

## Open Campus Student Information Decision Tree

**Before taking action, please ensure that the course is an online course managed by Open Campus (encoded as A0720).**

If a student calls regarding.....	Then.....
<b>Instructor/Course Issues</b>	
Not receiving a response from an instructor	Determine how long it has been since attempting to contact the instructor. If over 24 hours, contact Kathleen Dobson, Instructional Program Coordinator, in the DL Office 632-5086, <a href="mailto:kdobson@fccj.edu">kdobson@fccj.edu</a>
A disagreement with a decision by an instructor (and is still in the course)	Encourage communication with the instructor. If unwilling or no response, contact Kathleen Dobson, Instructional Program Coordinator, in the Distance Learning Office 632-5086, <a href="mailto:kdobson@fccj.edu">kdobson@fccj.edu</a>
A general complaint or concern about a course or an instructor	Encourage communication with the instructor. If unwilling or no response, contact Kathleen Dobson, Instructional Program Coordinator, in the Distance Learning Office 632-5086, <a href="mailto:kdobson@fccj.edu">kdobson@fccj.edu</a>
An issue with another student in the class	Contact instructor for the course. If the instructor is not responsive, then contact either Kathleen Dobson, 632-5086, <a href="mailto:kdobson@fccj.edu">kdobson@fccj.edu</a> or Janice Amos, 632-3117, <a href="mailto:jamos@fccj.edu">jamos@fccj.edu</a>
Textbooks for an online class section	Contact Bea Harrison, Instructional Program Coordinator, 632-3126, <a href="mailto:bharriso@fccj.edu">bharriso@fccj.edu</a>
A question/problem with a telecourse, CD course, or GED connection telecourse and/or textbooks	Contact Donna Coursey, 632-5065, <a href="mailto:dcoursey@fccj.edu">dcoursey@fccj.edu</a>
<b>Testing Issues</b>	
A problem with accessing an online test	<p>For technical problems, contact the Help Desk at 632-3151 or <a href="mailto:helpdesk@fccj.edu">helpdesk@fccj.edu</a>.</p> <p>For assistance with re-setting a test attempt, refer the student to the instructor. Only the instructor can do this.</p> <p>If student cannot reach the instructor, contact Janice Amos, Instructional Program Manager, 632-3117, <a href="mailto:jamos@fccj.edu">jamos@fccj.edu</a></p>
A problem with a proctored, campus-based test for a DL course (Jacksonville area alternate site testing)	Contact Debby Hook, Assessment Coordinator, <a href="mailto:dhook@fccj.edu">dhook@fccj.edu</a> , 632-3118
A problem with a standardized exam such as an exit exam, CPT, SAT, ACT or TABE test or a proctored test outside the Jacksonville area (remote site testing)	Contact Carl Jowers, Project Coordinator, 632-5009, <a href="mailto:cjowers@fccj.edu">cjowers@fccj.edu</a> .
<b>Grades/Academic Appeals/Requests for Refund</b>	
A final grade and wants to have it changed	<p>Encourage communication with the instructor. If unwilling or no response, then send an Academic Appeal form (may e-mail it to them). Advise the student to complete the form, attach any supporting documentation, and mail it to:</p> <p>Office of Student Success, Open Campus Florida Community College at Jacksonville 601 West State Street Jacksonville, FL 32202 OR fax it to (904) 633-8468</p>
A final grade and wants to talk with someone about changing it and does NOT want to submit an appeal	Encourage communication with the instructor. If unwilling or no response, contact Kathleen Dobson, Instructional Program Coordinator, in the Distance Learning Office 632-5086, <a href="mailto:kdobson@fccj.edu">kdobson@fccj.edu</a>
A refund or wants to take the course again	<p>Inform the student that there are only 3 circumstances for submitting a Request for Refund/Cancellation of Debt: 1. Involuntary military duty; 2. College administrative error; 3. Extreme hospitalization.</p> <p>If it meets one of these conditions, send them a Request for Refund form (may e-mail it to them). Ask them to complete the form, attach any supporting documentation, and mail it to:</p> <p>Office of Student Success, Open Campus Florida Community College at Jacksonville 601 West State Street Jacksonville, FL 32202 OR fax it to (904) 633-8468</p>

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<b>Grades/Academic Appeals/Requests for Refund</b>	
A refund or waiver to repeat a course and needs to talk with someone for additional information	Contact Melanie Clark, Campus Enrollment Leader, 633-5906, <a href="mailto:mclark@fccj.edu">mclark@fccj.edu</a>
The status of an Academic Appeal or Request for Refund that <u>already</u> has been submitted	Contact Linda Ludwig, Office of Student Success, 632-3044, <a href="mailto:lludwig@fccj.edu">lludwig@fccj.edu</a>
<b>Registration/Advising</b>	
Late registration or overrides for distance learning courses	Contact Bea Harrison, Instructional Program Coordinator, 632-3126, <a href="mailto:bharriso@fccj.edu">bharriso@fccj.edu</a>
Academic warning, probation, or suspension	Contact an LSC advisor in Information and Student Services at 646-2300 or <a href="mailto:advisor@fccj.edu">advisor@fccj.edu</a> or Melanie Clark, Campus Enrollment Leader, 633-5906, <a href="mailto:mclark@fccj.edu">mclark@fccj.edu</a>
Questions about enrollment, registration and which courses to take online	Contact an LSC advisor in Information and Student Services at 646-2300 or <a href="mailto:advisor@fccj.edu">advisor@fccj.edu</a>
Scholarships or financial aid related information	Contact Melanie Clark, Campus Enrollment Leader, 633-5906, <a href="mailto:mclark@fccj.edu">mclark@fccj.edu</a>
Online Accelerated College Degree registration and program questions	Contact Sheilah Lynn, Program Coordinator, 632-5095, <a href="mailto:slynn@fccj.edu">slynn@fccj.edu</a>
<b>Technical Problems</b>	
A technical problem with computer hardware, software, courseware, e-mail, airing problem with TV channel, etc.	Contact the Help Desk at 632-3151 or <a href="mailto:helpdesk@fccj.edu">helpdesk@fccj.edu</a> .
<b>Military Students</b>	
Advising for distance learning courses and is out of the local area	Contact either John Hill, 357-8890, <a href="mailto:jhill@fccj.edu">jhill@fccj.edu</a> or Bal Aguila, 632-5084, <a href="mailto:baguila@fccj.edu">baguila@fccj.edu</a>
Advising for courses and is in the local area; any courses at the local bases	Contact Bob Foote at NAS Jax, 771-3979, <a href="mailto:bfoote@fccj.edu">bfoote@fccj.edu</a> OR Jeff Schneider at NS Mayport, 249-7311, <a href="mailto:jschneid@fccj.edu">jschneid@fccj.edu</a>
CD-based classes	Contact Ray Wikstrom, 633-8416, <a href="mailto:rwikstro@fccj.edu">rwikstro@fccj.edu</a>
Military or corporate ACE transcripts evaluated	Contact Marcia Gross, 632-5057, <a href="mailto:mgross@fccj.edu">mgross@fccj.edu</a>
Any phase (Grades, Graduation, Invoices, GoArmyEd Helpdesk cases) of Army Tuition Assistance through the GoArmyEd website	Contact Ray Wikstrom, 633-8416, <a href="mailto:rwikstro@fccj.edu">rwikstro@fccj.edu</a>
All other Army issues (Applications, Registrations, Advising, Student Agreements)	Contact either John Hill, 357-8890, <a href="mailto:jhill@fccj.edu">jhill@fccj.edu</a> or Bal Aguila, 632-5084, <a href="mailto:baguila@fccj.edu">baguila@fccj.edu</a>

**NOTE:** The individuals referenced here are the first level of contact. If the person is not available, refer the student to the individual's supervisor.