

### Access Codes/E-Packs

Some courses at Otero Junior College use web based programs or course materials called E-Packs, which are provided by the textbook publisher. In a few cases, you will need an Access Code in order to complete your login to these courses or to access all course information. If your course uses web based programs or an E-Pack, the access code will generally be included with your textbook. You may need to purchase the E-Pack Access Code separately, particularly with a used book. Ask in the Otero Junior College Bookstore about purchasing an Access Code.

### Catalog

You can access the Otero Junior College catalog at the following web link: <http://www.ojc.edu/content/marketing/catalog.pdf>

### Class Attendance

Students should always notify faculty and/or instructors of absences beforehand, if possible. If class work cannot be turned in due to: Serious illnesses or death in the family, arrangements are to be made between the student and the instructor. In case of extended absences, the Student Services Center should be notified.

OJC Hybrid class orientation is scheduled for the first week of class. Check the schedule for time and place. All students in Hybrid classes must log on to class within the first twelve days of any semester or they may be administratively dropped from the course(s).

### FAQs (Frequently Asked Questions)

Please visit the FAQ section of the Otero Junior College website for quick answers to commonly asked questions.

### Student ID

Your student ID number begins with an "S" followed by eight numbers (for example, S12345678). Your Student ID number is **not** the same as your Social Security Number.

You will need this number to be able to access the My OJC campus portal and campus computers. If you forget your Student ID Number, please contact Student Services at 719-384-6831.

### PIN (Personal Identification Number)/Password

You will use the same 6-digit PIN that you created when you printed out your schedule in the My OJC portal. Your original PIN will be your 6 digit birth date. (Example May 18, 1975 would be 051875). The first time you log onto My OJC, you are asked to change your password. The new password will require at least six digits of mixed numbers and letters. This is the password you will use to access the My OJC Portal, your student gateway to transcripts and other information and the learning management system, Desire2Learn.

### Accessing the Portal

You may access the portal prior to the beginning of classes. Once the semester begins, access to Desire2Learn delivered course materials will also occur there. Follow these steps.

1. Go to: <http://www.ojc.edu>

2. Select "My OJC" in the upper right hand corner. Upon clicking, you are taken to the login page. You may get a warning or see a bar pop up under the browser address bar. If you get a security warning box, click "no". If you get a bar, right click it and allow content.

3. Enter your ID and Password as listed below:

ID: (case sensitive) Example: S12345678

Password: Your 6-digit college PIN, or if you have changed it before in the portal, your new pin.

(If you do not know your S# and/or your PIN number please contact the 24/7 help Desk at 1-888-800-9198)

4. Once inside the portal, you will want to click the Student tab.

If you have any trouble accessing your course(s) please contact: [D2Lsupport@ojc.edu](mailto:D2Lsupport@ojc.edu)

### Emails

Your email address is an important avenue of communication between Otero Junior College and you. It is vitally important that you keep Otero Junior College informed of your correct email address. Your instructor/s and Student Services may need to communicate with you through this address. Please set up your student email once inside the Portal. Access is through the student tab. You may also want to include an alternate Email in your personal profile in Desire2Learn

### Spam

Make sure that Otero Junior College emails to you are not filtered out by any anti-SPAM program you are running on non-campus PCs that you will use to communicate with OJC and your instructors. Generally Otero Junior College email will be identified by a person's name listed as firstname.lastname@ojc.edu.

### Student Responsibilities

#### Mutual Respect in Otero Junior College Communications:

A very important aspect of learning is an environment that provides for respectful communication. The Otero Junior College learning community is based on the value of mutually respectful communication. Upon enrolling in courses delivered by Otero Junior College, students assume responsibility for respectful communications with other students and with course instructors, including communications, which do not disrupt the learning environment.

#### Violations of Mutual Respect in Otero Junior College Communications:

Disruptive Communications:

Definition

- Communications which disrupt the respectful learning environment.
- Use of profanity, insulting or harassing remarks in email, discussions, chat or telephone communications.

Consequences

- A student who participates in disruptive communications forfeits the right to further class participation and is subject to removal from the hybrid course for the given term without reimbursement by Otero Junior College.
- A student who is suspended more than once for disruptive communications forfeits the rights to further enrollments in Otero Junior College hybrid courses.

### Desire2Learn Frequently Asked Questions

There is a lot of good information on the following website dealing with D2L issues. Not all the information located in the document works for Otero Junior College but the technical issues will. If you are having a problem with technical issues please visit this site.

[http://www.studentwiki.cconline.org/index.php?title=Main\\_Page](http://www.studentwiki.cconline.org/index.php?title=Main_Page)

### Desire2Learn Policy

1. Log into your course on the first day of class.
2. Read your syllabus and understand what is expected for the course.
3. Communicate with faculty if you encounter any problems.
4. If you are having technical problems with D2L contact the 24/7 help Desk at 1-888-800-9198. They will be happy to help you.
5. Communications in e-mails and discussions should be professional. Any disruptive communications will cause you to be blocked from further ability to use the communication tool and/or dropped from the course.

### Desire2Learn Support

There are several ways that you can receive help with the My OJC portal or D2L issues. First, when you login to Desire2Learn, a series of YouTube videos are available on the right side of your homepage to help you with commons functions. There is also a 24/7 helpdesk for the Colorado Community college System available at <http://help.cccs.edu/> or call 1-888-800-9198 .

Otero Junior College support is available by phone from 8:00 a.m. - 5:00 p.m. Mountain Time, Monday-Friday. Call us at 719-384-6970. You can expect a response within 24 business hours. If you are having problems, please pursue these methods so you can get assistance before you fall behind in your course(s).