

QUESTIONS & ANSWERS FOR TELEVISION COURSE STUDENTS

General Information

Check room assignments on freestanding board in the lobby of Bartlett Hall, before each class. There may be a room change.

If you are enrolled in two telecourses, it is mandatory that you attend the full orientation session for each telecourse.

Picture I.D.'s are required for all examinations. Students failing to present a picture I.D. at the time of examination will not be allowed to take the examination.

Why Is Orientation Mandatory?

Orientation for students enrolled in television courses is mandatory because we want to ensure that you understand what will be involved in satisfactorily completing a television course. We want you to meet your instructor, obtain your course syllabus, and provide you the opportunity to ask questions to be sure you understand what is going to be involved in completing your course. That is why it is important that, if you enroll in more than one TV course, you plan on attending the orientation period for each course you take.

Why Do I Have To Attend Wraparound Sessions And Come In to Take Examinations?

The wraparound sessions are provided for you so that you have an opportunity to discuss the course subject matter with your classmates and instructor(s). This is the appropriate time to clarify ideas and concepts before examinations. That is not to say you should not contact your instructors at other times when you need assistance. You must come in to take your examinations because individuals taking examinations must be properly identified. However, if you are homebound because of a disability, illness, or injury, contact either your instructor or the Disability Services Coordinator at (334) 241-9587 to make individual arrangements.

What Should I Do If I Miss A Broadcast Of My Class?*

If you have access to the expanded Charter Cable, Knology Cable, or Bright House service, you may watch the broadcasts on Troy Montgomery Channels 96 (Charter) or 43 (Knology) and 123 (Bright House) during the week. The broadcast schedule you receive as a handout will provide days and times of broadcasts. In the event you are unable to view the course broadcasts at any of these times, there are DVDs of the courses in the Troy Montgomery library in the Rosa Parks Building that you may view during library hours. The DVDs may not be checked out of the library. Contact the library at (334) 241-9576

for operating hours and to reserve the tapes.

What If Something Goes Wrong With The Broadcast Of My Course?*

First, contact your local cable company or television station to determine if the problem is a “technical difficulty.” Then report the problem as soon as possible to Troy Montgomery at (334) 241-9561 providing the time, date, course, and channel or station you were watching when you experienced the problem. We will determine the nature of the broadcast problem and return your call providing guidance as to the necessary action that must be taken.

May I Videotape The Lesson On My VCR?

Yes, you may and are encouraged to tape the lessons for study purposes. However, in compliance with copyright laws, you must erase the tapes when the course is completed. You may not tape the courses from tapes on reserve in the library.

Will I See My Troy Instructor On The TV Broadcast?

The videotapes you will see are professionally produced and are shown by Troy Montgomery under license agreements with the Annenberg Channel or the individual institutions that produce the courses. Troy Montgomery will be producing videos, and you may see your instructor on the TV broadcast in certain courses.

Do I Have To Purchase The Text Material?

The television broadcasts you will view will only cover some portions of course requirements. You will be required to read the text; complete course workbooks, and complete other assignments as may be required by your instructor. Experience has shown that to be successful in the course, you will need to purchase all required course materials.

How Will I Receive Grades For The Examinations And The Course?

Your instructor will advise you on how you may obtain your examination grades. Many instructors will mail your grade if you provide a self-addressed stamped envelope. Check with your instructor to see if this service is provided. Also, you may log-in to Web Express by going to HYPERLINK "http://montgomery.troy.edu" <http://montgomery.troy.edu> and clicking on Trojan Web Express.

How May I Gain Additional Information On TV Courses?

You may call the Televised Instruction Office at (334) 241-9561 to obtain additional information or email HYPERLINK "mailto:tv-mgm@troy.edu" tv-mgm@troy.edu.

Student Email Instructions

All Troy University Montgomery Campus Distance Learning students are required to have and check a Troy University Email account. This account will be used for all official Troy University Montgomery Campus Television Courses. Any notification for extra broadcasts or rebroadcasts will go to your troyst.edu email account. Your Email address is the same as your Web Express ID + @troy.edu. If you do not know your Web Express ID, go to <http://montgomery.troy.edu>, click on Web Express under “About this campus”. Click “WebAdvisor for Students”. Next, follow the instructions to find your WebExpress/Email user name. Your initial password will be your birth date. Example: January 3, 1990 would be 01031990. If you continue to have difficulty, contact Eric Bair at ebair@troy.edu or submit an online help request at https://it.troy.edu/Staff/Email/email_info.htm

Students have a mailbox size limit of 25 mb.

All users are able to send and receive emails up to 10 mb.

If your mailbox becomes close to its size limitations, then you will receive a message stating:

"One or more messages could not be delivered to your mailbox because they would have put your mailbox disk usage over its quota. The system will keep trying to deliver these messages. To receive them, you must delete some old messages from your mailbox. Please make sure to empty your trash folder, as this still uses space in your mail folder."

If you receive this message, you should remove old emails. And be sure to empty the trash folder or the emails will stay in the folder.

**Your Email address is the same as your Web Express ID.
Your initial password will be your birth date.
Example: January 3, 1990 would be 01031990**