

Orientation Assignment for BITC 1340

Objectives: At the completion of this Assignment, the student should be able to:

1. Access and understand the policies and procedures in the class syllabus for BITC1340
2. Obtain ACCeID, ACCmail account and access Blackboard readily
3. Obtain class assignments, complete assignments, contact instructor and post on the discussion board

Welcome

Hello and welcome to Quality Assurance for the Biosciences. My name is Linnea Fletcher, and it is my pleasure to be your instructor for this course. BITC 1340, is a 3 LEH, distance learning class. There are no in-person class meetings all assignments and exams will be completed asynchronously online. Below you will find the syllabus, schedule and orientation assignment. Please note the due dates of assignments – in particular, the orientation assignment the first week of class!

Important Policies & Procedures

In this orientation assignment, you will find the syllabus, which contains the instructions, policies, and procedures to help you succeed in this course. Please read this syllabus carefully and contact me if you have any questions or concerns on any of these policies. **Here are some essential points not to be missed:**

1. To maintain enrollment, you must complete this orientation in the first week of class.
2. Using the internet is mandatory for this course.
3. Your assignments must be your own original work.
4. To achieve full assignment points, you must use proper grammar & spelling.
5. There are required weekly discussion board post and open book quizzes. Do not copy the same answer from the paragraph/eassy into the quiz or you will receive a zero.
 1. Utilize my office hours, online or video chat if you need assistance.
 2. DL courses have regular deadlines for completing assignments and exams throughout the semester.
 3. DL courses require good time management skills and self-motivation.

Orientation Tasks – Week 1

1. Read syllabus, schedule, and orientation assignment
2. Obtain ACCeID, access Blackboard and explore, find assignments
3. Obtain and access ACC email account
4. Obtain ACC photo ID (if needed to gain access to learning lab & library)
5. Complete orientation assignment tasks

BITC1340 Quality Assurance for the Biosciences

Fall 2022

SECTION: BITC 1340 -002 (47097)

SECTION I: COURSE INFORMATION

Section: XXXXX-XXX

Lecture: Room, day, time

Lab: Room, day, time

Instructor: Name, title, department

Office Phone: Adjunct faculty must provide an ACC voice mail

Office Location: You must provide a location you will meet for your office hours

Office Hours: adjunct faculty **must** post 1 office hour per course, full-time faculty is 5 in-person office hours. Include day, time, **and you must include the statement* "or by appointment"*

E-mail: must provide and use your ACC email

Website: If you have one

COURSE DESCRIPTION

Quality assurance principles and applications. Includes quality assurance principles as they apply to biotechnology regulated and non-regulated work environments. In-depth analysis of a broad range of quality systems and regulations including GXP, ISO9000, Lean and Six Sigma as they apply to the biotechnology, biopharmaceutical, bioscience, and biomedical device industries. Skills: G Course Type: W. No Prerequisites.

COURSE-LEVEL OUTCOMES

- Define biotechnology and identify biotechnology products
- Identity the importance of quality systems in bioscience companies
- Investigate comprehensive quality systems in regulated and non-regulated workplaces and understand when regulations apply.
- Describe the structure and function of the FDA and its responsibilities in regulating and monitoring regulated products such as biopharmaceuticals, biologics, & medical devices.
- Discuss the history of regulation in the U.S. and its impact on regulatory affairs today. Identify where regulations come from in the U.S.
- Describe Good Clinical Practices (GCPs) and identify situations where they apply
- Define current Good Manufacturing Practices (cGMP), and when they are applied to manufacturing a biotech product
- Discuss the importance of Good Documentation Practices, including associated regulations and enforcement.

- Describe voluntary quality systems such as ISO9000, Lean, and Six Sigma and identify how they can be used to develop and manufacture quality products.

COURSE RATIONALE

BITC 1340, Quality Assurance for the Biosciences, is an online-only course designed to introduce the student to quality principles and regulatory affairs as they apply to the biotechnology, biopharmaceutical, and biomedical device industries. In support of Austin Community College's Mission Statement to support skills for "life-long learning," this course will challenge students to apply critical thinking skills to their readings, online activities, and online peer discussions. Additionally, the goal of this course is to provide students with skills to research and apply emerging regulatory information into a variety of regulated workplaces. A significant component of this course is online discussions with peers, centering on bioethics as they apply to regulations governing the biosciences industry. Although this course provides a broad regulatory overview spanning drugs, biologics, medical devices, food and other products, students are encouraged to explore more deeply areas that interest them through a creative capstone research project or the Covid project.

INSTRUCTIONAL METHODOLOGY

This is a distance learning, online-only, course. Students must have reliable internet access to retrieve course materials, to communicate with instructor and classmates, and to complete assigned online activities by scheduled due dates. A high-speed Internet connection and a computer with speakers will be necessary to complete assignments. This class is not self-paced, and the student must complete assignments by the due dates listed on the schedule and access Blackboard weekly to stay enrolled in the course.

REQUIRED TEXTS AND MATERIALS

1. Textbooks: eTextBook: Jack O'Grady and Linnea Fletcher. "BITC1340 Quality Assurance & Regulatory Affairs for the Biosciences." 2023. A free electronic copy is provided on Blackboard.
2. Blackboard: Students are required to utilize Blackboard for this course. The unit exercises will be made available through Blackboard only. To access Blackboard, you need an ACCeID.
 - To activate ACCeID: <http://www.austincc.edu/acceid/>
 - To log onto Blackboard: <http://acconline.austincc.edu/>
3. Email: You are required to communicate with your instructors using your ACCmail account only. To obtain your email account: <http://www.austincc.edu/accmail/>
4. Technology: You are required to use a computer with a reliable internet connection, with earphones and speakers to complete your assignments. If you do not have access to this type of computer equipment at home, ACC learning lab is available for your use.
 - Are you ready? Here's a technical skills checklist to find out: <http://dl.austincc.edu/students/TechCheck.php>

SECTION II: GRADING SCHEME AND MISSED EXAM POLICY:

Assignments (500 points):

There are ten open-book online quiz and discussion board posts that reflect each unit readings and activities. Due dates posted on the schedule. Discussion board rubric is posted here.

- A. Quizzes (300 points): Each unit quiz is posted on Blackboard under “Assignments,” inside “Chapter” folders. There are 10, 40 point open book self-graded quizzes with a variety of formats, including multiple choice, true/false, matching, and short answer.
- B. Discussion Board (100 points): Each unit has a discussion board prompt that relates to controversial issues around that unit topic. Students will answer a discussion board prompt/question and will also respond to a peer’s post.
 - 1. The original post should be well-written and address the question asked. Please research your answers, and be thoughtful and intentional in your post.
- C. Paragraph/Essay (100 points) Each unit will have a paragraph or essay worth 10 points. Do not use the same answer even if you see the same question-if you cut and paste answers, you will receive a zero.

Exams (400 points):

- A. The midterm exam is 150 points, is an open book online exam taken on Blackboard. Topics will be from chapters 1-5 in the eBook. The format of this exam will be diverse and may include multiple choice, true/false, matching, short answer, and case studies.
- B. The final exam is 200 points, is an open book online exam taken on Blackboard. Topics will be from all chapters in the eBook. The format of this exam will be diverse and may include multiple choice, true/false, matching, short answer, and case studies.

Final Project (100 points):

There is one capstone project, which has several small assignment due dates throughout the semester. See schedule for due dates. This assignment will encompass all the learning units into one comprehensive creative project applying regulatory concepts learned in this course. You may work in pairs or alone, and the format for this project is open – creativity on this project is encouraged. [Instructions are posted here.](#)

Bonus Points : Fifty bonus points are offered for participation in the Speed Networking Event. Two dates are offered for you to choose from - Oct 6th or Nov 7th and it will be at night at 7pm to 8:30pm.

SUMMARY GRADING SCHEME:

Exams	350 (150 midterm, 200 final)
Unit Exercises	500 (discussion board, quiz, and essay/paragraph)
Final Project	100
<u>Essay</u>	<u>50</u>
Total Points	1000

Divide total points by 10 = Grade %

Grading Scale: 90 100% = A; 80 89% = B; 70 79% = C; 60 69% = D; < 60% = F

Percentage scores will be rounded to the nearest whole number. And if you do Speed Networking you could have a total of 1050!

SECTION III: ACC & CLASS POLICIES

Coursework Expectations. To be successful in this course, you must have a strong commitment to succeed. Although this is a distance learning class, it is not self-paced. Students are expected to complete weekly assigned readings, activities, and quiz assignments by the deadlines on the schedule. Students should expect to spend approximately 8-10 hours weekly, studying each chapter and completing assignments.

Expected Response Times in Communication. EMAIL REPLIES: The majority of faculty-student communication will be via email from 8am-5pm, Monday to Friday, within 24-48 hours of receipt of the email. During the weekends or holidays, the response time may be delayed by the next business day.

DISCUSSION BOARD POSTS: I will reply to at least 4 of your posts personally throughout the semester (2 in the first half, 2 in the second half), in addition to providing private personal feedback through the grade book. Also, I will provide discussion board feedback and personal grade book feedback on both capstone project posts.

Grading Expectations. All graded material will be graded and posted to Blackboard within one week after the material has been submitted. Feedback on the unit quiz and discussion board posts are provided in the grade book. If you request additional feedback, please email to schedule an appointment, or come to zoom office hours.

Netiquette. Since this is an online course, instructor and student communication will be mainly through email. It is expected that all email communication be courteous, polite, respectful, and thoughtful. Remember that email can be a difficult medium to navigate and always err on the side of positivity. Here are some general guidelines. You will be given one growth opportunity before being removed from the course.

1. Be ten-times more polite on email than you intend, and that should make it sound just about right.
2. Use appropriate subject heading in email – always include “BITC1340” in the heading.
1. Use an appropriate level of formality (no texting language; hey, lol, ttyl)
2. Avoid using all capital letters (it will seem like you are shouting)
3. Use humor carefully as it may be misinterpreted.

Attendance/Class Participation. This is a distance learning course with no in-person meetings. However, there are some time-sensitive commitments you must keep to maintain enrollment.

1. Complete the orientation assignment in the first week of class
2. Access Blackboard at least once a week to obtain and complete the assignment.
3. You must participate in the discussion board, collaborative projects with other students in a timely fashion -to receive credit
4. Students not completing three assignments (including discussion board posts) in a row may be dropped from the course. I will email you first to find out why you have not finished assignments before I drop you. Do not assume I will drop you.
6. Weekly Chapter Quizzes. There are 10, weekly quizzes this course. The assigned reading will include one chapter from the course textbook with a variety of online research activities. There is a short quiz pertaining to the assignment, in addition to discussion board participation, which must be completed by the due dates posted on the schedule. No, you do not submit your textbook exercises for grading. ***All assignments must be written in your own words.***

Late Assignment Policy. All assignments are due on the date posted on the schedule. Late assignments are not accepted with an excuse. There is *one* unit makeup to regain partial credit for a missed or late unit quiz. Instructions are on Blackboard. To maintain enrollment, you must not miss 3 assignments in a row.

Midterm Exam & Comprehensive Final Exam. The open-book midterm and final exam will be given online on Blackboard ONLY. There are no retests; once you take an exam, you may not take it again to try for a better grade. Once you start the exam, you may not stop it or save it and continue another time. DO NOT copied information off sites on the Internet and paste it in for answers –this is plagerism and you will fail the test and might be removed from the course. Although this is an open-book exam, there IS a time-limit. Questions will be randomized, answers will be randomized, and you will only be permitted to see one question at a time with no backtracking. The format for these exams is multiple choice, fill in the blanks, short answer, case study and analysis, ordering, and match up. You must write all answers in your own words.

Missed Exam Policy. Makeup Exams and homework are provided for emergencies only. You must contact the instructor within 24 hours past the due date. Upon instructor approval, a new deadline is set and sent to the student by email. To maintain enrollment, you must complete the midterm exam.

Withdrawal Policy: It is the responsibility of each student to ensure their name is removed from the roll should they decide to withdraw from the class. The instructor does, however, reserve the right to drop a student should they feel it is necessary. If a student decides to withdraw, they should also verify that the withdrawal is submitted before the Final Withdrawal Date. The student is also strongly encouraged to retain their copy of the withdrawal form for their records. Students who enroll for the third or subsequent time in a course taken since Fall, 2002, may be charged a higher tuition rate, for that course. State law permits students to withdraw from no more than six courses during their entire undergraduate career at Texas public colleges or universities. With certain exceptions, all course withdrawals automatically count towards this limit. Details regarding this policy can be found in the ACC college catalog.

Withdraw Dates: Are posted on the ACC academic calendar:

<http://www.austincc.edu/calendars/academic-calendar>

Incomplete Award Policy. An instructor might assign a grade of “I” (Incomplete) if a student was unable to complete all of the objectives for the passing grade in a course. An incomplete grade cannot be carried beyond the established date in the following semester. The completion date is determined by the instructor but may not be later than the final deadline for withdrawal in the subsequent semester. Note, incomplete grades are rarely given in this class and will be given entirely at the instructor’s discretion. To get an incomplete grade (“I”) in this course, you must complete the following before the last class meeting:

1. Present a valid and well-documented reason, submitted in writing, for the instructor to give an incomplete grade, which should include the reason that the student has missed the official drop deadline for that semester.
2. Complete midterm exam, 70% unit assignments, and have at least a 70% grade average in the course.
3. Meet with your instructor to discuss what is involved in getting and finishing an incomplete. Incomplete grades must be completed by approximately two weeks before the end of the next semester. If not completed by that time, the incomplete grade becomes a failing grade (F).

4. Sign an Incomplete Grade Form, and give it to the instructor before the last day of class.

An incomplete grade is not awarded for procrastination. An Incomplete grade must be completed by the due date in the academic calendar of the following semester. If not completed by that time, the incomplete becomes a failing grade.

Reinstatement Procedures. Reinstatement procedures will follow those outlined in the current ACC General catalog.

STUDENT TECHNOLOGY SUPPORT

Austin Community College provides free, secure drive-up WiFi to students and employees in the parking lots of all campus locations. WiFi can be accessed seven days a week, 7 am to 11 pm. Additional details are available at [Student Technology Access](#). Students who do not have the necessary technology to complete their ACC courses can request to borrow devices from Student Technology Services. Available devices include iPads, webcams, headsets, calculators, etc. Students must be registered for a credit course, Adult Education, or Continuing Education course to be eligible. For more information, including how to request a device, visit [Student Technology Access](#). Student Technology Services offers phone, live-chat, and email-based technical support for students and can provide support on topics such as password resets, accessing or using Blackboard, access to technology, etc. To view hours of operation and ways to request support, visit [Student Technology Access](#)

Scholastic Dishonesty: A student attending ACC assumes responsibility for conduct compatible with the mission of the college as an educational institution. Students have the responsibility to submit coursework that is the result of their own thought, research, or self-expression. Students must follow all instructions given by faculty or designated college representatives when taking examinations, placement assessments, tests, quizzes, and evaluations. Actions constituting scholastic dishonesty include, but are not limited to, plagiarism, cheating, fabrication, collusion, and falsifying documents. Penalties for scholastic dishonesty will depend upon the nature of the violation and may range from lowering a grade on one assignment to an "F" in the course and expulsion from the college. See the Student Standards of Conduct and Disciplinary Process and other policies at <http://www.austincc.edu/handbook>

YOU MUST WRITE ALL YOUR HOMEWORK AND EXAM ANSWERS IN YOUR OWN WORDS OR RISK BEING DROPPED FROM THE COURSE. PLAGERISM IS NOT TOLERATED

COLLEGE POLICIES

Health & Safety Protocols

Operational areas of ACC campuses and centers are fully open and accessible through all public entrances. The college encourages its staff, faculty, and students to be mindful of the well-being of all individuals on campus. If you feel sick, feverish, or unwell, please do not come to campus.

Some important things to remember:

- If you have not done so, ACC encourages all students, faculty, and staff to get vaccinated. COVID-19 vaccines are now widely available throughout the community. Visit [Vaccines.gov](https://www.vaccines.gov) to find a vaccine location near you.
- Campuses are open to faculty, staff, and students: The college and its departments and offices may invite internal *and* external guests to their events and activities, though access is still restricted for external parties seeking to host activities at ACC. The college's [Appian Health Screening App](#) remains available to everyone who visits campus. This continues to be a good way to check your own health before coming to class or work.
- If you are experiencing COVID-19-related symptoms, please get a COVID-19 test as soon as possible before returning to an ACC facility. Testing is now widely available. To find [testing locations near you, click this link](#).
- If you test positive, please report it on the [ACC self-reporting tool located here](#).
- ACC continues to welcome face masks on campus. Per CDC guidelines, face masks remain a good way to protect yourself from COVID-19.
- The college asks that we all continue to respect the personal space of others. We are encouraging 3 feet of social distancing.
- Please be sure to carry your student, faculty, or staff ID badge at all times while on campus.

Because of the everchanging situation, please go to [ACC's Covid website](#) at for the latest updates and guidance.

Statement on Academic Integrity

Austin Community College values academic integrity in the educational process. Acts of academic dishonesty/misconduct undermine the learning process, present a disadvantage to students who earn credit honestly, and subvert the academic mission of the institution. The potential consequences of fraudulent credentials raise additional concerns for individuals and communities beyond campus who rely on institutions of higher learning to certify students' academic achievements and expect to benefit from the claimed knowledge and skills of their graduates. Students must follow all instructions given by faculty or designated college representatives when taking examinations, placement assessments, tests, quizzes, and evaluations. Actions constituting scholastic dishonesty include, but are not limited to, plagiarism, cheating, fabrication, collusion, falsifying documents, or the inappropriate use of the college's information technology resources. Further information is available at the [Academic Integrity website](#).

Any course specific policies, expectations, or procedures could be included here.

Student Rights & Responsibilities

Students at ACC have the same rights and protections under the Constitution of the United States. These rights include freedom of speech, peaceful assembly, petition and association. As members of the community, students have the right to express their own views, but must also take responsibility for according the same rights to others and not interfere or disrupt the learning environment. Students are entitled to fair treatment, are expected to act consistently with the values of the college, and obey local, state, and federal laws. [Student Rights & Responsibilities](#)

As a student of Austin Community College you are expected to abide by the [Student Standards of Conduct](#).

Senate Bill 212 and Title IX Reporting Requirements

Under Senate Bill 212 (SB 212), the faculty and all College employees are required to report any information concerning incidents of **sexual harassment, sexual assault, dating violence, and stalking** committed by or against an ACC student or employee. Federal Title IX law and College policy also require reporting incidents of **sex- and gender-based discrimination and sexual misconduct**. **This means faculty and non-clinical counseling staff cannot keep confidential information about any such incidents that you share with them.**

If you would like to talk with someone confidentially, please contact the District Clinical Counseling Team who can connect you with a clinical counselor on any ACC campus: (512) 223-2616, or to schedule online, go to the [Counseling website](#).

While students are not required to report, they are encouraged to contact the Compliance Office for resources and options: Charlene Buckley, District Title IX Officer, (512) 223-7964; compliance@austincc.edu.

If a student makes a report to a faculty member, the faculty member will contact the District Title IX Officer for follow-up.

Student Complaints

A defined process applies to complaints about an instructor or other college employee. You are encouraged to discuss concerns and complaints with college personnel and should expect a timely and appropriate response. When possible, students should first address their concerns through informal conferences with those immediately involved; formal due process is available when informal resolution cannot be achieved.

Student complaints may include (but are not limited to) issues regarding classroom instruction, college services and offices on the basis of actual or perceived race, color, national origin, religion, age, gender, gender identity, sexual orientation, political affiliation, or disability.

Further information about the complaints process, including the form used to submit complaints, is available at the [Student Complaint Procedures website](#).

Statement on Privacy

The Family Educational Rights and Privacy Act (FERPA) protects confidentiality of students' educational records. Grades cannot be provided by faculty over the phone, by e-mail, or to a fellow student.

Class grades should be posted in Blackboard, and this could be mentioned here.

Recording Policy

To ensure compliance with the Family Education Rights and Privacy Act (FERPA), student recording of class lectures or other activities is generally prohibited without the explicit written permission of the instructor and notification of other students enrolled in the class section. Exceptions are made for approved accommodations under the Americans with Disabilities Act.

Recording of lectures and other class activities may be made by faculty to facilitate instruction, especially for classes taught remotely through BlackBoard Collaborate or another platform. Participation in such activities implies consent for the student to be recorded during the instructional activity. Such recordings are intended for educational and academic purposes only.

Safety Statement

Health and safety are of paramount importance in classrooms, laboratories, and field activities. Students are expected to learn and comply with ACC environmental, health and safety procedures and agree to follow ACC safety policies. Emergency Procedures posters and Campus Safety Plans are posted in each classroom and should be reviewed at the beginning of each semester. All incidents (injuries/illness/fire/property damage/near miss) should be immediately reported to the course instructor. Additional information about safety procedures and how to sign up to be notified in case of an emergency can be found at the [Emergency Management website](#).

Everyone is expected to conduct themselves professionally with respect and courtesy to all. Anyone who thoughtlessly or intentionally jeopardizes the health or safety of another individual may be immediately dismissed from the day's activity and will be referred to the Dean of Student Services for disciplinary action.

In the event of disruption of normal classroom activities due to an emergency situation or an outbreak of illness, the format for this course may be modified to enable completion of the course. In that event, students will be provided an addendum to the class syllabus that will supersede the original version.

Campus Carry

The Austin Community College District concealed handgun policy ensures compliance with Section 411.2031 of the Texas Government Code (also known as the Campus Carry Law), while maintaining ACC's commitment to provide a safe environment for its students, faculty, staff, and visitors. Beginning August 1, 2017, individuals who are licensed to carry (LTC) may do so on campus premises except in locations and at activities prohibited by state or federal law, or the college's concealed handgun policy.

It is the responsibility of license holders to conceal their handguns at all times. Persons who see a handgun on campus are asked to contact the ACC Police Department by dialing 512-223-1231.

Please refer to the concealed handgun policy online at the [Campus Carry website](#).

Discrimination Prohibited

The College seeks to maintain an educational environment free from any form of discrimination or harassment including but not limited to discrimination or harassment on the basis of race, color, national origin, religion, age, sex, gender, sexual orientation, gender identity, or disability.

Faculty at the College are required to report concerns regarding sexual misconduct (including all forms of sexual harassment and sex and gender-based discrimination) to the Manager of Title IX/Title VI/ADA Compliance. Licensed clinical counselors are available across the District and serve as confidential resources for students.

Additional information about Title VI, Title IX, and ADA compliance can be found in the [ACC Compliance Resource Guide](#).

Use of ACC email

All College e-mail communication to students will be sent solely to the student's ACCmail account, with the expectation that such communications will be read in a timely fashion. ACC will send important information and will notify students of any college-related emergencies using this account. Students should only expect to receive email communication from their instructor using this account. Likewise, students should use their ACCmail account when communicating with instructors and staff. Information about ACC email accounts, including instructions for accessing it, are available at the [ACC Email Q&A website](#).

Use of the Testing Center

The Testing Centers will allow only limited in person testing and testing time will be limited to the standard class time, typically one and one-half hours. Specifically, only the following will be allowed in the Testing Centers:

- Student Accessibility Services (SAS) Testing: All approved SAS testing
- Assessments Tests: Institutionally approved assessment tests (e.g., TSIA or TABE)
- Placement Tests: Placement tests (e.g., ALEKS)

- Make-Up Exams (for students who missed the original test): Make-up testing is available for all lecture courses but will be limited to no more than 25% of students enrolled in each section for each of four tests
- Programs incorporating industry certification exams: Such programs (e.g., Microsoft, Adobe, etc.) may utilize the ACC Business Assessment Center for the industry certification exams (BACT) at HLC or RRC

The instructor should provide additional information about how they will conduct examinations and other assessments here.

STUDENT SUPPORT SERVICES

The success of our students is paramount, and ACC offers a variety of support services to help, as well as providing numerous opportunities for community engagement and personal growth.

Student Support

ACC strives to provide exemplary support to its students and offers a broad variety of opportunities and services. Information on these campus services and resources is available at the [Student Resources website](#). A comprehensive array of student support services is available online at the [Student Support website](#).

Student Accessibility Services

Austin Community College (ACC) is committed to providing a supportive, accessible, and inclusive learning environment for all students. Each campus offers support services for students with documented disabilities. Students with disabilities who need classroom, academic or other accommodations must request them through Student Accessibility Services (SAS).

Students are encouraged to request accommodations prior to the beginning of the semester, otherwise the provision of accommodations may be delayed. Students who have received accommodations from SAS for this course will provide the instructor with the legal document titled "Faculty Notification Letter" (FNL) through the Accessible Information Management (AIM) portal.

Until the instructor receives the FNL, accommodations should not be provided. Once the FNL is received, accommodations must be provided. Accommodations are not retroactive, so it is in the student's best interest to request their accommodations as soon as possible prior to the beginning of the semester.

Please contact SAS@austincc.edu for more information.

Academic Support

ACC offers academic support services on all of its campuses. These services, which include online tutoring, academic coaching, and supplemental instruction, are free to enrolled ACC students. Tutors are available in a variety of subjects ranging from accounting to pharmacology. Students may receive these services on both a drop-in and referral basis.

An online tutor request can be made here: [Online Tutoring Request](#)

Additional tutoring information can be found here: [Online Tutoring](#)

Library Services

ACC Library Services offers both in-person and extensive online services, with research and assignment assistance available in-person during limited hours of service. Although all college services are subject to change, plans include ACC students signing up for study space and use of computers at open libraries, extensive online instruction in classes, online reference assistance 24/7 and reference with ACC faculty librarians. In addition, currently enrolled students, faculty and staff can access Library Services online (also 24/7) via the ACC Library website and by using their ACCeID to access all online materials (ebooks, articles from library databases, and streaming videos). ACC Libraries offer these services in numerous ways such as: "Get Help from a Faculty Librarian: the 24/7 Ask a Librarian chat service," an online form for in-depth research Q and A sessions, one-on-one video appointments, email, and phone (voicemail is monitored regularly).

- [Library Website](#)
- [Library Information & Services during COVID-19](#)
- [Ask a Librarian](#) 24/7 chat and form
- [Library Hours of Operation by Location](#)
- Email: library@austincc.edu

Parent and Family Engagement Services

ACC understands how important parent and family support is to every student's college journey. From parents and siblings to step-parents, grandparents, partners, and loved ones, the Parent and Family Engagement Office at ACC is committed to empowering families to support student success. The office provides a family orientation to ACC, free [workshops](#) explaining the world of higher education (financial aid, student resources, career and transfer services, etc.), a monthly [newsletter](#) full of student success tips, and a website designed to answer family members' frequently asked questions. All students, especially first-generation students, are encouraged to share these resources with their families and invite them to be part of the Riverbat experience. Contact familyengagement@austincc.edu or visit the [Parent & Family Engagement website](#) for more information.

Student Organizations

ACC has over seventy student organizations, offering a variety of cultural, academic, vocational, and social opportunities. They provide a chance to meet with other students who have the same interests, engage in service-learning, participate in intramural sports, gain valuable field experience related to career goals, and much else. Student Life coordinates many of these activities, and additional information is available at the [Student Life website](#).

Personal Support

Resources to support students are available at every campus. To learn more, ask your professor or visit the campus Support Center. All resources and services are free and confidential. Some examples include, among others:

- Food resources including community pantries and bank drives can be found here at the [Central Texas Food Bank website](#).
- Assistance with childcare or utility bills is available at any campus [Support Center](#)
- The [Student Emergency Fund](#) can help with unexpected expenses that may cause you to withdraw from one or more classes
- Help with budgeting for college and family life is available through the [Student Money Management Office](#).
- A full listing of services for student parents is available at the [Child Care website](#).

Mental health counseling services are available throughout the ACC Student Services District to address personal and or mental health concerns at the [Counseling website](#).

If you are struggling with a mental health or personal crisis, call one of the following numbers to connect with resources for help. However, if you are afraid that you might hurt yourself or someone else, call 911 immediately.

Free Crisis Hotline Numbers:

- Austin / Travis County 24-hour Crisis & Suicide hotline: **512-472-HELP (4357)**
- The Williamson County 24-hour Crisis hotline: **1-800-841-1255**
- Bastrop County Family Crisis Center hotline: **1-888-311-7755**
- Hays County 24 Hour Crisis Hotline: **1-877-466-0660**
- National Suicide Prevention Lifeline: **988** or **1-800-273-TALK (8255)**
- Crisis Text Line: **Text “home” to 741741**
- Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline: **1-800-662-HELP (4357)**
- National Alliance on Mental Illness (NAMI) Helpline: **1-800-950-NAMI (6264)**

Some faculty may consider adding a student sign-off page at the end of the syllabus to be removed and handed back to the instructor providing evidence that the student received a copy of the syllabus and had an opportunity to ask questions, but such a page is optional.

SECTION IV. ORIENTATION HOMEWORK ASSIGNMENT

1. Obtain an ACCeID and ACCmail Account: ACCeID: <http://www.austincc.edu/acceid/> , ACCmail: <http://www.austincc.edu/accmail/>

2. Orientation Quiz & Discussion Board: Log onto Blackboard and complete the following:
<https://acconline.austincc.edu/webapps/portal/frameset.jsp>

Under “my courses” click on BITC1340. On the left-hand side, you will see a series of buttons. Click on each to see where they take you!

3. **Post an introduction on the discussion board:** Click on the tab “Discussion Board.” You will see a discussion board set up for each Chapter Assignment. Click on the “Orientation” forum. Make a post to introduce yourself to the class by pressing the “+Thread” button at the top left-hand side of the screen. Include your name with your interest in taking this class.
4. **Take the orientation quiz.** Click on “Assignments” tab, click on the “Orientation to BITC1340” folder and start the “Orientation and Syllabus Quiz.” You may open and save it as you complete it. You MUST remember to press “Submit” at the bottom for it to be graded.