST, and CCRS examinations are assessed consistent with relevant University policy. Credit for armed services experience or employer training programs is assessed and appropriate equivalent credit is awarded based on American Council on Education (ACE) guidelines. If an official transcript is not available, other original documentation related to such course work must be presented. Up to 15 credit hours earned through approved DSST (Defense Subject Standardized Tests) may be accepted.
- Credits earned at institutions that are non-accredited or are candidates for accreditation generally will not be accepted in transfer. However, students may petition the Associate Vice President for Learning Effectiveness to have these credits accepted. If possible, the student must provide a copy of the textbook(s), the course syllabus, and any other material as requested.
- Official transcripts for transfer credit evaluation must be final, official, and received before the end of the add/drop period of the term of admittance.
- The Associate Vice President for Learning Effectiveness reserves the right to make the final decision on all transfer credits.

Virtual Classroom Conduct-"Netiquette"
Please see APPENDIX B for complete Netiquette rules.

STUDENT SERVICES

Academic Support Center (Tutoring Services)
academicsupport@rivier.edu or **603-897- 8581** or **Academic Support Center Webpage**
Rivier has an Academic Support Center that provides professional writing consultants to tutor for writing assignments and peer tutors available for content review in specific subjects. Students may submit writing assignments online for review and advisement, enroll in weekly online writing tutorials, and chat with online tutors who can help students review course content, prepare for exams, learn successful study strategies, or figure out how to approach homework assignments.

Bookstore or 603-888-4145, **Rivier University Bookstore**
1) Visit us on the web at www.efollett.com.
2) Enter Rivier University.
3) From Home Page…
   Select "Books→'Textbooks & Course Materials'.

4) Select Term (i.e. Fall 2015).
5) Select Department (see your class schedule).
6) Select Course Number (see your class schedule).
7) Select Section (if applicable – see your class schedule).
   *NOTE: Courses may have different course sections within the same course number with different professors. Therefore, each section may use different texts, so it is important to enter the correct section letter or number. (Example: ENG103A has different texts than ENG103F).

8) Once you have chosen items for purchase, select one Add to Cart.
9) Choose Select another course or Go to Cart to checkout.
10) You may go to your cart at any time to change quantities or delete items from the order. After any adjustments, you must click 'Update Cart' before continuing.
11) You may also select whether you would like your purchase "Shipped" or "In Store Pick-up".
12) Continue shopping or Checkout. If checking out, you be asked to provide an e-mail address and password for returning users or asked to register for new users. You must also fill in a shipping address even if you are not having the books shipped.
13) The Order Options menu will appear. Change any necessary information, choose condition preference, add instructions, and enter payment information on this screen.
14) Continue Checkout and submit order.
15) A thank you message and order number will appear on screen.

*VERY IMPORTANT: IF YOU DO NOT RECEIVE AN ORDER NUMBER AFTER SUBMITTING THEN YOUR ORDER DID NOT GET PROCESSED. PLEASE WRITE THE ORDER NUMBER DOWN OR PRINT THE SCREEN SHOWING THE ORDER NUMBER.

> You will also receive an email immediately (to the email address supplied) with an order confirmation.

16) You will receive a confirmation email when your order has been processed.

Career Development Center
cdc@rivier.edu or 603-897-8345, Career Development Center Webpage

The Career Development Center staff is committed to educating, engaging and empowering students as they pursue meaningful career and life goals. Their goal is to help individuals acquire lifelong career development skills, allowing them to navigate and manage occupational choices and life transitions, being mindful as well, of the unique contributions that they can offer in service to the greater community.

Our Career Development Center includes tools such as RivierConnect and *Focus 2*, which is a self-paced, online career and education planning tool for use by college students. It will enable you to self-assess your career relevant personal qualities and explore career fields and major areas of study that are most compatible with your assessment results. Students who use *Focus 2* make better decisions about their goals and plans, and learn how to self-manage their careers.

Counseling & Wellness Center
603-897-8251, Counseling & Wellness Center Webpage

Rivier provides qualified professional counselors to assist student with personal counseling needs. Our Counseling & Wellness Center staff is prepared to deal with issues that may stem from personal, emotional, psychological, or physical crises that can interfere with and impede academic success. In addition, the Counseling & Wellness Center works collaboratively with a number of external agencies and organizations to which they can refer students with needs which cannot be serviced by the available staff. **NOTE:** Services to students in online programs may be limited due to distance which may delay or hinder adequate provision of service.

Degree Planning

Students enrolling in online degree programs are guided by their Success Coach to select and complete courses required and related to the major program of study. An educational plan is provided to the student at the start of their program which provides the sequence of coursework and the quickest path to successful degree completion. Students who persist in completing courses in which they enroll, follow the recommended sequence of course

scheduling, manage their financial obligations, and achieve successful academic performance, will be able to complete their degrees in a timely and convenient fashion.

Disability Services
disabilityservices@rivier.edu or 603-897-8497, Disability Services Webpage
Rivier's Office of Disability Services (ODS) assists student with documented disabilities in securing the accommodations they need to achieve academic success. Students with learning disabilities, ADD/ADHD, physical limitations and medical limitations need only provide clinical or medical documentation that is current (within three years) and the ODS staff will work with the student and faculty to ensure reasonable accommodations are available and provided. ODS staff will maintain contact with students, and faculty, throughout each term and semester to confirm accommodations are meeting the student's needs and to evaluate the effectiveness of the accommodation. It is incumbent upon the student to self-disclose their disability and to utilize appropriately the accommodation(s) provided.

At Rivier University we are committed to making courses available to all learners by designing courses in which:

- The course employs accessible technologies and provides guidance on how to obtain accommodation.

- The course contains equivalent alternatives to auditory and visual content.

- The course design facilitates readability and minimizes distractions.

- The course design accommodates the use of assistive technologies.

FERPA
Rivier University FERPA Information Webpage
The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. In compliance with the Family Educational Rights and Privacy Act (FERPA), Rivier may release without the student's consent the following directory information: student's name, address, telephone number, date of birth, major field of study, class year, dates of attendance, enrollment status, degrees and awards received, if any, place of employment, most recent previous educational agency or institution attended, and e-mail address. Students are given the opportunity to restrict the release of any or all directory information by contacting the Office of the Registrar. Information regarding other rights with regard to education records may be found by accessing the Academic Catalog, found on the Rivier website.

Internships

cdc@rivier.edu or 603-897-8227

Internship Development Guide, **Internship Information**, **Current Internship Listings**

Several departments of the University offer traditional practica or internships, such as student observation and teaching for education majors, clinical experiences for nursing students, and field work opportunities for majors in the behavioral sciences, business, and communications fields. Many departments recommend internship experiences for qualified students. Not only are such involvements valid learning experiences which earn academic credit, but they also provide opportunities for a more meaningful total education. Students are confronted with problems of the work world, and their values are tested in real life situations.

Qualified students are also encouraged to study abroad or to participate in exchange programs which will enhance the total learning experience.

Prior Learning Assessment – 603-897-8296

Prior learning assessment methods include portfolio development; course challenge examinations; standardized tests, such as CLEP; credits earned through the American Council of Education's Guide to the Evaluation of Educational Experiences in the Armed Services (ACE Guide), DSST (Dantes) and CCRS (College & Career Ready Standards). Assessment of the learning is the responsibility of faculty who are content specialists and/or course instructors who will assess and recognize prior learning and will make the determination of credit awards. Learners may be awarded recognition for demonstrating college-level learning that combines theory and practice, not for experience alone. Credit will be awarded for demonstrated learning outcomes that are appropriate to the subject, course or program offered. If an official transcript is not available, other original documentation related to such course work must be presented. Up to 15 credit hours earned through Prior Learning Assessment methods may be accepted. Notify your Success Coach about your interest in Prior Learning Assessment.

Regina Library Resources
603-897-8256 or Regina Library Webpage

The Regina Library provides resources in varied formats to support the instructional, research and curriculum goals of the University. Resources are available through electronic full-text databases, interlibrary cooperation, shared information resources with other university consortium schools, and libraries worldwide. Students can connect to the Library through the Rivier website. There students can contact and chat online with Library staff; access databases, research sources, library guides and journals; access library tutorials and course reserves; and much more.

Rivier Online Success Coach

Rivier's Success Coaches serve as the starting point for students needing guidance as they navigate their individual academic programs. The Success Coaches work jointly with faculty, student life, career development, the counseling center, and other campus offices to ensure that each student is given the best possible academic experience to ensure successful degree completion by:

- Guiding students through academic transitions,
- Assisting in course scheduling and registration,
- Assisting with add/drop and course withdrawals,
- Guiding students through a change of major or minor,
- Evaluating core requirements and transfer credits,
- Helping students select courses that meet program progression and completion requirements,
- Informing students of University policies and procedures related to grades and faculty issues,
- Providing information related to graduation requirements,
- Referring students to academic and personal help resources needed to achieve academic success.

Title IX

Rivier does not discriminate on the basis of race, color, national origin, religion, age, veteran or marital status, sex, gender identity, sexual orientation or disability in admission or access to, treatment in or employment in its programs and activities, and Title IX requires that the University not discriminate on the bases stated above. The following person has been designated to handle inquiries regarding Title IX and the nondiscrimination policies: Kurt Stimeling, Vice President for Student Affairs in the Dion Center, kstimeling@rivier.edu, 603-897- 8249 or at TitleIXCoordinator@rivier.edu.

Inquiries concerning the application of nondiscrimination policies may also be referred to the Regional Director, Boston Office, Office for Civil Rights, US Department of Education, 8th Floor, 5 Post Office Square, Boston, MA 02109-3921, P: (617) 289-0111, F: (617) 289-0150; TDD: (877) 521-2172, OCR.Boston@ed.gov.

Veteran Services
Asktheregistrar@rivier.edu or 603-897-8224

As a Yellow Ribbon school, Rivier is committed to working with veterans to help them take full advantage of the benefits they have earned. G.I. Jobs magazine has named Rivier a military-friendly school, placing us in the top 15% of colleges, universities and trade schools in the country working with veterans. Our counselors and success coaches help veterans navigate the admissions, enrollment, and registration processes as smoothly as possible. We also recognize that veterans have a great deal of experience that may translate to college credit; therefore, we evaluate credit for transfer through CLEP, ACE, DSST, CCRS and Credit for Prior Learning portfolios, reducing the time and cost it takes to earn a

degree. Rivier has a Veterans Coordinator who works with veterans to coordinate access and activation of available services and financing, and also works closely with the Success Coach to ensure that veterans are able to succeed in completing and obtaining their degree.

Military Deployment/Reassignment

The University is required to have a policy and appropriate procedures to assist students who must withdraw from the University due to military deployment or reassignment. This policy applies to both the active military member and her/his spouse.

Rivier University will provide the following options for students who have been deployed or reassigned for military service in order to appropriately maintain the student's academic and financial records at Rivier University.

- In the event that a student, who is a member of the reserve component of the armed forces of the United States, shall be called/ordered to active duty (including active State duty), the student and/or student's spouse can request and receive a granted military leave of absence. This does not apply to active duty for training.
- Upon release from military duty, the student or student's spouse will be restored to the educational status enjoyed prior to the duty period, without loss of academic credits earned, scholarships or grants awarded or tuition and other fees paid prior to the commencement of military duty. Veterans who officially notify the Office of the Registrar that they are being deployed will be withdrawn from courses that are in process and those charges will be removed.
- The affected student should notify the instructor(s) of the deployment. An Add/Drop/Withdraw form should be submitted to the Office of the Registrar indicating the request for military withdrawal, along with copies of all applicable deployment orders.

REGISTRAR'S OFFICE
Registrar's Office Webpage

Academic Calendar
Rivier Online Academic Calendar can be found on the Rivier website.

Change of Name or Address
Changes in a student's home address or phone number should be reported immediately to the Office of the Registrar at asktheregistrar@rivier.edu. The office will only accept the changes when a student uses their Rivier.edu email address. We do not accept name or address changes from a personal email. Students may also change their address using MyRiv, student portal.

The Office of the Registrar can update your name. We need a copy of either your updated Driver's license, or a legal document. You can fax it to us at 603- 897-8811 or email it to us at Asktheregistrar@rivier.edu.

Graduation/Commencement

Each candidate must submit a formal notification of intent to graduate to the Office of the Registrar for a degree to be awarded. Forms for this purpose are available from the University website. There are three graduation dates per year September 2, January 2 and May. The deadlines for filing for graduation are August 1 for September; December 1 for January; and February 1 for the May commencement. Students who complete degree requirements before the May graduation are eligible to participate in the Commencement ceremony. All official transcripts, CLEP scores and Challenge Exam scores must be submitted to the Office of the Registrar by the application deadline dates, otherwise the application will be deferred to the following semester. Students should not assume that filing the Application to Graduate assures that the degree will be received that year. They are advised to check with their Success Coach to be certain that all requirements for graduation have been met. All financial accounts must be settled in full before diplomas are issued.

The University holds one Commencement ceremony in May each year. All Commencement/Graduation information is located on the Rivier Commencement webpage.

Obtaining an Official Transcript

The Registrar's Office issues official transcripts, which bear the University seal and Registrar signature. Requests for official transcripts are not processed for students with outstanding obligations to the University, financial or otherwise. Enrolled students can obtain an unofficial transcript through MyRiv.

The transcript fee for all official transcripts is $5.00.
To request an official transcript online, please click here.

Electronic Transcript Delivery
Electronic transcript delivery (secure e-mail) is a delivery method Rivier is offering via eSCRIP-SAFE. Transcripts to institutions that are participating in the eSCRIP-SAFE network will be delivered electronically. If the institution is not on this list or if you would like your transcript sent to an individual, please provide the name and email address of the recipient and we will deliver it electronically through eSCRIP-SAFE's out-of-network service. This service is ONLY available for students whose entire academic record is from Fall 2004 to present

Please allow three business days for processing. For your convenience, a transcript request form is available here.

Fax Transmittal

At this time, Rivier determines that the use of facsimile equipment is not a secured means of transmitting educational records. Because the University cannot safeguard the privacy of student records, the University will not fax transcripts, grade reports or other academic information.

IT (INFORMATION TECHNOLOGY) HELP

Canvas Support

Rivier's IT (Information Technology) staff are prepared to support the Rivier online students who may need assistance navigating our Learning Management System (LMS), which is Canvas, and/or experiencing difficulty accessing online software, email or other online tools that help them in course accessibility. Rivier provides a quick 35 minute tutorial on utilizing Canvas, common Canvas activities, and best online practices while using Canvas. In addition, FAQs are answered regarding Canvas support, online submissions, Discussion Boards, viewing instructor comments, linking Canvas to web tools, and more. Students must have a computer account and complete the Computer Use Policy form online to obtain support through the Online Request icon on the IT webpage or through ITSupport@rivier.edu. Students can also access support on the Canvas site through the Help link.

MYRIV- Student Portal

MyRiv – (Rivier's student portal) - allows students to have immediate access to the following information: midterm and final grades, course evaluations, course offerings, student's schedule, student's bill, unofficial transcript, and important dates. Students also have the ability to track their progress in their degree program using Degree Audit. This function will give students the ability to see their current progress in their degree program.

Obtaining a Rivier Email Address

Your Enrollment Counselor will assist you in obtaining your Rivier e-mail address which you will need to have for all coursework communication.

Technical Support
itsupport@rivier.edu or Help line 603-897-8469

The Office of Information Technology (IT) provides students, faculty and staff of Rivier with state-of-the-art computer networks, workstations and computer-related services. Online students needing computer assistance will find tutorials and Help Desk access on the Rivier IT webpages, as well as on the Canvas site.

Students can access technical support through the Online Request icon on the IT webpage or by email ITSupport@rivier.edu.

Canvas' direct support hotline: 877-469-0137

Technology Requirements for Online Learning
- Laptop or desktop running Windows 7/Mac OSX 10.6 or higher
- Speakers (headset with microphone recommended)
- High Speed Internet connection
- Web browser - Google Chrome, Internet Explorer, Mozilla Firefox, Apple Safari

- Canvas supports the last two versions of every browser release. We highly recommend updating to the newest version of whatever browser you are using as well as the most up-to-date Flash plug-in.
- Current supported browsers: https://community.canvaslms.com/docs/DOC-1284

Additional Software or Plug-ins
- Microsoft Office 2007 or higher
- Adobe Acrobat Reader (http://get.adobe.com/reader)

Important Media Players
- Flash player (http://get.adobe.com/flashplayer)
- For PC user: Windows Media Player (http://windows.microsoft.com/en-US/windows/products/windows-media-player)
- For Mac user: Quick Time Player (http://www.apple.com/quicktime/download)

FREQUENTLY ASKED QUESTIONS ABOUT ONLINE COURSES

Online courses are often the answer for adult learners who have multiple responsibilities and wish to pursue professional advancement and enrichment. Online learning is different from the traditional learning environment; therefore, students should consider a number of factors to determine their chances for success. The frequently asked questions below may help you determine your readiness to successfully complete such courses.

1. Is an online course easier than a traditional course?

No. Actually, online courses may be more difficult due to the amount of self-discipline, motivation, and time that is required. While they offer flexibility and convenience for people with already busy schedules, the motivation for completing the assignments, taking the tests, and completing other requirements is incumbent upon the student. The student should log in frequently to the course to check for announcements, updates, new postings, etc., and take the appropriate actions. Most online courses have deadlines set for turning in assignments and taking tests, just like a traditional course.

2. How do you know if online courses are a good fit?

Online courses are definitely not for everyone. In a typical online course, the student will be working independently and in an asynchronous environment. This means there is not much real-time interaction between the student and the instructor. In addition to good typing, reading, and communication skills, there are a number of general computer skills needed. You will need to be able to attach documents, upload and download files, and email and post discussion comments. The successful online learner is self-motivated, has good time management skills, self-discipline, and is an independent learner.

3. Are online courses accessible from anywhere?

Yes. Online courses are accessible from anywhere that has internet access. If you have internet access, you should be able to access your courses. Students considering online courses need to consider the type of internet service to which they have access. If only dial-up internet is available, online courses may not be the answer to your education needs. If the internet service in your area is not ideal, you may need to find access to other resources in your area that might be better, such as the public library.

4. Will I be required to come to campus during the semester if I am taking an online course?

Typically, no. A truly online course, by definition, is taught entirely online. Please note that the instructor of an online course may schedule specific times when you need be online to participate in a class activity or will offer an alternative activity. This is considered "synchronous" learning and the times/dates are provided in the course syllabus, typically, the sessions are recorded and may be accessed at a later time with an alternate assignment.

5. How much time is required for an online course?

For a 3-credit, 7-week course, an online student will need to devote at least 16 hours per week to prepare and complete online learning activities.

For a 3-credit, 14-week course, an online student will need to devote at least 8 hours per week to prepare and complete online learning activities.

Online students should expect to log in to each online course a minimum of three times per week in order to check for announcements, discussion board postings, assignments, and assessments that have been published and to complete all coursework by posted due dates.

Technical glitches are a very real possibility and may require students to spend more time than anticipated. If something does happen while taking a test, assessment, or trying to submit an assignment, the student should notify either IT support at itsupport@rivier.edu or 603-897-8469 or Canvas 24/7 support immediately.

6. Since the course is online, does that mean it is self-paced, meaning can the student complete it whenever he or she wants?

No. Online courses will have assignments and assessments that have due dates associated with them. Students need to contact their instructors if they are having difficulty with the course content. Time management is crucial in online learning and it is important to complete work on a consistent basis, and not to try to complete course material immediately before the deadline.

7. Are all online courses delivered through the LMS, Canvas?

Yes. Every instructor uses Canvas for their fully online courses.

8. What is Canvas?

Canvas is a learning management system (LMS) that resides on the Internet and delivers courses and their content to students with the rights and permissions to access it.

9. Can I participate in my courses on Holidays?

Yes. Online courses are open 24/7 irrespective of weekends and holidays.

10. Do I need to own a computer?

Yes. This is true unless you have unlimited and nearly exclusive access to someone else's computer. Equally important is a reliable and high-speed internet connection.

11. What are the basic computer requirements?

Any computing device including tablets, laptops, or desktop computers that can access the internet with the latest browser software that meets the below requirements is necessary. A separate keyboard is recommended for tablet devices.

Technical Requirements for Online Learning:

- Laptop or desktop running Windows 7/Mac OSX 10.6 or higher
- Speakers (headset with microphone recommended)
- High Speed Internet connection
- Web browser - Google Chrome, Internet Explorer 8 or higher, Mozilla Firefox 11 or higher, Safari (Google Chrome strongly recommended)

Additional Software or Plug-ins:

- Microsoft Office 2007 or higher/OpenOffice (free alternative)
- Adobe Acrobat Reader (http://get.adobe.com/reader)

Important Media Players:

- Flash player (http://get.adobe.com/flashplayer)
- For PC user: Windows Media Player (http://windows.microsoft.com/en-US/windows/products/windows-media-player)
- For Mac user: Quick Time Player (http://www.apple.com/quicktime/download

Java must be enabled and the most recent version of Java must be installed.

You will receive a Rivier University email account and will be required to use it for all correspondence with classmates and your instructor.

Pop-Up Blockers: Pop-up blockers should be temporarily disabled in order to use all features of the course, such as chat, discussion and attaching files.

Some courses have additional software requirements. Please check with your instructor to find out about additional software requirements.

Prior to beginning an online course, students should know how to log onto the internet, use their web browser, send and receive email, and send and receive file attachments. It is recommended that you obtain high-speed access because dial up service may not be fast enough to provide a satisfying learning experience. Students should also become familiar with Rivier's Learning Management System (Canvas).

APPENDIX A: DEFINITIONS

- Accreditation: An endorsement given to educational institutions or academic degree programs by an organization that reviews qualifications. Only schools accredited by an accrediting agency recognized by the US Department of Education can offer federal financial aid.

- Success Coach: An administrative professional available to assist the online learner throughout enrollment and registration. This person is responsible to generate degree and term plans, communicate important information to the student on a continual basis and deal proactively to minimize course drops, program withdrawals, etc. The Success Coach works in cooperation with the Enrollment Counselor as a member of the student's support network.

- Associate Degree: A two-year degree (typically requires the completion of 60 to 70 credits)

- Asynchronous: Intermittent interaction with instructors, but a required time to be logged into the virtual classroom is not required.

- Bachelor's Degree: A four-year degree (typically requires the completion of 120 to 130 credits)

- Bookmarks/Favorites: A website URL that is saved for quick reference/retrieval at a later date. Typically, the bookmark function is located at the top of the browser screen.

- Course Number/Course Code: Numbers assigned to specific courses. For example, ENG 115 is Expositions and Arguments. Further, Rivier includes a suffix or "section number" to denote who and how the course will be taught. For example, ENG 115AO. The "A" indicates the course section (or professor) and the "O" indicates the course will be taught online.

- Course Platform: See Learning Management System (LMS).

- Credit Hour: A credit hour is the unit of measuring educational credit, usually based on the number of classroom hours per week throughout a term.

- Degree Plan: A specific list of courses and/or requirements that need to be completed in order to earn a degree. Usually, this document is used with a Success Coach to discuss course registration and/or program requirements.

- Doctoral Degree: The highest level of education one can achieve in a field of study.

- Enrollment Counselor: A staff member whose primary role is to help the candidate complete the admissions process.

- Fees: Required costs related to courses, e.g., graduation fees.

- Full-Time: Twelve or more credits per semester for undergraduate studies. Nine or more credits for graduate studies.

- GPA: Grade Point Average; the average of a student's final course grades based on a 4.00 scale. Undergraduate students must maintain a GPA of 2.0 or higher to meet academic standards. Graduate students must maintain a GPA of 3.0 or higher to meet academic standards.

- Grants: Financial assistance that does not require repayment. Grants may be available through the federal government, like the Pell Grant, or through private, donor-funded organizations.

- Home Page: The first page to appear when an internet browser window is opened.

- Hybrid/Blended: A course that has both on-campus, face-to-face meetings and an online component.

- Learning Management System (LMS): The software used by the school and faculty to manage an online course. Students can access the course via the software and view presentations, communicate with classmates and the instructor, complete quizzes, and submit assignments.

- Loans: Financial assistance that must be repaid.

- Major: A student's primary field of study.

- Master's Degree: A graduate degree that usually requires two or more years of study beyond the bachelor's degree.

- Microsoft Office Suite: Software that includes a word processor (Word), spreadsheet (Excel), and multimedia presentation (PowerPoint). Additional applications are also available through advanced versions of the Suite.

- Minor: A student's secondary field of study. This can either be associated with the major, or a completely different field of study.

- Netiquette: Proper protocol associated with an online environment. A primary rule includes not typing messages in all uppercase letters as it equates to shouting.

- PDF: A popular document format to which documents can be saved or printed and attached to emails or uploaded into a learning management system. Such documents retain the formatting of the original document.

- Pop-up Blocker: A program designed to block unwanted "pop-up" ads or windows from appearing while a user browses the internet.

- Program of Study: Refers to a student's major (i.e. nursing) or degree (B.S. in Business).

- Pre-requisite: A requirement that must be satisfied before registration for a course can be completed. This could be in the form of another course or a particular number of credits need to be earned first.

- Registration: The processing of selected courses to form a schedule for one or more upcoming terms.

- Satisfactory Academic Progress: Meeting or exceeding standard academic goals established by the school and the department of the field of study. At minimum, students need to maintain a 2.0 GPA and pass 2/3 of their courses each semester for undergraduate programs and a 3.0 GPA and pass 2/3 of their courses each semester for graduate programs.

- Scholarships: Financial assistance that does not require repayment. Scholarships may be available through the State Department of Education, the institution, or through private, donor-funded organizations or individuals.

- Semester: Rivier has 3 semesters, fall, spring and summer, of 14 week lengths each, and six 7-week terms.

- Spam: Unsolicited email. E-mail from a source (person or entity) that you do not know or from whom you did not request information.

- Synchronous: Real-time interaction with instructors. Classes may require students to log-in at a given time to interact with the professor and other students in a live environment.

- Threaded Discussion: Discussion board with a series of messages on a particular topic posted in the same location. Allows users to continue a conversation with multiple parties throughout many days without losing information.

- Virtual Library: A library in which the collection of materials are stored digitally and accessible via the internet.

- Webinar: A conferencing event that allows multiple users from remote sites to participate. A presentation, such as a PowerPoint, is usually available for viewing as well.

APPENDIX B: NETIQUETTE

"Netiquette" stands for "Internet etiquette", and refers to the set of practices which help make the Internet experience pleasant for everyone. Like other forms of etiquette, netiquette is primarily concerned with matters of courtesy in communications. The following sections provide more information.

- General Netiquette for Email, Discussion Boards and Chat Rooms
- Check spelling, grammar, and punctuation before sending your words over the Internet.
- Chatting and posting are more like speaking, but they are still academic when done for a course.
- Abbreviated writing that might be appropriate when text messaging might NOT be appropriate in an email. Also, avoid using all lower case words or upper case words.
- Clear writing is a form of common courtesy and good manners.
- Write so that the recipient will not attribute unintended nonverbal meanings into the verbal message.
- Being online will not allow you to use non-verbal cues that are common in face-to-face discussion (i.e. tone of voice, winks, facial expressions). Sarcasm or jokes could be misunderstood. Use your common sense and avoid saying things that MIGHT be offensive to others.
- Emoticons are sometimes acceptable, but if others do not know what they mean, they become useless. Better to use straightforward language. In a formal setting, text-message acronyms should not be used at all (i.e., LOL or AFAIK).
- ALL CAPS is often perceived as SHOUTING!
- Think about email, chatting, and posting in the same way as making a verbal comment in a classroom.
- Any words you post can be made public!
- When in doubt, leave it out.
- Decorum is crucial in any online correspondence.
- If you attach documents or photos, be sure they follow the standards of respectful classroom behavior. When sending attachments, be sure they can be opened by the recipient of the email (e.g., Rivier Standards are Word, Excel, PowerPoint, Adobe Reader).

Specific Netiquette for Various Communication Tools

Email Netiquette
- Always use your Rivier email account for official or course-related business.
- Always provide the purpose of the email in the subject line.
- Use an appropriate salutation or greeting to begin an email. "Hey, Dude!" may be an appropriate greeting for a friend, but it is not the type of respectful salutation that you should use when emailing a professor. Professors and staff should be addressed with appropriate title: Dr., Professor, Mr./Mrs./Ms., President, Vice President, etc. . Conclude your message with complete identification and contact information at the bottom of the email.

- Be brief. Separate ideas into clear, concise paragraphs with spaces in between; do not write one long paragraph containing diverse points and information.
- Do not address several issues in one email; limit emails to one, two, or three related points on the topic in your subject line.
- Use distribution lists sparingly, preferring the Notice Board when there is a mass email to the entire campus community.
- Double check the "To" line in your replies to make sure that the email goes to the right party.
- Avoid "Replying to All" when you do not mean to. When appropriate, use the "Options" icon in Outlook to mark messages as personal, private, or urgent or to request that the message has been received or read.
- When you receive an email, reply within 48 hours, excluding weekends or holidays. Set auto response in "Option" to "Out of Office" if away for an extended time period.

Discussion Board & Forum

When using the Discussion Board for Academic Purposes:

- Pay attention to the discussion question posed by the instructor and answer the question in your posting.
- Respond to other student postings; after all, this is a discussion that is occurring in an on-line format. To engage in the discussion, read other postings and respond to them directly.
- If other students reply to your posting, respond to their questions or comments as you would in a face-to-face conversation, acknowledge the person speaking to you.
- If you don't have anything substantial or constructive to say for your reply, please do not reply.
- Responses like "that's nice" do not keep the discussion going.
- For long responses, attach a document and type a message in the discussion box indicating what is in the attachment.
- Please refer to your instructors' specific instructions for Discussion Board assignments.