

## ASSISTANCE, RESOURCES, & POLICIES

### ASSISTANCE BUSINESS SERVICES

Tuition is paid, parking tags are issued, and student account information is provided at Business Services, Administration Building, Room 230.

### LIBRARY

The Library is located in the Learning Resource Center, fourth floor. Students are required to have a valid OSU-OKC ID card to borrow materials. Current library hours are posted on the library website. An exterior book return is located on the west side of the LRC building.

Curbside and virtual services are provided during library hours. The Library provides many electronic resources with staff available to instruct students in the use of these resources. Inter-library loan service is available for items not held locally. A self-service, coin-operated copy machine is available.

Children may be in the library as long as they have adult supervision and are not disturbing other library users. For more information, go to <https://osuokc.edu/library>.

### PROJECT SOAR

Project SOAR (Students Overcoming Academic Roadblocks) is a Student Support Services, federally funded TRIO program designed to promote

educational access for underrepresented students. The main emphasis of the program is to provide a supportive and inclusive environment where OSU-OKC students can come for assistance in meeting their unique academic, personal, career, and social needs. The program's mission is to help each student succeed in their classes, graduate, and transfer. Project SOAR is located on the second floor of the Learning Resource Center. For more information call (405) 945-8627 or go to <https://osuokc.edu/soar>.

### TALENT SEARCH

Educational Talent Search is a federally funded TRIO program designed to increase the number of youths from disadvantaged backgrounds who complete high school and enroll in a postsecondary educational institution of their choice. Talent Search serves 6th through 12th grade students in four school districts at the following schools: El Reno, Putnam City West, Capitol Hill, Southeast, U.S. Grant, and Western Heights high schools and Etta Dale, Mayfield, Jefferson, Roosevelt, Webster, and Western Heights middle schools. Talent Search also can help out-of-school adults (to age 27) and U.S. military veterans (of ANY age) with career exploration, enrollment, financial aid, and back-to-school transition. If you would like further

information, please contact the Talent Search office at (405) 945-9132 or view our website at <https://osuokc.edu/talentsearch>.

### UPWARD BOUND

Upward Bound is a federally funded TRIO program designed to identify and select 78 specific high school students in order to assist them in preparing to enroll and succeed in a post-secondary education program. In order to qualify, interested students must meet certain federal guidelines and be currently enrolled in one of the target area high schools: Putnam City West or Western Heights. If you would like further information, please contact the Upward Bound office at (405) 945- 8623 or go to <https://osuokc.edu/upwardbound>.

### RESOURCES ALUMNI ASSOCIATION

The Alumni Association encourages alumni to develop strong ties with each other and Oklahoma State through an engaging mix of programs and activities. Membership in the OSU system-wide Alumni Association keeps you connected to the university and its resources. Membership will provide you with opportunities to engage with fellow Cowboys, support the university, stay

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connected to OSU, and save on products and services across the country. Go to [www.orangeconnection.org](http://www.orangeconnection.org) for more information.

### BOOKSTORE

The OSU-OKC Bookstore is operated and managed by Barnes & Noble College, a company that manages bookstores in colleges and universities across the country. The Bookstore offers a complete line of required course books and educational supplies. Textbooks, gifts, and clothing may be purchased on the web at [www.osuokc.bncollege.com](http://www.osuokc.bncollege.com). Students may sell their books back year-round depending on market availability. Full refunds with a receipt are available through the first two weeks of a sixteen-week class. The Bookstore also offers textbook rental, an option that allows students to save an average of 50% compared to a new printed textbook, as well as digital textbook options when available. The Bookstore is located in the Student Center, second floor, and can be contacted at (405) 945-3201 or by emailing [SM8370@bncollege.com](mailto:SM8370@bncollege.com).

### COMPUTER LABS AND COPY MACHINES

OSU-OKC has a variety of computer labs available on campus for student use; labs with Internet access are

located in the Library (Learning Resource Center, fourth floor) and in the Student Success and Opportunity Center (Learning Resource Center, second floor).

The Student Success & Opportunity Center has PCs which are loaded with a variety of software, including specific program-related applications.

The Library has laptops for in-library use only available at the Circulation Desk. These laptops have Microsoft Office Suite and wireless Internet access. The Library also has a limited number of laptops for semester-long loans. A coin-operated copy machine is located in the Library, fourth floor, and can be used for non-copyrighted material.

Additional computer labs are located in most of the academic areas. Hours of availability may vary by semester. Contact the appropriate office or an instructor for more information regarding computer lab use.

### EVENT SERVICES

Event Services is your one-stop shop for all conference and meeting spaces on campus. We offer superior services, impressive facilities, and a staff of professionals who will do their best to please you and your guests. The Student Center has more than 20,000 square feet of meeting space

that can accommodate small or large groups (up to 250 people). Audiovisual equipment is available upon request. Please allow us to discuss the numerous possibilities and arrange a successful meeting for your group or organization. For more information, please call (405) 945-3238 or go to <https://osuokc.edu/eventservices>.

### THE HUB

The HUB (Student Center, second floor) offers a place to eat, relax, and visit with friends or study. Breakfast and lunch items, both hot and cold, are available Monday through Friday. Other meal offerings include homemade entrees, cooked-to-order grill items, freshly made wraps and salads and a variety of snacks.

The Hub has an exclusive contract to provide all food, beverage, and catering services on campus. A selection of hot and cold drinks, chips, and snack items are available at The Hub and from vending machines located across campus. For more information and for hours of operation, please visit <https://osuokc.edu/thehub>.

### MICROSOFT SOFTWARE DISTRIBUTION CENTER

The OSU system has an agreement with Microsoft that allows currently enrolled OSU-OKC students to receive free Microsoft

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software, including the latest version of Microsoft Office and Windows operating system. Microsoft Software Distribution Center can be accessed using the myOKSTATE portal (<https://my.okstate.edu>). Log in with O-KEY email address and password.

### O-KEY ACCOUNT INFORMATION

O-Key (Orange Key) is the identity of each individual who has a formal affiliation with Oklahoma State University. The O-Key credentials – the Campus Wide Identification (CWID) number, O-Key username, email address, and password – are joined in the O-Key account to provide secure single sign-on access to IT and other services. Administratively, O-Key is used to manage access to services based upon the roles of each individual associated with OSU. O-Key credentials provide login information to access OSU's online systems including my.okstate.edu portal, email, the Online Classroom, and the Microsoft Software Distribution Center. All of these services can be accessed at <https://my.okstate.edu>. Use O-Key to:

- Reset passwords every 120 days
- Set up email

- Set up confidential contacts in case of an emergency
- Sign up for Campus Alerts - users can receive the alerts about emergencies on campus via a voice message and/or text
- Students use O-Key to select their email delivery system - Cowboy Mail.

To activate your O-Key account, click on the Activate Your O-Key Account link on the <https://my.okstate.edu> sign in page.

### ONLINE CLASSROOM (CANVAS)

The Online Classroom is OSU- OKC's online learning management system (LMS). Students use the Online Classroom to view course announcements, access course content, turn in assignments, participate in course discussions, complete quizzes and exams, and to view grades. All OSU-OKC classes are listed in the online classroom. Check your course syllabus or with your instructor about online classroom use in your specific class. The Online Classroom can be accessed using the myOKSTATE portal (<https://my.okstate.edu>). Log in with O-KEY email address and password.

### STUDENT CENTER

The Student Center provides a convenient one-

stop shop for student services including the offices of Advisement, Testing and Assessment, Financial Aid and Scholarships, International Student Services, Services to Students with Disabilities, Student Life, Admissions and Recruitment, Registrar, and Veterans Services. The Bookstore, The HUB, a Mid First ATM machine, and a full-service conference center are also located in the Student Center.

### STUDENT EMAIL

OSU-OKC provides all current students with an O-Key email address to facilitate communications between students and the University. Students are required to use their O-Key email address when using email to contact OSU-OKC faculty or staff. All official OSU-OKC email communications are sent to students' O-Key email address.

Students are responsible for reviewing their O-Key email on a frequent and consistent basis. Students should be aware that some email communications are time sensitive. Failure to review email in a timely manner does not absolve students from complying with the content of such communications.

Confidentiality of student records is protected under the Family Educational Rights and Privacy Act of

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1974 (FERPA). All use of email, including use for sensitive or confidential information, will be consistent with FERPA. To ensure confidentiality, some private information may be only available through the password-protected site <https://my.okstate.edu>. Students will receive email communication directing them to <https://my.okstate.edu>, where they can access their confidential information. Confidential information will not be available in the email message. For more information, please refer to the FERPA policy. O-Key email (Cowboy Mail) can be accessed using the myOKSTATE portal (<https://my.okstate.edu>). Log in with O-KEY email address and password.

### STUDENT SELF-SERVICE

The Self-Service system allows students to access their grades, drop/add classes, view/print class schedules, view and update personal information, view financial aid information, view transcript information, request official transcripts, and much more. Self-service can be accessed using the myOKSTATE portal (<https://my.okstate.edu>), by logging in with the O-KEY email address and password.

### STUDENT SUCCESS AND OPPORTUNITY CENTER

The Student Success and Opportunity Center (SSOC) is located on the second floor of the Learning Resource Center and provides free tutoring services in various subject areas to all OSU-OKC students. In the Writing Lab, students can receive tutoring on writing assignments for all courses. The Math Lab is available for students enrolled in math courses at all levels. Free tutoring for many other courses, including science courses, is also available. Students have access to group and individual work areas, and computers, printers and copiers. Students are encouraged to make an appointment with a tutor ahead of time; however, walk-ins are always welcome. Check out our website at [www.osuokc.edu/ssoc](http://www.osuokc.edu/ssoc) or call (405) 945-9107.

### TECHNOLOGY SUPPORT CENTER (TSC)

OSU-OKC's walk-up help area for technical support. Open Monday – Friday from 8 a.m. - 7 p.m. with highly-trained support technicians and lead analysts who can help students, staff and faculty with:

- O-Key
- The Online Classroom (Canvas)
- Software downloads
- Wireless Internet Access

- Many other technology-related issues. Located in the Learning Resource Center on the first floor. Contact the TSC by phone (405) 945-6767 or send an email to [okc.helpdesk@okstate.edu](mailto:okc.helpdesk@okstate.edu).

### WIRELESS INTERNET ACCESS

Wireless internet access is available across campus. Students and guests will use the Wi-Fi Network OSU-OKC. Sign in by connecting to OSU-OKC, then when prompted, read the Acceptable Use Policy and then select ACCEPT.

### POLICIES ELECTRONIC DEVICE POLICY

Cell phones and other electronic devices are disruptive to the class. If a student's work or family situation requires the student to keep the device turned on during class, the student must turn the phone to a silent or vibrate mode. If a student must receive a call during class, the student will leave the room.

A student may not make a call during class. Cell phones and all electronic devices may not be used during an exam unless stipulated by an instructor. Use of a cell phone or electronic device during an exam is considered academic misconduct, and the student will be subject to the appropriate penalties.

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This policy may be strengthened by the instructor.

### FOOD AND DRINKS

Food and drinks are only permitted in classrooms and laboratories at the instructor's discretion.

### HOUSING

OSU-OKC does not operate any on-campus housing; however, there are several apartment complexes within easy access of the campus. Metro Oklahoma City apartment information may be accessed at the following web site: [www.apartmentguide.com](http://www.apartmentguide.com).

### STUDENT CODE OF CONDUCT

It is the intent of OSU-OKC to ensure that students understand their rights and their responsibilities. Student Code of Conduct is a document that clarifies the rights and responsibilities of student members of this academic community.

The OSU-OKC Code of Student Conduct document includes information about but not limited to:

- Extracurricular use of university facilities, areas or media for the purpose of expression
- Oklahoma State policy for all students and employees regarding the

Drug-Free Schools and Communities Act

- Hazing
- Gender Discrimination and Sexual Harassment

Copies of the Student Code of Conduct are available in the Office of Student Life and online. To view the complete policy relating to Student Conduct, please visit the website at <https://osuokc.edu/studentconduct/code>.

### STUDENT COMPUTER & INTERNET REQUIREMENTS

All students are required to own or have access to a personal computer with internet access. Students who do not own a personal computer are responsible for ensuring that they have access to a computer at a time when work can be completed and must have rights to download and install software, as needed, for classes.

Access to OSU-OKC computer labs is limited to the posted hours of operation. OSU-OKC provides every student with a download of Microsoft Office, for either Mac or Windows. There are several classes that require the Windows Version of Office to be used. All students should expect on occasion to need the ability to run Windows-based software.

Mac users can use virtualization options like VirtualBox or Parallels to run Windows. Note: These virtualization options are for experienced Mac users. The Apple Store can provide support if needed.

### STUDENT VERIFICATION

OSU-OKC uses the O-Key system to provide secure logins and passwords to verify that students registering for the course are the students who participate and receive credit. OSU-OKC requires that students use a login/password to access the online classroom and email. The password must be reset every 120 days.

There are multiple types of assessments in courses, including discussions, papers, projects, quizzes, and exams. Using these three requirements ensure that the person who is getting credit for the course is the person who has enrolled. In accordance with the Information Technology Resources Appropriate Use, Academic Honesty, and Student Code of Conduct and Responsibility policies, students are required to keep their logins and passwords secure, and to uphold the integrity of their coursework. OSU-OKC uses these practices to protect students' privacy and to ensure that grades are awarded to the appropriate students. Students are expected to report misuse of

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student identity information, to [abuse@okstate.edu](mailto:abuse@okstate.edu).

### **TOBACCO POLICY**

The use of tobacco products including cigarettes, cigars, pipes, and smokeless tobacco shall be prohibited anywhere on campus, including buildings, grounds, and parking lots leased, owned or operated by OSU-OKC. This policy applies to other smoking preparations including but not limited to hookahs, electronic cigarettes, vapor cigarettes, and clove cigarettes. Oklahoma Statutes, Title 21 Section 1247.

### **UNATTENDED CHILDREN**

For the personal safety of children and to avoid potential problems in supervision, children should not be at any location on campus without adult supervision. No children are permitted in classrooms, laboratories or teaching areas. Children may be in the library as long as they have adult supervision and aren't disturbing other library users.