

STUDENT SUPPORT & CAMPUS RESOURCES

Academic Advising

Academic advising is a critical component of all students' educational experiences. Through advising, students are empowered to develop and implement sound academic plans that are consistent with their personal values, goals and career plans. The purpose is to guide students to become self-directed learners and decision makers. Advising is a shared partnership between a student and Field Placement Faculty or Academic Advisor with the purpose of reaching education and career goals. Using the framework of the Appreciative Advising model, Academic Advisors build trust and rapport with students, help students uncover their strengths and skills, and co-construct action plans to reach goals. Ultimately, the responsibility to make decisions that affect their life goals is that of the student.

Granite State College Academic Advising follows the guidelines by the Council for Academic Standards and National Academic Advising Association to:

- Maintain confidentiality (compliance with FERPA)
- Serve students on a fair and equitable basis
- Avoid any personal conflict of interest so advisors can deal objectively and impartially with issues
- Refrain from any form of harassment
- Recognize their advising expertise and refer students when necessary
- Impart accurate information while complying with institutional policies and rules (CAS Standards 2005)
- Treat students and colleagues with respect
- Honor the concept of academic freedom
- Learn about and understand the institutional mission, culture, and expectations and interpret the institution's values, mission, and goals to the community
- Obtain education and training (NACADA Core Values, 2004 and Nutt, 2007, Legal and Ethical Issues)

Ethical Standards

The College has adopted a set of eight ethical principles based on four fundamental ethical ideals (Utility, Justice, Respect for Persons, and Fidelity) to guide staff actions with students. The eight principles were formulated by the National Academic Advising Association and are as follows:

1. Seek the best possible education for the student.
2. Treat students equitably.
3. Enhance the student's ability to make decisions.
4. Advocate for the student with other offices.
5. Interact with the student with fidelity about college policies and procedures.
6. Support the college's educational philosophy and its policies.
7. Maintain the credibility of the advising/coaching process.
8. Accord colleagues appropriate courtesy and respect.

Orientations

Graduate Studies provides the following orientations sessions for students:

- GSC Orientation – Self-paced online orientation providing a valuable introduction & preparation to the College
- Graduate Student Orientation - Canvas self-paced orientation providing information on graduate programs, purchasing books, faculty and courses, course work and e-Portfolios, accessing library resources, and strategies for success.
- Canvas – is available for students new to online learning or Canvas as well as those who may need a refresher. In this orientation students will be introduced to Canvas, the learning management system used by Granite State College for course delivery, and gain comfort in using the various online tools and resources. This orientation is available in three formats: online live webinars offered at the start of the term, a recorded Canvas Orientation webinar and a self-paced tutorial. Staff are also available to help students who are new to online learning navigate their courses.

Look for these orientations through <https://www.granite.edu/become-a-student/accepted-students/orientation/> and in the term course schedules. Orientations are also available on electronic resources including [granite.edu/current-students](https://www.granite.edu/current-students/) (<https://www.granite.edu/current-students/>), Canvas and WebROCK.

Student Disabilities Services

Granite State College Student Disability Services is committed to helping students become engaged, self-advocating, independent learners. We seek to promote accessible learning environments where students with disabilities experience equal access and full participation.

Granite State College, in accordance with the American Disabilities Act of 1990, and the Americans with Disabilities Amendments Act of 2008, and Section 504 of the Rehabilitation Act of 1973, will provide to eligible students with a documented disability a reasonable accommodation plan in order to ensure equal access to college programs and activities.

Students who would like more information on disability services or to apply for accommodations may contact the Student Disability Services directly:

Granite State College Student Disability Services
25 Hall Street
Concord NH 03301
Phone: 603-513-1140
Email: GSC.SDS@granite.edu

Applications for accommodations can be downloaded at <http://granite.edu/current-students/advising-support/disability-services/>.

Granite State College Library

The Granite State College Library is 100% digital and available 24/7. It provides access to millions of full-text scholarly journals and over 250,000 e-books that support the College's curriculum. These resources include special collections in Management and Leadership, Education, Healthcare and more. Assistance is available whenever students need it via email, live chat, or phone. Visit the library website to learn more at <http://library.granite.edu/>.

As part of Granite State College's membership in the New Hampshire College and University Council (NHCUC), students may use resources and borrow books from other NHCUC libraries.

Online Resources

Granite.edu, Canvas and WebROCK

Granite.edu's "Current Student" section is the go-to resource for current student information and support services. It is also the launch pad to other online college resources such as WebROCK, Canvas, the college Library, IT Help and Granite email. Visit <https://www.granite.edu/current-students/>.

Canvas is the College's learning management system for delivering courses and course-related content online. It is used for online, hybrid, blended, and classroom-based courses. Canvas also offers access to e-portfolios, Zoom web-conferencing, Turnitin, and Kaltura, a streaming server for audio and video files.

A Granite email account is provided to every active student and faculty member at the college. Granite email offers each user 100 GB of email storage as well as the full Office365 Suite for download, including Word, Excel, PowerPoint, Teams, OneDrive and other applications. This email address is associated with the Canvas account. Course notifications, messages, announcements as well as other college communications will be sent to this email account. For more information on the Granite email including how to forward this email, see the IT Help Desk: <https://it.granite.edu> (<https://it.granite.edu/>) and look for the Quick Link: About Granite Email.

WebROCK provides direct access to student records and registration. Once logged on, students can:

- Register for courses
- Make e-payments
- View degree evaluations
- Request official transcripts
- View academic history
- Verify enrollments
- View financial aid information
- Access the tax information the College has sent to the IRS

Technical Requirements to Take an Online Course

The minimal technical requirements to take an online course include: a computer running a current operating system, Internet access (DSL or broadband recommended), a current browser, anti-virus software with current updates, and a word-processing program, such as Microsoft Word, which allows students to create and submit work online and a web-camera with microphone for synchronous online meetings.

Mobile Devices: While it is possible to access and participate in some components of an online course using a mobile device, a computer is required for completing some assignments. Some courses may require additional software, hardware, plugins or applications which will be specified in the syllabus.

Chromebooks: Chromebooks, and other similar notebooks, do not support any software programs other than those that are cloud-based and supported by Chromebooks. This is a limitation if you need specific

software for a course or your program. It will be your responsibility to consider other options for accessing that software.

For more information and the most up-to-date technical requirements, search for "Canvas & Zoom Technical Requirements" in the IT Knowledge Base found on the on IT Help Desk: <https://IT.granite.edu> (<https://it.granite.edu/>).

Technical Assistance

For support documentation, account set up and answers to frequently asked questions, visit the IT Help Desk at: <https://it.granite.edu> (<https://it.granite.edu/>). Use the search function to find specific documentation (Knowledge Base articles) or submit an online help request. You can also call 1-888-372-4270. Visit the IT Help Desk for hours of operation.

For technical assistance with Canvas, use the Help menu in the global navigation. Support includes live chat, a toll-free hotline and links to Canvas specific documentation.

University System Student Board

There shall be a University System Student Board ("USSB") to advise the Board of Trustees and each of its committees on all topics and matters of interest to the students of any or all of the component institutions of USNH. The USSB shall be comprised of eight students, two from each of the USNH component institutions, including the two Student Trustees serving under RSA 187-A:13, III. Each institution shall establish an appropriate procedure for the election of one representative to the USSB for years in which the institution elects a Student Trustee and two representatives in other years. Each institution may but is not required to reserve one (but no more than one) representative position for a graduate student. Members of the USSB will serve from July 1 of the year in which they are elected to the following June 30. The members of the USSB shall elect a Chair from among themselves. The USSB will meet at the call of the USSB Chair to consider and make recommendations to the Board or any of the Board's committees. Each USSB member is entitled to one vote on all matters coming before the USSB, five members shall constitute a sufficient quorum for the conduct of business, and all votes shall be decided by majority rule. The Officers of the Board of Trustees shall appoint each of the USSB members to one or more of the Board's committees. The Student Trustees, elected and serving under RSA 187-A:13, III, shall be full voting members of the committees to which they are appointed. The other members of the USSB shall be non-voting members of the committees to which they are appointed, entitled to participate in all committee business and activities, including non-public sessions.

Individual Career Planning

Granite State College is committed to student advancement in their chosen career field. The college offers a variety of resources to assist students at all stages of career development including self-assessment, major decision making, resume and cover letter writing, building relevant experience, job search and interview skills and more. Contact your Academic Advisor to set up an appointment with a Career Counselor to create your personal career plan.

Awato, Career Planning Software System

Awato is a career pathfinding program that utilizes assessments to help you understand more about your career. Assessing your interests, inclinations, and values can provide useful feedback and help you to align your academic and professional goals. Awato assists you with exploring degrees and careers that match your interests, helps you to build a

resume, and identify and apply for jobs and field-based experiential learning opportunities. Contact your Academic Advisor to set up an appointment with a Career Counselor to learn more.

Alumni Association

Alumni have made a significant impact on the State of New Hampshire's economy for more than forty-five years. Numbering over 7000, Granite State alumni work in business, health care, education and many other fields. The alumni association provides an excellent opportunity to meet other alumni and continue an important connection with Granite State College. For more information on how to join, go to <https://www.granite.edu/about/alumni/>.

Victor Montana Alumni Award

In honor of Dr. Victor B. Montana, past president of the College, an annual award is presented to an alumnus/a who most closely personifies Dr. Montana's spirit during his tenure with Granite State College.

Once a qualified name is submitted and an application form received, a committee of the Alumni Association will make a decision based on the following criteria. The nominee must:

- Demonstrate a commitment to lifelong learning.
- Demonstrate a commitment to serving the community through professional or volunteer work.
- Approach life with a "Can Do!" attitude as noted by others.
- Demonstrate professional achievement or notable accomplishments in a chosen field.
- Show personal integrity and credibility as noted by others. A recognition award will be given to the recipient annually.