

VNSG 1227

Essentials of Medication Administration

Fall 2015

Faculty Information

Name: Allisa Cornelius RN, BSN
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Office: 432-335-6393

Office Hours	
Campus Office Hours:	Monday: 0800-1200
	Tuesday: 0800-1200
	Wednesday: 1500-1700
	Thursday: 1500-1700
	Friday: 0800-1300
Online Office Hours:	8:00 -5:00 M-F

About Your Instructor

My name is Allisa Cornelius. I have been a nurse since May of 2010. I graduated from Hardin-Simmons University Patty Hanks Shelton School of Nursing in Abilene with my BSN. I am married to an amazing Godly man, and we have 3 beautiful babies together. I have an 8 year old daughter (Addison), a 4 year old son (Caegon), and a 1 year old son (Creed).

I have experience in several different areas of nursing. I have medical surgical experience, surgical experience, Mother baby experience, Trauma experience and rural hospital experience. It is safe to say that I LOVE nursing. I love everything it is and can be. I love taking something that is broken (patient who is

ill) and seeing the treatment work and essentially cure what was broken. The fact that I had a hand in making this person's life better in every sense of the word is the most rewarding thing about being a nurse. I take pride in the fact that I get to say "I am a nurse". Even more now that I can say I am a nursing instructor. So I am in part responsible for your future ability to have an impact on someone's living or dying. That is truly amazing! I am so excited to be a part of your nursing journey! I hope that through this year I can help to fill your mind with nursing knowledge and also fill your heart with Compassion, Respect, Wisdom, and the ability to honor our profession with a true passion for everything that nursing is. So please come to me anytime! I want to know what you are enjoying about nursing school and what you are struggling with. Let's get this journey started!!

Preferred Method of Communication:

E-mail or call using the address or phone number given above. You also set up an appointment to meet during office hours given above.

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

- 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,
- 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

- provide clear information about grading policies and assignment requirements in the course syllabus, and
- 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

- post grades for discussion postings within one week of the discussion thread closing.

- 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):

Mulholland, J. (2011). The nurse, the math, the meds: drugs calculations using dimensional analysis. St. Louis, MO: Elsevier Publishing.

Hardware:

Computer and printer access

Ear phones or ear buds (bring to class please)

USB is helpful

Software:

Interactive: Evolve Student Resources for Mulholland: The Nurse, The Math, The Meds: Drug Calculations Using Dimensional Analysis, 2nd Edition.

Adobe Reader (for viewing PDF articles in the course)

Computer Browsers:

Mac Users should use FireFox

PC Users should use any browser except IE 10

Websites:

You will access course materials for this course by logging into Blackboard at <https://blackboard.odessa.edu/webapps/login/>.

Students, if you have problems login into Blackboard, please contact the Student Success Center at 335-6673 for assistance.

Institute for Safe Medication Practices: <http://www.ismp.org>

ATI Testing

Information About the Course

Course Description

General principles of medication administration including determination of dosage, preparation, safe administration and documentation of multiple forms of drugs. Instruction includes various systems of measurement. The student will

- demonstrate accurate dosage calculation; discuss the principles of medication
- administration safety; and identify the elements of accurate documentation of
- medication administration. Math proficiency is determined by examination.

Course Prerequisites:

Program Acceptance

Course Co-requisites:

VNSG 1160, VNSG 1400, VNSG 1402, VNSG 1405

Course Topics:

<i>Course Outline</i>	
<u>Unit 1</u>	<u>Essential Math Review for Medication Calculations</u> <ul style="list-style-type: none">• Chapter 1 - Essential Math Review• Chapter 2 - Dimensional Analysis Calculations
<u>Unit 2</u>	<u>Modern Metric System and Medication Calculations</u> <ul style="list-style-type: none">• Chapter 3-Measurement Units and Conversions for Medications• Chapter 4-Patient Records, Medication Orders, and Labels
<u>Unit 3</u>	<u>Reconstituted Medications</u> <ul style="list-style-type: none">• Chapter 5: Oral Medications• Chapter 6: Syringes for Injection

<u>Unit 4</u>	<p><u>Reconstituting Medications/ Parenteral Medication Calculations</u></p> <ul style="list-style-type: none"> Chapter 7: Reconstitution of Medications Chapter 8: Injectable Medications
<u>Unit 5</u>	<p><u>Parenteral Medication Calculations</u></p> <ul style="list-style-type: none"> Chapter 9: Basic Intravenous Calculations Chapter 10: Advanced Intravenous Calculations
<u>Unit 6</u>	<p><u>Common High Alert Medications</u></p> <ul style="list-style-type: none"> Chapter 11: Antidiabetic Medications Chapter 12: Anticoagulant Medications
<u>Finals Week</u>	<p><u>Review for Final Exam</u></p>

Grading

Type of Assignment	Percentage/Points	Learning Objectives
Assignment/ Daily Grades	5 %	1, 2, 3
Unit Exams	65 %	1, 2, 3
Final Comprehensive	30 %	1, 2, 3
		TOTAL 100%

Grading Policy:

Class/Theory Grading Policy:

Students will receive a numerical grade. A grade of 75% or greater is required to pass. Each theory course requires that students also reach an average of 75% on unit exams (50%) and the final (50%) in order to pass the course, this is a threshold and no other grades will be utilized until this threshold is met. Example: Student has a class average of 78 but the unit exams and the final exam average is 74, this student does not pass the course and must repeat. Theory grades are assigned according to the following scale:

90-100	A
80-89	B
75-79	C
60-74.99	D
Below 60	F

Grades will be calculated at the end of the semester for each theory class according to the formula listed above. There will be NO rounding of grades in the Vocational Nursing Program. A grade of 74.99 (or lower) is a failing grade.

In the event of an absence, quizzes and daily work cannot be made up. They will receive a zero for those assignments. If the student is absent on the day of the exam, they will be required to make that exam up on the first day of returning to class, and at a time that the instructor assigns. An automatic 10 points will be deducted from any exam that is not taken on the original assigned date.

If the instructor assigns a take home exam, the exam must be completed by ALL students in the time frame given by the instructor, this applies to students who are absent on the day of the take home exam. If the student does not complete the exam within the allotted time frame, a zero will be given for the exam. Any exceptions must be made and agreed upon in writing with the instructor of the VNSG class before the exam time begins.

NO late work is accepted in the Vocational Nursing Program. If there is an extenuating circumstance, the course instructor will make the exception on an individual basis.

Medication Math Competency

Calculating correct dosages, IV rates, and other medications is essential to safe practice in nursing. Since math medication errors greatly endanger patients, the faculty has determined that each student must demonstrate proficiency in medication calculation competency prior to graduation. The ability to accurately calculate medication dosages will be measured in the following ways:

1. Dosages will be accurately calculated in the skills laboratory and clinical setting.
2. Medication calculation questions are included on exams in nursing courses at the instructor's discretion

General Instructions:

1. Students must show calculations. Scratch paper will be furnished and must be submitted with the completed test.
2. If re-testing is necessary, the student is responsible for making arrangements with the Instructor and for remediation.
3. Testing deadlines will be enforced.

Competency Testing in First Semester

First semester students will be tested in VNSG 1227 Essentials of Medication Administration. The exam will contain 25 calculations questions from the following categories:

1. Currently used conversions between and within systems.
2. Calculations of medication doses administered IM, SC
3. Calculations of medication dosages administered PO in liquids, tablets or capsules.

The first semester student must achieve a minimum passing grade of 85% (25 questions X 4 points each = 100%). The exam will be administered during week 7 of the course. Students not passing the first exam will take a second exam within one week of the first exam and after completing documented remediation approved by the course instructor. If unsuccessful on the second attempt, the student will take a third exam within one week of the second exam, and after completing documented remediation is approved by the course instructor. If not successful on the third attempt the student will be dismissed from the program. The student will be eligible for readmission the next year pursuant to the readmission policies.

Competency Testing in Second Semester

Students in the second semester will be administered a medication math competency during VSNG 1334 Pediatrics. The exam will contain 25 calculation questions from the following categories:

1. Currently used conversions between and within systems
2. Calculations of medication doses administered IM, SC or IV, IVP and IVPB

3. Calculations of medication doses administered PO in liquids, tablets, or capsules.
4. Combination problems such as calculating weight and dosage in pediatric patients.
5. Calculation of IV flow rates/administration rates by gravity flow and by infusion pumps.

The second semester student must achieve a minimum passing grade of 90% (25 questions X 4 points each =100%). Students not passing the first exam will take a second exam within one week of the first exam and after completing documented remediation approved by the course instructor. If unsuccessful on the second attempt, the student will take a third exam within one week of the second exam, and after completing documented remediation is approved by the course instructor. If not successful on the third attempt the student will be dismissed from the program. The student will be eligible for readmission the next year pursuant to the readmission policies.

Competency Testing in Third Semester:

Third semester students will be tested on math competency during VNSG 1219 Leadership and Professional Development. The exam will be administered during the 7th week of the course semester. Content will include content tested in the first and second semesters.

Student Course Participation

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

- identify alternative computer and internet access in case my primary computer crashes or my internet service is unavailable;
- recognize that the college provides free Wi-Fi and computer labs during regular campus hours to help me with accessing my course; and,
- 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

- getting "kicked off" of the system during tests or quizzes;
- having trouble submitting assignments; and
- 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;
- ask questions if I don't understand; and
- access my course several times during the week to keep up with assignments and announcements.

As a student, I understand that I will have the opportunity to provide feedback on my experience in this course through an end-of-course Student Evaluation of Instruction (SEI).

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 a timely manner.

Original Effort

The work submitted for this course must be original work prepared by the student enrolled in this course. Efforts will be recognized and graded in terms of individual participation and in terms of ability to collaborate with other students in this course.

Digital Protocol

Cell phones must be placed on either *vibrate* or *silent* mode and are to be accessed in emergency cases only. The use of laptops or any other digital device is permitted in order to facilitate note-taking relative to instruction. Any written assignments will be submitted electronically on Blackboard. **The electronic recording of the time on Blackboard will be considered the time of assignment submission. Take necessary steps to ensure that your assignments are submitted on "Blackboard" time.** 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.** If there is a loss of server connection with Odessa College due to maintenance, then an email will be sent to student with pertinent information and status reports. Assignments submitted electronically need to be **WORD documents (doc or docx).**

Please see the Cell Phone Policy within the LVN Handbook for more details

Attendance Policy

Students are expected to attend class regularly.

Students are expected to attend all scheduled theory, laboratory, and clinical classes. Good attendance helps ensure success in nursing school as there is a large volume of materials to cover and the laboratory/clinical experiences provide necessary connection of theory to practice. Attendance and punctuality are also important professional responsibilities.

In the event of illness or family crisis, the instructor should be notified as soon as possible. Absences due to extenuating circumstance will be considered on an individual basis. Awarding of grades and progression are affected by absences in the following manner:

Absence from Clinical: The following will result in an automatic grade of zero for a clinical day and a written violation of the NAH Code of Conduct:

1. Failure to notify the clinical instructor and clinical site of an absence at least 15 minutes in before the clinical day begins.
2. Clinical absences will be made up to meet course objectives. Tardies over 15 minutes from a clinical site will be considered an absence and must be made up.
3. If a student shows up to a clinical without proper paperwork, attire or equipment, the student will be sent home and the clinical will be considered an absence and must be made up.

Missed clinical hours must be hour for hour.

The LVN program will only offer up to 16 make up clinical hours per semester. Any clinical time missed over 16 hours per semester will result in dismissal from the VN program.

Absence from Classroom and Lab: The following will result in an automatic grade of zero for a class/lab day and a written violation of the NAH Code of Conduct:

1. Lecturing instructor should be notified of any absence as soon as there is a conflict and at least before the class begins. If the instructor cannot be reached, a message may be left on the instructor's voicemail or in the Nursing Office. Follow the guidelines set by each instructor.
2. If the student does not call, it will be considered a no call no show and the lab time must be made up hour for hour.

AVID

This course has been identified as a course by Career, Technical, and Workforce Education as one in which teaching and learning strategies adopted by AVID will be implemented. As a student in this course, you will be expected to develop an understanding of the strategies, to model the strategies, to maintain fidelity of implementation, and to examine how these strategies may impact your

effectiveness as a professional in your chosen area of occupation, either through coursework or practicum experiences by the course instructor.

AVID strategies may include, but limited to:

30-Second Expert

10-2

Think Pair Share

Jigsaw

Marking the Text

Cornell Notes

Guiding Questions

Get one-Give one

Costa's Levels

Grade Inquiry Policy

It is the responsibility of the individual taking the 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 inquires. All grades are FINAL.

General Course Requirements

1. Attend class and participate.
2. Contribute and cooperate with civility.
3. **Submit assignments on time. (insert your late work policy). Late work will not be accepted. 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.**

Incomplete Policy

An 'Incomplete' grade may be given only if:

1. The student has passed all completed work

2. 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.
3. An Incomplete form is submitted

Course Schedule

(Tentative and Subject to Change)

DATE	CONTENT	ASSIGNMENTS
Unit 1 Week 1 August 26 th , 27 th Test September 2 nd	Math Review -Chapter 1: Math Review -Chapter 2: Dimensional Analysis Method	Pre-Lecture Material: Math Self-Assessment pg. 2-4 -For weak areas in the self-assessment go thru the chapter and freshen up on that section. Familiarize yourself with the conversion chart -You will be tested over this every week!
Unit 2 Week 2 September 2 nd , 3 rd Test September 9 th	Metric System and Medication Calculations -Chapter 3: Metric Units and Conversions -Chapter 4: Patient Records, Medication Orders, and Medication Labels	Pre-Lecture Material -Ch. 3: Pg 72-78 Complete rapid prac. 3-5 then stop. -Ch. 4: Pg 98-120 Stop at Interpreting medication Orders and Medication Labels
Unit 3 Week 3 September 9 th , 10 th Test September 16 th	Reconstituting Medications -Chapter 5: Oral Medications -Chapter 6: Syringes for Injection	Pre-Lecture Material -Ch 5: pg. 152-156 -CH 6: 202-209 Stop at Examining the Calculated Doses for Correct Syringe Selection
Unit 4 Week 4 September 16 th , 17 th Test September 23 rd	Reconstituting Medications/ Parenteral Medications -Chapter 7: Reconstitution of Medications -Chapter 8: Injectable Medications	Pre-Lecture Material -Ch 7: pg. 230-233 stop at rapid practice 7-1 -Ch 8: pg. 262-266 stop at rapid practice 8-1
Unit 5 Week 5 September 23 rd , 24 th Test September 30 th	Parenteral Medications -Chapter 9: Basic Intravenous Calculations -Chapter 10: Advanced Intravenous Calculations	Pre-Lecture Material - Ch 9: pg. 293-307 stop before rapid prac 307 -Ch 10: pg. 347-349
Unit 6	Common High Alert Medications	Pre-Lecture Material

Week 6 September 30 th , October 1 st Test October 7 th	-Chapter 11: Antidiabetic Medications -Chapter 12: Anticoagulant Medications	-Ch 11: pg 388-397 stop @ rapid prac 11-1 -Ch 12: pg 432-437 stop @ rapid prac 12-2
Week 7 October 7 th , 8 th Final October 14	Review for final	

Course Objectives

Description of Core Objectives (COs)

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 Advisor 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; the 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 High Education Coordinating Board (THECB). (Source: Odessa College Catalog of Courses 2012-2013, page 73)

Odessa College's Core Objectives (COs):

1. Critical Thinking Skills (CT)- to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information.
2. Communication Skills (COM)- to include effective development, interpretation and expression of ideas through written, oral and visual communication.
3. Empirical and Quantitative Skills (EQS)- to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions.
4. Teamwork (TW)- to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal.
5. Social Responsibility (SR)- to include intercultural competence, knowledge of civic responsibility, consequences to ethical decision-making

6. Personal Responsibility (PR)- to include the ability to connect choices, actions and consequences to ethical decision-making

Course Objectives

Course Student Learning Outcomes

Upon completion of this course the student will:

1. Demonstrate accurate dosage calculation.
2. Demonstrate safe medication administration
3. Accurately document safe medication administration.

Learning Outcomes

Student Learning Outcome(s)	Core Objectives (CO's)
SLO 1, 2, 3	<i>Critical Thinking Skills</i> - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
SLO 3	<i>Communication Skills</i> - to include effective development, interpretation and expression of ideas through written, oral and visual communication
SLO 1, 2, 3	<i>Empirical and Quantitative Skills</i> - to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions
	<i>Teamwork</i> - to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal
SLO 1, 2, 3	<i>Personal Responsibility</i> - to include the ability to connect choices, actions and consequences to ethical decision-making
	<i>Social Responsibility</i> - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

Odessa College Policies

Tuition Discounts

The "*First Course is Free*" discount waives standard tuition and fees for the first 3 credit hours taken at Odessa College. The discount applies to high school graduates taking their first class at Odessa College as

well as transfer students taking their first class at Odessa College.

The ***“Academic Progress Discount”*** provides a 10% tuition discount upon completion of 30 credit hours until reaching 45 credit hours. It provides a 20% discount upon completion of 45 credit hours until reaching 60 credit hours. Student must maintain a 2.0 GPA to remain eligible for the discount.

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 of Collaborate sessions. Any Collaborate user, whether first-time or experienced, would benefit from reviewing the information here.	Online Click here.
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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 member becomes available.)

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 with an e-structor and interact with a live tutor.	Online Click here for 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