Name: Dr. Mark W. Jordan, Ph.D E-Mail: mjordan@odessa.edu

Phone: 432-335-6549

Office: Wilkerson Hall #220

| Office Hours | |
|-------------------------|---|
| Campus Office Hours: | (TBA) |
| Online Office Hours: | I check email frequently all weekdays and evenings. |

About Your Instructor

I was born and raised in Odessa, and was a student at OC in the early 1970s; I've taught here since 1987, the year my older daughter was born. I earned an Associate's Degree at OC, 1974; a BA in American Studies from UT-Austin, 1977; an MA in American Literature from UH-Clear Lake, 1987; and a Ph.D in Composition & Rhetoric from TTU, 1999. My wife is Professor Donna Smith. We have two daughters, both of whom currently live in the Austin area. I spent twelve years as a machinist, six years as the owner/operator of a commercial printing business, have waited tables, run heavy equipment, and worked in the oil field. I enjoy riding my 1982 Harley-Davidson shovelhead when I get the chance, and when I'm not repairing or customizing it.

I admire students who are serious about being students, who work hard to finish what they start, and who communicate with me. I try to do the same.

Preferred Method of Communication:

I strongly prefer email communication when face-to-face talk is not possible. I do return calls to my office phone, but I find that in most cases, email works better, particularly for evening or weekend communication. I

check email frequently during the day, and I will respond to your messages, usually that very same day, frequently within the hour.

Expectations for Engagement for Instructor:

As an instructor, I understand the importance of clear, timely communication with my students. In order to maintain sufficient communication, I will

- o provide my contact information at the beginning of the syllabus;
- respond to all messages within 24 hours if received Monday through Thursday, and within 48 hours if received Friday through Sunday; and,
- o notify students of any extended times that I will be unavailable and provide them with alternative contact information (for me or for my supervisor) in case of during the time I am unavailable.

As an instructor, I understand that my students will work to the best of their abilities to fulfill the course requirements. In order to help them in this area, I will

- o provide clear information about grading policies and assignment requirements in the course syllabus, and
- o communicate any changes to assignments and/or to the course calendar to students as quickly as possible.

As an instructor, I understand that I need to provide regular, timely feedback to students about their performance in the course. To keep students informed about their progress, I will

- o post grades for discussion postings within one week of the discussion thread closing.
- o provide grades for major assignments within 2 weeks of the due

date or at least 3 days before the next major assignment is due, whichever comes first.

Textbook Information and Required Hardware/Software



Textbook(s):

REQUIRED: Strategies for Technical Communication in the Workplace, edited by Gurak and Lannon. Second edition. Published by Longman, 2013.

Hardware:

This is a face-to-face course. However, all major out-of-class papers must be typed. Students who do not own a computer may use units in the LRC.

Software:

Students must have access to fully capable word processing software in order to not only type but format papers in more sophisticated ways. Wordpad (standard on most computers) is probably <u>not</u> adequate. Also, Internet connectivity is very useful for email communication, though not mandatory.

Websites:

This Blackboard shell may be used for some course announcements etc. I also have a 2311 website, not a part of Blackboard, which we may use to some extent, though it dates back to when this course was offered some years ago. In some parts of the course, students may also be asked to visit other websites.

↓ Information About the Course

Course Description

Intensive study of and practice in professional settings. Focus on the types of documents necessary to make decisions and take action on the job, such as proposals, reports, instructions, policies and procedures, e-mail messages, letters, and descriptions of products and services. Practice individual and collaborative processes involved in the creation of ethical and efficient documents.

Course Prerequisites:

Students must have taken and passed ENGL 1301. ENGL 1301 may not be taken at the same time as this course.

Course Topics:

This is an all-but-new course offering, taught for the first time this semester in its present fashion, and will evolve as the course progresses. In general, however, emphasis will be placed on general formatting of workplace documents (e.g., use of white space, headings, graphic elements, etc.); on the writing and formatting of specific, typical workplace documents (e.g., formal emails, letters, descriptions of products and services, instructions, reports, proposals, etc.); and lastly, on working collaboratively and productively with others, as is almost universally commonplace in business and industry. Course modules and their respective assignments will be announced in class.

Grading

> =

| Type of Assignment | Percentage/Points | Learning Objective |
|--------------------|-------------------|-----------------------|
|--------------------|-------------------|-----------------------|

| Procedure Document (Instructions) | 10% of course grade | #1, #2, #5, #6, #7 |
|--|---------------------|---------------------------------------|
| Process Analysis Document | 15% of course grade | #1, #2, #5, #6, #7 |
| Mechanism Description | 15% of course grade | , , , , , , , , , , , , , , , , , , , |
| Analytical Report or Proposal | 20% of course grade | #1, #2, #3, #4, #5, #6, #7 |
| Participation (brief correspondence, daily work) | 20% of course grade | #1, #2, #3, #5, #6, #7 |
| Final Exam | 20% of course grade | #1, #2, #3, #5, #6, #7 |
| 100% | | TOTAL |

Grading Scale:

"A" = 90-100

"B" = 80-89

"C" = 70-79

"D" = 60-69

"F" = 0-59

Grading Policy:

Serious effort and active participation are expected and not to be negotiated, though I will try to work with students who encounter legitimate conflicts. As a general policy, participation grades will be taken in class. Any written assignments or tests will be graded outside of class. You can expect feedback on assignments within a week's time.

Student Course Participation



As a student, I understand that I am responsible for keeping up with the course. To help with this, I will

- o identify alternative computer and internet access in case my primary computer crashes or my internet service is unavailable;
- o recognize that the college provides free wi-fi and computer labs during regular campus hours to help me with accessing my course; and,
- o understand that my instructor does not have to accept my technical issues as a legitimate reason for late or missing work if my equipment or service is unreliable.

As a student, I understand that it is my responsibility to communicate quickly with the instructor any issue or emergency that will impact my involvement with or performance in the class. This includes, but is not limited to

- o getting "kicked off" of the system during tests or quizzes;
- having trouble submitting assignments; and
- o dealing with a traumatic personal event.

As a student, I understand that it is my responsibility to understand course material and requirements and to keep up with the course calendar. While my instructor is available for help and clarification, I will

- seek out help from my instructor and/or from tutors;
- o ask questions if I don't understand; and
- access my course several times during the week to keep up with assignments and announcements.
 - **‡ Course Policies**



Disclaimer

This syllabus is tentative and subject to change in any part at the discretion of the instructor. Any changes will be in accordance with Odessa College policies. Students will be notified of changes, if any, in timely manner.

Original Effort

The work submitted for this course must be original work prepared by the student enrolled in this course. *Penalties for plagiarism will vary according to the severity of the offense, but may extend to an F for the course in cases of flagrant, intentional plagiarism.*

Digital Protocol

Cell phones must be placed on either *vibrate* or *silent* mode and are not to be abused. Abuse includes (a) disruption of class; (b) distraction of the person using the phone; (c) breach of security during tests or quizzes. Phones should only be rarely used for non-course related matters, not routinely (this includes texting), and under no circumstances may a call be taken during class; emergency calls may be taken in the hallway. Phones must be put away entirely during tests. The use of laptops or any other digital device is permitted in order to facilitate note-taking relative to instruction. Back-up and/or additional copies of all assignments submitted is encouraged. Computers/printers are available to OC students in the LRC (301-303); therefore, not having access to a computer due to technical issues (crash; corrupted files) will not be considered as an acceptable reason for not completing assignments.

Attendance Policy

Students are expected to attend class regularly; attendance will be recorded daily. Absences will affect a student's participation grade, and are never an excuse for coming unprepared to the next class. You should contact me or a classmate to learn what was missed and what may have been assigned. Any assignment done during class time (example: pop reading quizzes) cannot be made up, and absent students earn zeroes on such grades. Extreme late arrival, leaving early without permission, or extended and/or frequent comings and goings may count as absences. Lastly, chronic class disruption may result in a student being dropped from my course. This is a last resort and would occur only after repeated warnings, the last warning being delivered in writing.

Grade Inquiry Policy

It is the responsibility of the individual taking this course to maintain accurate track of assignment submissions and grades. There will be opportunities during the semester to meet with the instructor to discuss your academic progress. Contact the instructor to schedule an appointment. Class time will not be used for grade inquiries. All decisions by the instructor regarding grades are final.

Late Work/Missed Work

- As noted under Attendance, daily work which depends on timeliness to be effective (such as a pop reading quiz), but missed due to absence, earns a zero. I drop the lowest daily grade, and in most semesters will offer one extra credit opportunity to replace a low daily grade.
- 2. **Absence does not extend due dates!** My policy is that assignments may be turned in <u>one calendar day (not one class day) late with no penalty;</u> after one day, there is a <u>ten point late penalty</u>.
- Medical and/or family circumstances that warrant an extension on assignments need to be presented to the instructor.
 Extensions will be allowed at the instructor's discretion only.
- 4. Major tests missed must be taken within one week in the Testing Center, after which the grade becomes a zero. The penalty for taking the test later than the day given is ten points. Major essays/papers may still be submitted after one week, but will normally receive no higher than an F (or lower, if incomplete).
- 5. Most daily work which is assigned to be completed outside of class (as opposed to reading quizzes, etc.) will not be accepted after one week and in any case is subject to the ten-point late penalty after one extra day.
- 6. Any student missing the final exam normally receives a zero for the exam grade. Because of the weight of that grade, this usually causes the student to fail the entire course.
- 7. No work of any sort is accepted after the end of the semester, except in the case of formal Incompletes.

Incomplete Policy

An 'Incomplete' grade may be given only if:

- 8. The student has passed all completed work
- 9. If he/she has completed a minimum of 75% of the required coursework. A grade of an "I" will only be assigned when the conditions for completions have been discussed and agreed upon by the instructor and the student.

‡ Course Schedule



(Tentative and Subject to Change)

| Time Frame | Unit/Module | Description | Related Major |
|----------------|----------------|--------------------------------|--------------------|
| | Name | | Assignments |
| Approximately | Procedural | Unit One first | The major |
| the first four | Document | introduces various document | assignment |
| weeks of the | (Instructions) | formating concepts, | capping Unit One |
| course | | particularly the use of | is the final draft |
| | | headings and subheadings, | of the procedural |
| | | white space, etc. Then these | document, |
| | | concepts are applied to a | counting 10% of |
| | | procedural document (a set of | the course. |
| | | instructions). There will also | |
| | | be shorter correspondence | |
| | | such as email, progress | |
| | | reports, or formal letters, as | |
| | | suited to the unit. | |
| Approximately | Process | Unit Two continues to study | This unit |
| weeks five | Analysis | various formatting | is capped by the |
| through seven | Document | concepts, and reinforces those | final draft of the |
| | | concepts with the construction | process analysis |
| | | of a process analysis | document, |
| | | documentsimilar to a | counting 15% of |

| | | I | ı |
|---------------|-------------|-----------------------------------|--------------------|
| | | procedural document, except | the course. |
| | | that the reader needs to know | |
| | | the process, but will not | |
| | | actually take part in it. There | |
| | | will also be daily assignments | |
| | | and brief correspondence. | |
| Approximately | Mechanism | Unit Three introduces the use | Unit Three is |
| weeks eight | Description | of graphic elements such as | capped by the |
| through ten | | diagrams, tables, or charts. | final draft of the |
| | | This new element is | mechanism |
| | | incorporated into a document | description |
| | | which describes some | document, also |
| | | mechanism. Again, there is | counting 15% of |
| | | some daily work and brief | the course. |
| | | correspondence due. | |
| Approximately | Analytical | Unit Four asks each student to | The last unit is |
| weeks eleven | Report or | choose from one or two | capped by a |
| through the | Formal | common topics, then | major formal |
| end of the | Proposal | collaborate to produce | research paper, |
| course | | a stockpile of research. Each | worth 20% of the |
| | | student then draws from the | course, |
| | | pool of research to produce a | accompanied |
| | | major document such as an | by ancillary |
| | | analytical report or formal | documents. |
| | | proposal. These documents | |
| | | are to be done individually on | |
| | | specific, distinct aspects of the | |
| | | shared common topic. Grades | |
| | | reflect, in part, the degree of | |
| | | participation in the research | |

| | process. | |
|--|----------|--|
| | | |

Institutional Core Objectives (ICOs)



Description of Institutional Core Objectives (ICO's)

Given the rapid evolution of necessary knowledge and skills and the need to take into account global, national, state, and local cultures, the core curriculum must ensure that students will develop the essential knowledge and skills they need to be successful in college, in a career, in their communities, and in life. Therefore, with the assistance of the Undergraduate Education Advisory Committee, the Coordinating Board has approved guidelines for a core curriculum for all undergraduate students in Texas.

Through the application and assessment of objectives within the institution's core curriculum, students will gain a foundation of knowledge of human cultures and the physical and natural world; develop principles of personal and social responsibility for living in a diverse world; and advance intellectual and practical skills that are essential for all learning. Appropriate Odessa College faculty periodically evaluates all of the courses listed in the descriptions on the following pages of this catalog and keys them to Odessa College's Institutional Core Objectives (ICOs), as defined by the Texas Higher Education Coordinating Board (THECB). (Source: *Odessa College Catalog of Courses 2012-2013, page 73*)

Odessa College's Institutional Core Objectives (ICOs):

- 0. *Critical Thinking Skills* to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
- Communication Skills to include effective development, interpretation and expression of ideas through written, oral and visual communication
- 2. Empirical and Quantitative Skills to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
- Teamwork to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal

- 4. *Personal Responsibility* to include the ability to connect choices, actions and consequences to ethical decision-making
- 5. Social Responsibility to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

Course Objectives (Learning Outcomes)



In this course, the student will

- 0. Recognize, analyze, and accommodate diverse audiences;
- 1. Produce documents appropriate to audience, purpose, and genre;
- 2. Analyze the ethical responsibilities involved in technical communication;
- 3. Locate, evaluate, and incorporate pertinent information;
- 4. Develop verbal, visual, and multi-media materials as necessary, in individual and/or collaborative projects, as appropriate;
- 5. Edit for appropriate style, including attention to word choice, sentence structure, punctuation, and spelling; and
- 6. Design and test documents for easy reading and navigation.

Learning Outcomes



| Outcome | ICO |
|--|--|
| Satisfied by Course Objectives #s 1, 3, 4, 7 | Critical Thinking Skills - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information |
| Satisfied by Course Objectives #s 1, 2, 4, 5, 6, 7 | Communication Skills- to include effective development, interpretation and expression of ideas through written, oral and visual communication |
| Not applicable to this course | Empirical and Quantitative Skills - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions |
| Satisfied by Course Objectives #s 5, 7 | Teamwork - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal |
| Satisfied by Course Objective #3 | Personal Responsibility - to include the ability to connect choices, actions and consequences to ethical decision-making |

| this course | Social Responsibility - to include intercultural competence, knowledge of civic responsibility, |
|-------------|---|
| | and the ability to engage effectively in regional, national, and global communities |

Odessa College Policies



Academic Policies

Note that the OC Student Handbook states (page 32) that "[i]n cases of academic dishonesty, the instructor has the authority to impose appropriate scholastic penalties. Complaints or appeals of disciplinary sanctions may be filed in accordance with the college due process procedure. Copies of the college due process procedure are available in the office of The Director of Student Life (CC104)."

For more information on your rights and responsibilities as a student at Odessa College, please refer to the following: *The 411 of OC: Student Handbook 2012-2013; Student Rights & Responsibilities http://www.odessa.edu/dept/studenthandbook/handbook.pdf*

Scholastic Dishonesty

Scholastic dishonesty shall constitute a violation of these rules and regulations and is punishable as prescribed by board policies. Scholastic dishonesty shall include, but not be limited to, cheating on a test, plagiarism and collusion.

"Cheating on a test" shall include:

- Copying from another student's test paper
- Using test materials not authorized by the person administering the test.
- Collaborating with or seeking aid from another student during a test without permission from the test administrator.
- Knowingly using, buying, selling, stealing or soliciting, in whole or in part, the contents of an unadministered test.
- The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test.
- Substituting for another student, or permitting another student to substitute for one's self, to take a test.

- Bribing another person to obtain an unadministered test or information about an unadministered test.
- "Plagiarism" shall be defined as the appropriating, buying, receiving as a gift, or obtaining by any means another's work and the unacknowledged submission or incorporation of it in one's own written work.
- "Collusion" shall be defined as the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. (Source: Odessa College Student Handbook 2012-2013, page 29-30)

Special Populations/Disability Services/Learning Assistance

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Odessa College affirms that it will provide access to programs, services and activities to qualified individuals with known disabilities as required by Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (ADA), unless doing so poses an undue hardship or fundamentally alters the nature of the program or activity Disabilities may include hearing, mobility or visual impairments as well as hidden disabilities such as chronic medical conditions (arthritis, cancer, diabetes, heart disease, kidney disorders, lupus, seizure disorders, etc.), learning disabilities or psychiatric or emotional disabilities. A student who comes to Odessa College with diagnosed disabilities which may interfere with learning may receive accommodations when the student requests them and submits proper documentation of the diagnosis. A Request for Accommodations form and guidelines for beginning the request process are available in the OC Help Center or on the Odessa College web site at http://www.odessa.edu/dept/counseling/disabilities/index.htm. The college strives to provide a complete and appropriate range of services for students with disabilities such as assistance with testing, registration, information on adaptive and assistive equipment, tutoring, assistance with access and accommodations for the classroom where appropriate. For information regarding services, students with disabilities should contact the Office of Disability Services in the OC Help Center located in Room 204 of the Student Union Building or call 432-335-6433. (Source: Odessa College Catalog of Courses 2012-2013, page 52)

Dropping a Course or Withdrawing from College

Students wishing to drop a non-developmental course may do so online using WebAdvisor, at the Wrangler Express, or Registrar's Office. A student wishing to drop a developmental course or withdraw from college should obtain a drop or withdrawal form from the Wrangler Express or the Registrar's Office. Students are encouraged to consult with instructors prior to dropping a class. Students may not completely withdraw from the college by use of the Web. Students must drop a class or withdraw from college before the official withdrawal date stated in the class schedule. Students who are part of the Armed Forces Reserves may withdraw with a full refund if the withdrawal is due to their being ordered into active duty. A copy of the student's orders must be presented to the Registrar's Office at the time of the withdrawal. For details, please contact the Office of the Registrar. **No** longer attending class does not automatically constitute withdrawal from that class, nor does a student's notification to an instructor that the student wishes to be dropped. Failure of a student to complete the drop/withdrawal process will result in a grade of "F." (Source: Odessa College Catalog of Courses 2012-2013, page 36)

Student Support Services and Technical Support



Blackboard Support

I can't log into my Blackboard Course, who do I contact? Contact the Student Success Center: 432-335-6673 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm. The SSC can provide you with your Blackboard login name. If you are not sure what your password is, they can reset your password.

I'm having a problem in my Blackboard Course, who do I contact? For any problem that you have in your online course, always contact your Instructor first. Refer to the Instructor's Contact Information area of the Syllabus for their preferred method of contact and the expected response time.

Additional Blackboard Help Resources:

| Service | Assistance Provided | Available |
|---|---|-----------------------|
| Blackboard Help for Students | Website with a searchable list of topics on how to navigate and use Blackboard for online courses. | Online Click here. |
| Blackboard On Demand Learning Center for Students | This website provides an extensive list of short tutorial videos for student activities performed in Blackboard. | Online Click here. |
| Blackboard Collaborate: First Time Users | If you have never used Blackboard Collaborate before, this website provides a system requirements check, configuration instructions, and training and resources area. | Online Click here. |
| Blackboard Collaborate: Essentials for Participants | This website provides essential information for Participants | Online Click here. |

| of Collaborate sessions. Any Collaborate user, whether first-time or experienced, would benefit from reviewing the information |
|--|
| here. |

Student E-mail Support

How do I set up, access, or update my Odessa College Student E-mail account?

Go to this website and follow the directions on the page: http://www.odessa.edu/gmail/.

I can't access my student email! I forgot my password!

Contact the Student Success Center: 432-335-6673 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm. They can provide you with assistance in accessing your student email (created by OC) and can also assist with resetting your student email password. Make sure to have your student ID number available!

Your Blackboard login name is associated with your OC created student email account. All Correspondence for this course will be submitted using your Odessa College student email address.

Support for Students with Disabilities

How do I contact the Office of Special Populations?

| Main Number | 432-335-6861 |
|--------------------|--|
| Campus Location | SUB 204N in the Student Union Building |
| Email | Becky Rivera-Weiss - brivera@odessa.edu |
| Website | To find out more about services provided by the Special Populations office, please visit: http://www.odessa.edu/dept/counseling/disabilities/index.htm |

Learning Resources Center (LRC; Library)

How do I contact the Learning Resource Center?

| Main Number | 432-335-6640 | |
|---|--|--|
| FAQ Service | LibAnswers: http://libanswers.odessa.edu | |
| Contact a Specific OC Librarian | Pat Quintero at 432/335-6350 or pquintero@odessa.edu Donna Clark at 432/335-6645 or dclark@odessa.edu Carolyn Petersen at 432/335-6641 or cpetersen@odessa.edu | |
| LRC Services and Guidelines Website | https://www.odessa.edu/dept/library/services/index.htm | |

Equipment and Services Provided:

The Murry H. Fly Learning Resources Center (LRC) supports the college's curriculum resulting in a primary emphasis on each student's individual study and research needs. The faculty and staff work with the LRC's Technical Services and Public Services Departments in choosing materials to support all college programs. More than 59,000 books, 50,000 electronic books, 350 current periodicals, 6,700 media holdings, eight newspapers, and 60 databases are available to enhance the educational process.

| Equipment/Services Available | Used For | Available |
|---|------------------------------|----------------------|
| Books, videos, CDs | Research | On Campus and Online |
| Specialized databases not available online for free | Research | On Campus and Online |
| Magazines, newspapers, & scholarly journals | Research | On Campus and Online |
| Computers | Research & word processing | On Campus |
| Selected textbooks for short-term use | Course work | On Campus |
| Trained staff | Answer "where do I find?" | On Campus and Online |
| Tutorials | Tips for research strategies | On Campus and Online |
| Photocopiers, VHS/DVD players, FAX service | For course work | On Campus |
| Quiet study areas | For course work | On Campus |

Student Success Center (SSC) / AVID Center

How do I contact the Student Success Center?

Appointments are preferred, but walk-ins will be served as soon as possible.

| Main Number | 432-335-6673 |
|--|---|
| Campus Location | 1st floor of the Library |
| Website with Additional Help and Information | http://www.odessa.edu/dept/ssc/ |
| Live Online Assistance / Chat | Click Here (If no one is currently available, please put your email and question(s) in the appropriate areas of the form and hit 'send.' Your question(s) will be addressed as soon as an SSC staff |

Equipment and Services Provided:

The purpose of the Odessa College Student Success Center is to provide assistance to students in meeting their academic and career goals. The SSC strives to continually provide new and updated resources that will empower all Odessa College students to succeed at OC and beyond.

| Equipment/Services Available | Used For | Available |
|--|--|---|
| Tutoring by CRLA & Avid trained tutors | Understanding course work and motivation | On Campus and Online Click here for more information. |
| Student Information Seminars (SIS) | Demo email, Blackboard and SSC resources | On Campus and Online Click here for more information. |
| Study Skills | Tools needed to succeed | On Campus and Online Click here for more information. |
| Basic Technology | To navigate classes, email, etc. | On Campus and Online |
| Plato Web | Practice for TEAS test and basic math, science, etc. | On Campus and Online Click here for more information. |
| Project T.I.E. | Practice for GED/COMPASS | On Campus and Online Click here for more information. |
| Student Orientation/Tour | Show individual students where their classes will be. SIS presentation | On Campus |
| M.O.R.E. Mentoring Program | Networking, tips to navigate college life successfully | On Campus Click here for more information. |
| Smart thinking | Online tutoring service. Connect | Online |

| with an e-structor and interact with a | Click here for |
|--|-------------------|
| live tutor. | more information. |

Veterans Support

How do I contact the office for Veteran's Outreach?

| Main Number | 432-335-6833 |
|--------------------|---|
| Campus Location | 204M (Help Center) in the Student Union Building |
| Email | Gloria Rangel - grangel@odessa.edu |
| Website | To find out more about services provided by the Veteran's Outreach office, please visit: http://www.odessa.edu/dept/counseling/veterans/index.htm |