Gwinnett Tech provides a variety of services that support its educational programs. Supervision of these services is the responsibility of the Vice President of Academic Affairs, the director of online learning, the library manager, the director of adult education, the dean of academic affairs, and the academic division deans. Questions regarding a student's educational program or academic progress should be directed to the academic affairs office in building 100.

Academic Support Services
Gwinnett Tech is committed to student success and to assisting students in achieving their individual goals. Therefore, various options of academic support are offered to all credit students studying in program areas.

Accelerated Learning Classes (AL) These classes provide extra help to sharpen your skills and raise your COMPASS score. You may take one or two accelerated learning courses to improve your placement. To view more information and fill out the registration form, go to www.GwinnettTech.edu/Learning. The cost of each course is $25 (non-refundable).

The Learning Success Center (LSC) is a tutoring lab located in room 910 of building 100. Success often requires a need for tutorial assistance. When visiting the lab, students may contact the math and/or English tutor on duty for additional help. Arts and sciences instructors are also available to give individual assistance at designated times in the LSC.

SMARTTHINKING provides online tutoring to students who are enrolled in online Mathematics and English courses. This does not apply to hybrid and web-enhanced courses, only courses held completely online. Students have a maximum of seven hours of tutoring assistance per semester. More tutoring options and other services are available through the Learning Success Center.

Student computer labs are available to all registered GTC students. They are equipped with the necessary software to support instruction. These labs are not staffed with tutors. Student IDs are required to use these labs. The student open computer labs are located in building 100, room 723, room 825, and building 700, room 2304.

Adult Education
Adult Education addresses the educational needs of adults and youth (16 or older and officially withdrawn from school) who have less than a high school education or who are functioning at a literacy level below that required to enter postsecondary education or training, or to maintain employment. Information on all services and intake procedures may be obtained by 1) calling 678-226-6662; 2) visiting the website at www.GwinnettTech.edu; or 3) dropping by the Adult Education Office in building 100, room 919. All programs are free of charge, with the exception of GED® testing which involves a fee for the test and each retest. Each program provides an orientation that includes standardized diagnostic testing to determine current education level and to identify deficiencies to be addressed through instruction. Adult Education services are as follows:

- The English as a Second Language (ESL) and EL/Civics programs. These programs provide instruction to individuals who do not speak, read, or write English well enough to enter or maintain employment, or to enter postsecondary education or training. Instruction is provided on six federally defined levels and addresses skills
in the areas of vocabulary, pronunciation, reading, writing, speaking, and grammar. U.S. Civics: community, history and government are included in the curriculum. A separate review class is offered once per month for individuals who have a U.S. citizenship exam appointment scheduled.

• The Adult Basic Education/Adult Secondary (ABE/ASE) Program. This program provides instruction in reading, mathematics, grammar, social studies, science, literature, and writing. The purpose of this program is to prepare students to pass the official GED® test.

• Contracted programs. These programs provide onsite ESL, adult basic and adult secondary instructional services at business or agency sites within Gwinnett County. Companies or agencies may contract the college for literacy instructional services for their employees. Contracting businesses or agencies pay the full cost of the services.

• GED® Testing. Gwinnett Tech has an Official GED Testing Center™ for the GED® examination. Registration procedures may be obtained by calling 678-226-6399 or visit www.GEDComputer.com. Individuals must create an account, schedule, complete registration and pay online in order to test. There is a fee for the GED® test, and special approval procedures apply to 16 and 17-year-olds who are officially withdrawn from school.

• The Gwinnett Advancement Program (GAP). The Gwinnett Advancement Program is a workforce development program committed to helping disadvantaged youth through GED® preparation, career exploration, work-readiness skills, college transition assistance and personal development. The program is free to those who qualify and provides WIA funding to assist them in the cost of their training and education. Please contact the GAP office at 678-226-6290 for more information and assistance.

All Adult Education programs operate on a semester system: July – August (Mini-session), August - December, January – February (Mini-session), and February - June. Registration requirements for most programs include presentation of a photo ID (Georgia driver’s license, learner’s permit or state ID, Passport). Classes are offered at various locations in Gwinnett and North Fulton. For additional information on registration and intake procedures, call 678-226-6662, or visit www.GwinnettTech.edu and click on the Adult Education tab.

Library

The Gwinnett Tech Library is a partner in education and supports the College’s commitment to student learning and workforce readiness. The library provides students, faculty and staff with ready access to relevant information resources and services.

The Gwinnett Tech Library:

• Supports on-campus and distance learners
• Teaches essential research skills in support of curriculum, information literacy, and lifelong learning
• Offers personalized research assistance and customized training to assist individuals or groups in their efforts to locate and use information
• Provides quality resources made conveniently available by research experts through LibGuides, LibAnswers, GALILEO, and the Library Catalog
• Extends access to resources beyond the collection through referrals and Interlibrary Loan
• Provides ample space for quiet study and group projects, as well as comfortable areas for leisure reading and conversation
• Promotes a learning atmosphere in a safe, comfortable environment. Library staff will address inappropriate conduct or behaviors in accordance with acceptable use guidelines and policies
• Ensures that library customers have ready access to help from a team of friendly, service-oriented professional librarians and staff

**Location, Contact Information & Hours**
- Location: building 100, room 402
- Telephone: 770-962-7580 (extension 6388 or 6270)
- Email: gtclibrary@gwinnetttech.edu
- LibGuides / Library Home: http://gtclibrary.libguides.com
- LibAnswers: http://gtclibrary.libanswers.com
- Regular hours* during each College academic semester:
  - Monday - Thursday 8:00 a.m. - 8:30 p.m.
  - Friday 8:00 a.m. - 4:00 p.m.

The Library is closed whenever the College is closed and hours vary between academic semesters. *Subject to change

**Borrowing Library Materials**
Borrowing privileges are available to College students (part-time & full-time), faculty (adjunct & regular), staff and alumni (with Alumni Association membership) with picture identification (student ID or driver’s license, etc.). The borrowing period is generally three weeks and items may be renewed up to two times, provided no pending requests or account balance. Borrowers are held financially responsible for overdue and/or lost materials in accordance with Library policy.

**Copyright**
The Gwinnett Tech Library complies with U.S. Copyright Law, Title 17 of the U.S. Code

**Distance Education Courses**
Gwinnett Technical College is a member of the Georgia Virtual Technical Connection (GVTC) system that provides the gateway to acquiring a college education from any place at any time. Through distance education courses, students have the flexibility to take classes in an online environment. For online courses, students must follow the normal web registration process, adhering to the same dates and times. Students who wish to enroll in distance education courses at other GVTC institutions must complete a Request for a Transient Letter, available in the Registrar’s Office. Students should apply online via http://www.gvtc.org. Students wanting to take courses offered by other technical colleges should follow the host school’s transient student guidelines. Students who wish to graduate from Gwinnett Tech must complete more than 40 percent of their course work at Gwinnett Tech. Distance education courses offered by Gwinnett Tech count towards the requisite 40 percent; however, distance education courses offered by other technical colleges count as transfer credit and will not be applied toward the requisite 40 percent.

All Gwinnett Tech distance education courses follow the same semester format as on-campus courses and do qualify for HOPE funding. One online or hybrid course credit is defined as an equivalent amount of instruction and student work leading to equivalent learning outcomes, as required for a traditional class. Courses offered online are not self-paced. Most courses have weekly assignments, online participation and deadlines. Every student registered for distance education course is issued a secure user login and password for identity verification.
ACADEMIC AFFAIRS

Gwinnett Tech offers three types of distance education courses:

• **Online** - In an online course, all instruction, assignments, projects and research is conducted using Internet access and the ANGEL learning management system. ANGEL stands for “A New Global Environment for Learning.” Any on-campus requirements for an online course will be clearly indicated in the course syllabus. An online instructor may require no more than two on campus sessions to present guest speakers, conduct specialized lab, administer tests, or to provide other learning opportunities that can only be conducted face-to-face. Online course expectations are equal to that of its traditional format.

• **Hybrid** - In a hybrid course, at least 50% of the course time will be spent on campus as indicated by the course schedule. The remaining time is spent participating in online projects, assignments, or instruction. All campus requirements for a hybrid course will be clearly indicated in the course syllabus. Hybrid course expectations are equal to that of its traditional format.

• **Web-enhanced** - Web-enhanced courses have regularly scheduled on campus meetings that may be supplemented with online discussions, quizzes, or the exchange of assignments with your instructor online. In a web-enhanced course 90-100% of the course contact hour requirements meet on campus. Web-enhanced course expectations are equal to that of its traditional format.

**Computer requirements for online, hybrid and web-enhanced**
Almost every course requires some use of a computer. Students are expected to have regular and reliable access to a personal computer with internet. A personal computer with one of the following operating systems is required: Microsoft Windows OS (XP, Vista); Apple Mac OS X (10.0) or above; or Unix/Linux. Students will need an internet speed of 56K Dial-Up connection or better. DSL or Cable is recommended. To learn more about computer requirements for distance education courses, go to http://www.gwinnettech.angellearning.com.

**Proctoring**
Some distance education courses may require an on-campus proctored midterm or final exam. Gwinnett Technical College does not assess any additional student charges associated with verification of student identity with proctoring. If proctoring on-campus is not possible, it is the student’s responsibility to make arrangements with the instructor and/or Program Director if issues arise with meeting this on-campus requirement. Such an arrangement must be approved by the Division Dean. The student is also responsible for any additional charges assessed as a result of off campus proctoring at locations that do not provide it free of charge.

**Social Media**
Social media can be a powerful collaborative tool for building relationships, generating ideas and building support. Social media impacts higher education and all of its stakeholders, including employees and students. Gwinnett Technical College recognizes that social media can have a positive effect on student engagement and the college’s perception in the community. Social media can also be a useful instrument for assessing customer opinion and response. Gwinnett Technical College utilizes social media to share its mission, benefits, and program offerings through its presence as an organization on social media sites such as Facebook, Twitter, and YouTube.
Facult, staff, and students of Gwinnett Technical College should be mindful of their responsibility for all content they publish online about the college. Faculty, staff, and students should view social media postings as an opportunity to participate in enhancing the image of the college.

Policies

• The term “social media” is defined, but not limited to, collaborative online sites such as Facebook, Twitter, LinkedIn, MySpace, Yelp, Flickr, Windows Live Spaces, YouTube, personal blogs, wikis and other sites that generate interactive discussion and sharing of information.

• Faculty, staff, and students should keep personal social media accounts separate from their professional accounts. Gwinnett Technical College business should only be conducted via the professional accounts. All administrators should attend training as scheduled.

• When using social media on behalf of Gwinnett Technical College, Faculty, staff, and students are expected to adhere to the standards of academic integrity and its stated fundamental values.

• Faculty, staff, and students should not use personal social media accounts to conduct business for the college. Awareness of FERPA laws and student privacy is key.

• Gwinnett Technical College recognizes that fan pages, group pages and blogs can be useful tools for various departments, groups or clubs. However, Faculty, staff, and students do not have the authority to create a fan page, group page, blog or any online organizational presence on behalf of Gwinnett Technical College without the permission of the college and collaboration with the marketing department. Once created, fan pages, group pages, and blogs should be frequently monitored for inappropriate content or spam. Faculty, staff, and students may not use the Gwinnett Technical College logo or any trademark online unless permission is granted by the college.

• Social media should be used only as an aid to (not a replacement of) other forms of institutional communication such as Angel or the Gwinnett Technical College email system, which are the primary forms of communication at Gwinnett Technical College.

• Faculty, staff, and students should make every attempt to be accurate in their postings by verifying information and citing sources, and should acknowledge and correct mistakes promptly.

• Gwinnett Technical College recognizes that social media can be used as a valuable forum for generating discussion and ideas. When using personal social media accounts to communicate with students and other stakeholders, Faculty, staff, and students should maintain a professional focus. Faculty, staff, and student should use privacy settings appropriately.

• Faculty, staff, and students should be mindful of the difference between healthy debate and provocative or inflammatory remarks. Faculty, staff, and students should respect individuals and their viewpoints, while maintaining a composed perspective.

• While social media sites may be used by some faculty as an instructional aid, faculty should discourage multi-tasking (e.g. texting, blogging, etc.) by students during face-to-face class time.

• Faculty, staff and students should avoid discussion about the internal policies and operations of Gwinnett Technical College. Faculty, staff, and students expressing opinions online about the college should clearly state that their opinions are not representative of the views of Gwinnett Technical College.
• Faculty, staff, and students are strictly prohibited from sharing confidential information about Gwinnett Technical College.

• Social media is a valuable resource for monitoring and assessing customer perception. Faculty, staff, and students using social media accounts to communicate with students or other stakeholders should make their managers aware of their use of social media so that managers can stay well-informed of their communication efforts. In addition, serious concerns or complaints about the college should be brought to the attention of the appropriate manager to assess the situation and take action.

• Faculty, staff, and students should be mindful of activity that utilizes social media to harass, embarrass or denigrate another individual. Any instance of “cyber bullying” of or by a student or employee should be brought to the attention of the appropriate manager to assess the situation and take action.

• Faculty, staff, and students must obey the law and not conduct any online activity that violates local, state or federal regulations.

• Students must not post any test questions, images, or review materials in any social media forum without approval of the Instructor in the related course.