

ACHIEVING YOUR DREAMS ONLINE

Online Learning Success at
Southwest Tennessee Community College



SOUTHWEST TENNESSEE
COMMUNITY COLLEGE

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Dear Southwest student,

We are living in extraordinary times. The global Novel Coronavirus (COVID-19) pandemic has changed life as we know it.

At Southwest, our mission has not changed. We are committed to access and success. The dreams you set out to achieve for yourself before the pandemic are equally attainable online!

Although this experience may be new, attending college online will not diminish the quality of your education. Excellent instruction and academic rigor continue, along with our commitment to your success.

The purpose of this guide is to help you navigate the online teaching and learning environment. Our hope is that it will serve as a handy resource when you have a question or hit a small snag in your online experience.

Along with basic information about the equipment you need, there are fundamental tips on how to get online, attend class and submit assignments. Also, there are links to various online support resources designed with your success in mind.

Southwest's innovative, student-supported learning environment is now a virtual reality. Through our culture of caring and academic excellence, we look forward to helping you achieve your dreams online!



GETTING ONLINE

WHAT YOU NEED TO SUCCEED

The first step in your new online academic journey is to get online.

First, you need the right equipment. Most modern computers and mobile devices released over the past four to five years should work fine for online coursework, video chat and office applications. For the best experience, your device should meet these minimum specs:

Computer and processor

Windows OS: 1.6 (GHz) or faster, 2-core processor

MacOS: Intel processor

Memory

Windows OS: 4 GB RAM; 2 GB RAM (32-bit)

MacOS: 4 GB RAM

Hard Disk

Windows OS: 4 GB of available disk space

MacOS: 10 GB of available disk space; HFS+ hard disk format (also known as Mac OS Extended) or APFS; Updates may require additional storage over time.

Display

Windows OS: 1280 x 768 screen resolution (32-bit requires hardware acceleration for 4K and higher)

MacOS: 1280 x 800 screen resolution



QUICK TIP

Southwest has a team of IT pros ready to help. Click the quick tip icon to submit an online request. A tech will get back with you between 8am and 4:30pm weekdays.





GETTING ONLINE

WHAT YOU NEED TO SUCCEED

Graphics

Windows OS: Graphics hardware acceleration requires DirectX 9 or later, with WDDM 2.0 or higher for Windows 10 (or WDDM 1.3 or higher for Windows 10 Fall Creators Update).

MacOS: No graphics requirements.

Operating System

Windows OS: Windows 10, Windows 8.1, Windows 7, Windows Server 2019 or Windows Server 2016

MacOS: One of the three most recent versions of macOS. When a new major version of macOS is released, the macOS and the previous two versions.

For the best experience, use the most current build of any operating system specified above. Product functionality and feature availability may vary on older systems (Search Microsoft Lifecycle Policy).



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GETTING ONLINE

INTERNET ACCESS

Office365 applications are designed to give the best audio, video, and content sharing experience regardless of your network conditions and make adjustments based on the network speed of your device. For example: when bandwidth is insufficient, Teams prioritizes audio quality over video quality.

Whether you are using home internet or a mobile device, applications adjust to your internet speed to give you the best experience.

Free Internet

You may qualify for free internet through Comcast, which has launched the Internet Essentials program. This program allows low-income families who live in a Comcast service area to sign up as new customers to receive 60 days of FREE Internet Essentials service, which is normally available to all qualified households for \$9.95 per month.

To qualify for Comcast's Internet Essentials service, customers must be eligible for public-assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP or SSI.

Visit www.internetessentials.com to enroll in the program. Or, call (855) 846-8376 for English or 855-765-6995 for Spanish.



QUICK TIP

Comcast Internet Essentials Service offers select customers FREE internet for 60 days and \$9.95/month thereafter. Click the quick tip icon to apply!





GETTING ONLINE

INTERNET BROWSERS

PAWS works in all browsers EXCEPT Internet Explorer.

Office 365 and Microsoft Office 2019 are designed to work best with:

- Safari
- Google Chrome
- Microsoft Edge
- Internet Explorer 11
- Firefox (Firefox does not fully support Microsoft Teams meetings)

Microsoft Teams meetings are fully supported on the latest versions of:

- Google Chrome
- Microsoft Edge



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GETTING ONLINE

TOP APPS FOR SUCCESS

Southwest has selected the most user-friendly apps available to make your online experience the best it can be. Apps are fundamental to your success. Let's get ready to start downloading!

Here are the apps that are a must if you are to succeed with your online learning experience. Download links to these free applications are available on the Southwest website or in your favorite app store. Or, simply click the app name below!

Microsoft Teams

To attend a lecture with your instructor and fellow students online, simply click the link provided by your instructor. It's easy!

Office 365 at www.office.com

Use Office 365 to access Microsoft Word, Excel, PowerPoint and other important software. It works with just about any browser and has a mobile app version! **OneDrive** is included with Office 365. This is your file storage system. You will have lots of files and they will need a handy home so that you can access them easily. OneDrive is great and easy to use. It will help you keep your digital files organized.



QUICK TIP

Southwest's Working Remotely web page has links to these apps for Windows and Mac users and so much more! Just click the quick tip icon!





PAWS

This is Southwest's online teaching and learning platform. You will spend a lot of time here. If you are unfamiliar with PAWS or want to brush up, be sure to enroll in the PAWS VIRTUAL BACKPACK. It is an awesome tool that teaches you about online learning with PAWS. This is a self-registration course, so choose PAWS Virtual Backpack 2018-2021 from the course list to register.

Remember: PAWS is accessible from your PC, tablet, laptop or even mobile phone. Simply [click here](http://elearn.southwest.tn.edu) for PAWS access or copy and paste this link into your web browser: <http://elearn.southwest.tn.edu>.



QUICK TIP

PAWS is accessible from your PC, laptop, tablet and mobile phone! Click the quick tip icon to access this important platform.



TROUBLESHOOTING SUPPORT

If you are having trouble accessing the internet or working online, IT's Helpdesk team can help you with online access. Contact the Helpdesk Monday through Friday, 8:00 a.m. – 4:30 p.m., at 901-333-HELP (4357) or helpdeskteam@swtcc.onmicrosoft.com.

Student Technical Support Request Form

If you have questions about MY.SOUTHWEST.TN.EDU, or need to report access issues or errors, please [click here for the Student Technical Support Request Form](#).

Be sure to fill out the form as accurately as possible so that IT can get a head start on solving your issue. Don't forget to provide your contact information so techs can get back with you!

Once you submit your form, you will receive a ticket number and the responding technician will use that to identify you.



You can submit an online technical support request form after hours and a member of the helpdesk staff will get back with you the next business day.



CONNECTING WITH INSTRUCTORS AND ACADEMIC ADVISORS

Your instructor will set a designated time for class instruction, one-on-one meetings and any other communications. Each instructor will provide you with a schedule of availability.

Below are a few ways you may communicate with faculty:

- **Southwest Tennessee Community College App**

Download the Southwest app from the app store and click on the Saluqi Success Pathway icon inside the app. There you will find updates on Student Development events, community service opportunities and TNPromise reminders, alerts and other important messages.

- **2-Way Texting**

Your professional academic advisor is just a text away. Make sure your cell phone number is up-to-date in your student portal. You will receive a timely reply.

- **Paws**

It's PAWS, again! This is your hub for online learning, connection and success. Southwest instructors use PAWS to connect with students, send them syllabi, share grades, distribute and receive assignments and so many other things.

- **Microsoft Teams** is a great way to connect with fellow students and your instructors. It has virtual classrooms where you can go back and watch a lecture on-demand later. How cool is that! Keep an eye out for a link from your instructors. Click it, and you're in!



Click the quick tip icon to download the Southwest app from the Android app store. It's available on in the Apple Store, too! Click [here](#).



ATTENDING CLASS ONLINE

Attending a virtual lecture is easy! Go to PAWS or click the Microsoft Teams link provided by your instructor and you are there from anywhere!

HOW TO ACCESS PAWS

- Click [here](#) or paste this link into your browser:
<https://elearn.southwest.tn.edu/d2l/login>
- Click the PAWS login button
- When you hit the next page, follow the prompt that says "Sign in with your organizational account." All this means is to login using your complete Southwest email address and your password.
- Follow the prompts from there. If you feel a bit lost, no worries! Click [here to access a step-by-step tutorial](#), complete with snapshots of each page you will visit!

Here are a few links to some helpful videos, too!

- [Understanding Navigation](#)
- [Understanding Content](#)
- [Understanding Discussions](#)
- [Understanding Assignments](#)
- [Understanding Quizzes](#)
- [Understanding Grades](#)
- [Understanding Classlist](#)
- [Understanding Class \(User\) Progress](#)

Even more resources are available at the [Southwest Infonet Library video page online here](#):

<https://www.youtube.com/user/SWInfonetLibrary/videos>



**When you visit PAWS, there are two ways to see your courses:
(1) Click 'My Courses' or (2) click the course selection tool in the top right corner that looks like a waffle iron.**



SUBMITTING ASSIGNMENTS ONLINE

You can submit assignments, tests and quizzes directly to your instructor online through PAWS and OneDrive! And, it's easy!

- [Click here to login to PAWS](https://elearn.southwest.tn.edu/d2l/login) or paste this URL into your browser:
<https://elearn.southwest.tn.edu/d2l/login>
- If your professor prefers to use OneDrive, they will send you information on how to login and other details. No worries!

If you are having technical issues, contact the Helpdesk at 333-HELP (4357).



Access OneDrive at www.microsoft.com. Remember: Look for logon information from your instructor first! Click the quick tip icon!





ONLINE ADVISING

Academic advising is essential to your success.

The Office of Academic Advising is a key player in helping you achieve your educational goals and with planning your academic path. You have a professional academic advisor assigned to you who is ready to help you decide a major, learn about Southwest's transfer programs, veterans support and so much more.

Scheduling an online appointment with your advisor is easy. Email your advisor at advising@southwest.tn.edu, or text him or her (see your My.Southwest dashboard for contact information) or dial 901-333-5122 or 901-333-4594.

Virtual appointments will be held using any of the following:

- Skype
- ZOOM (30-minute free version)
- Microsoft Teams
- Signal Vine 2-way texting (for peer mentoring)
- Email (for peer mentoring)

The Office of Advising can be reached by calling 901.333.5122 or 901.333.4594 or by email at advising@southwest.tn.edu.

**[CLICK HERE](#)
TO CONNECT TO MORE
ONLINE STUDENT SERVICES!**

Or, go online to www.southwest.tn.edu/coronavirus and click Student Services under STUDENTS.



Use your My.Southwest dashboard to find out who your professional academic advisor is and how to contact them. Click the quick tip icon to access My.Southwest!





REGISTERING ONLINE

You are required to schedule an appointment with your professional academic advisor before you register so he or she can help you select the right courses for your major. If you are a non-degree seeking student, you are not required to see an advisor.

To register online:

1. Click 'Login' to logon to My.Southwest. Enter your Student username and password
2. Click 'Registration/On-Line Services' (the globe in the upper left corner)
3. Click 'Registration,' then 'Look up Classes'
4. Select the appropriate term
5. Click 'Advanced Search,' and select a subject and type a course number (You may filter by location, class start time and class end time.)
6. Choose your class and click 'Register,' or 'Add to Worksheet' for Support classes, then click 'Class Search' to add more classes.
7. To view your schedule, click on 'Student Detail Schedule'

If you need more information, email records@southwest.tn.edu or visit <http://www.southwest.tn.edu/registration/>.

Note: If you are a new student, you must see an advisor prior to registering for courses.



Check the registration schedule for upcoming semesters so you can register early to get the best selection of courses. Click the quick tip icon to connect to the registration calendar.



ONLINE ACADEMIC SUPPORT

The Academic Support Center offers tutoring and mentoring to help you successfully accomplish your coursework.

TUTORING

There are several ways to access tutoring:

- **Email** ASC@southwest.tn.edu and WritingTutor@southwest.tn.edu
- **Dial** 901-333-4107
- **PAWS:** Click “Self-register” under “Self-Registration Courses” on the right side of the main page to enroll in the ASC’s two PAWS sites: “ASC Math Workshop” and “ASC Writing, Literature, Reading, or Spanish Online Tutoring.” You can also upload assignments to receive feedback!
- **SmarThinking** is an outstanding software application that you can access via PAWS. Links to SmarThinking are on the main page of each course page. Just login to PAWS, select your course and you can access tutoring 24 hours a day, 7 days a week!
- **SMARTS Mentoring** If you have a SMARTS mentor, continue to stay in contact with him or her.

For questions or concerns, email SMARTS@southwest.tn.edu or call 901-333-4945.

PLEASE NOTE: The options above require time for tutors to respond. Please plan ahead and check out the tutoring options available. If you have any questions, email ASC@southwest.tn.edu or call 901-333-4107.



Click quick tip icon to visit the Southwest website where you can meet the ASC staff and tutors!



ACADEMIC CONTACTS

Stay Connected with Academic Affairs

Dr. Kendrick Hooker, Vice President for Academic Affairs - 901-333-4145
Sindy Abadie, Assistant to the Vice President of Academic Affairs - 901-333-4515
Anita Brackin, Associate Vice President of Workforce Development - 901-333-4317

DEANS

Jeremy Burnett, Faculty Support - 901-333-4624
Dr. Robin Cole Jr., Business and Technology - 901-333-4121
Dr. Evan McHugh, Health and Natural Sciences - 901-333-5475
Dr. LaDonna Young, Humanities, Social Sciences, and Mathematics - 901-333-4660

ASSISTANT DEANS

Ashley Geisewite, Associate of Faculty Support - 901-333-4743
Carlton Greene, Business and Technology Dean Associate Dean - 901-333-4006
Matthew Lexow, Assistant Dean of High Impact Practices & Innovation - 901-333-4624
Dr. Jennifer Towns, Associate Dean of Teaching Academy - 901-333-4624

CHAIRS

Eddie Baker, Business & Legal Studies - 901-333-4130
Joanitha Barnes, Educ., Crim. Just. & Human Svcs. Interim Chair - 901-333-5101
Dr. Robert Blaudow, Natural Sciences - 901-333-5220
Dr. Shelia Bouie, Nursing - 901-333-5425
Dr. Osborne Burks, Allied Health - 901-333-5729
Patsy Fancher, Communication & Graphic Arts - 901-333-5346
Dr. Aaron Jager, Technologies - 901-333-4150
Ron Johnson, Funeral Service Education - 901-333-6467
Dr. Sherria King, Social and Behavioral Sciences - 901-333-5196
Merry Mattix, Emergency Medical Services Chair - 901-333-5729
Mark Moses, Mathematics Chair - 901-333-4474
Jeffrey Stewart, Engineering Technology - 901-333-4150
Dustin Williams, Languages & Literature Interim Chair - 901-333-5208

SOUTHWEST PROJECT M.O.S.T.

Kariem Salaam, Director of Project M.O.S.T. - 901-333-5469



Click quick tip icon to visit the Southwest website where you can meet the ASC staff and tutors!





PAY TUITION & FEES AND BUY BOOKS ONLINE

Pay Online

Paying tuition and fees has never been easier! You can do it all online, even from your mobile phone.

Just follow these quick steps:

- Sign in to your [My.Southwest](#) portal
- Select "Registration/Online Services"
- Click "Student Account"
- Click "Make a Payment"

As always, the Cashier's Office is ready to assist. Email bursar@southwest.tn.edu or call 901-333-5292 Monday - Friday, 8 a.m. - 4:30 p.m.

Bookstore

You may purchase textbooks and other materials online at the [Southwest Bookstore/Follett website](#). The bookstore's priority is to ensure the campus community has textbooks and other essential items. Stay tuned to the campus store website for free shipping specials and other updates!



Click the quick tip icon to access the online bookstore!





ONLINE SUPPORT RESOURCES

You've got a paper due and need help with research. Or, you may just want to learn more about Southwest online. No worries. Resources are just a click or two away.

"Ask a Librarian:" <http://www.southwest.tn.edu/library/contactUs.htm>

Southwest YouTube Channel:

<https://www.youtube.com/user/SWInfonetLibrary/videos>

Online Webinars

<https://southwesttcc.webex.com/mw3300/mywebex/default.do?siteurl=southwesttcc>

eBases

Access eBooks, newspapers, periodicals and streaming media at <http://www.southwest.tn.edu/library/ebases.htm>

Online Databases

The Southwest Infonet Library has a plethora of online databases. Visit the A-Z listing at <http://www.southwest.tn.edu/library/a-z-index.pdf>. Enter your username and password for access.

Career Services

Identify and explore careers best-matched to your interests and values. You also can create a career plan, craft an awesome resume, find that perfect internship or even a job! Career Services has online job listings that include full and part time jobs, internships and more. Once you land an interview, get ready with Big Interview Software, a free service to Southwest students and alumni! Learn more about Career Services at <http://www.southwest.tn.edu/career-services/>. Connect with a career services counselor at careerservices@southwest.tn.edu.



Click the quick tip icon to create your very own ePortfolio to record your academic and extra-curricular achievements!



**YOU CAN
DO THIS.**

**HAVE A GREAT
SEMESTER!**



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