UWG Online's Distance and Distributed Education Center helps support online, hybrid, and on-campus faculty and students, regardless of their physical location. Our staff is dedicated to helping all students succeed, with an emphasis on support for distance learning technologies and services, as well as enabling faculty to focus on teaching rather than technology. This Student Services Guide provides a convenient list of student resources available to all students, including resident, commuter, and online students, and how each resource can be accessed. A web-friendly version of this info is available at [http://uwgonline.westga.edu/online-student-guide.php](http://uwgonline.westga.edu/online-student-guide.php).

<table>
<thead>
<tr>
<th>Area</th>
<th>F2F On-Campus Students</th>
<th>Off-Campus &amp; Online Students</th>
</tr>
</thead>
</table>
| Admissions, Registration, and Fee Payment  | Students may apply for admissions online through [https://www.westga.edu/admissions/prospective-students.php](https://www.westga.edu/admissions/prospective-students.php) and register online through the myUWG student portal and Banweb student information system. Once accepted, scholarships may be explored on the Scholarship webpage. Students may see the online Scoop (Updated by the Registrar) for instructions, specific term important dates, deadlines, directions to off-campus sites, and fee schedules at: [https://www.westga.edu/student-services/registrar/the-scoop.php](https://www.westga.edu/student-services/registrar/the-scoop.php). For Registration and Financial Aid, the Enrollment Services Center is available via email, phone, or in-person on the first floor of Parker Hall. See [http://www.westga.edu/esc/](http://www.westga.edu/esc/). All students may contact the Bursar’s Office at: [https://www.westga.edu/student-services/bursar/](https://www.westga.edu/student-services/bursar/) by phone or visit their offices located on the first floor of Aycock Hall to make payments online, over the phone, or in person. Fees can be paid online through BANWEB with any of these major credit cards; American Express, Discover, Master Card or with a check by using the Web Check option. They can also be paid in-person with cash or a personal check at the Cashier’s window in Aycock Hall. (Credit cards cannot be accepted in person or over the phone). | Same as F2F with the following addition: Complete instructions for first-time registrants are provided online through the Distance Education’s Student Guide available at [http://uwgonline.westga.edu/online-student-guide.php](http://uwgonline.westga.edu/online-student-guide.php). All online/off-campus students are also provided with additional information specific to their programs, via our UWG Online website ([http://uwgonline.westga.edu](http://uwgonline.westga.edu)) and their respective program websites and/or the state’s central GeorgiaOnMyLine website: [http://www.georgiaonmyline.org/](http://www.georgiaonmyline.org/) [http://ecore.usg.edu/](http://ecore.usg.edu/) [http://ecore.westga.edu](http://ecore.westga.edu) [http://www.westga.edu/business/](http://www.westga.edu/business/) [http://www.eustudiesprogram.org/](http://www.eustudiesprogram.org/) For graduate-level students admitted into 100% online programs, an immunization hold will NOT be placed on the student’s record upon admission. The Office of Admissions’ Newnan representative is available to meet with prospective students in...
Newnan on Mondays. Official tours for prospective students and families are offered every Monday and Friday at 10:00 am and 2:00 pm. Tours are scheduled via https://www.westga.edu/admissions/visit-west.php.

Area high school students interested in the Dual Enrollment program in Newnan may meet with the Coordinator of Dual Enrollment program at the Newnan Center by appointment only by emailing the department at dualenroll@westga.edu.

The Newnan Office of Student Services’ Enrollment Specialist provides enrollment services assistance to Newnan students, including registration and fee payment.

<table>
<thead>
<tr>
<th>Center for Adult Learners and Veterans</th>
<th>Adult Learners:</th>
<th>The Newnan Office of Student Services’ Student Development Specialist refers adult learners, veterans and dependents of veterans to the Center for Adult Learners and Veterans for assistance.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>UWG offers several online programs to meet the needs of busy adult learners as they pursue their educational goals or make the transition into a different career. However, sometimes returning to school takes a little extra support. In addition to UWG’s Center for Adult Learners and Veterans (link to <a href="http://www.westga.edu/calv/index.php">http://www.westga.edu/calv/index.php</a>), some of the resources we offer to adult learners include:</td>
<td></td>
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<tr>
<td></td>
<td>- Tutoring</td>
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<tr>
<td></td>
<td>- Knowledgeable advisors</td>
<td></td>
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<tr>
<td></td>
<td>- Prior Learning Assessment</td>
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<td></td>
<td>- Flexible classes - Online, evening, short sessions</td>
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<tr>
<td></td>
<td>Some of our flexible undergraduate and graduate degrees available to busy adult learners are in areas such as:</td>
<td></td>
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<tr>
<td></td>
<td>- Business</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Criminology</td>
<td></td>
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<tr>
<td></td>
<td>- Computer Science</td>
<td></td>
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<tr>
<td></td>
<td>- Education</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Orientation</th>
<th>All incoming degree-seeking UWG undergraduate students are required to register for and complete an Orientation program.</th>
<th>For students completing their degree completely online, they can register for Online Orientation. These optional resources are available online for students:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For those students who are not taking classes entirely online, they are expected to register for, attend, and fully participate in an on-campus Orientation program.</td>
<td>Distance Education’s Student Guide</td>
</tr>
</tbody>
</table>
“A Free Non-Credit Online Course within the CourseDen learning management system, in which all fully online students are automatically enrolled; the course covers orientation topics and allows the students to practice using the tools. Additionally, all online instructors are provided with narrated and non-narrated orientation presentations, as well as a complete Orientation module that they may include in their online class. The module reviews services, as well as navigation of the course management system, how to use each of the tools, practice assignments, and information on how to get help. For those enrolled in hybrid courses, we sponsor multiple drop-in sessions, set up help tables outside busy locations, offer to do in-class demonstrations, and participate in the on-campus orientations.”

### Financial Aid

For Registration and Financial Aid questions and issues, the Enrollment Services Center is available via email, phone, or in-person on the first floor of Parker Hall. See https://www.westga.edu/student-services/enrollment-services/index.php.

All related forms are available online at: [http://www.westga.edu/student-services/financialaid/index.php](http://www.westga.edu/student-services/financialaid/index.php)

Students may apply for financial aid online ([https://fafsa.ed.gov/](https://fafsa.ed.gov/)) including the ability to have students and parents sign their application using a FAFSA ID at: [https://fafsa.gov/help/fotwfaq64.htm](https://fafsa.gov/help/fotwfaq64.htm).

Additionally students and parents may visit the University of West Georgia’s Scholarship Search website ([www.westga.edu/scholarships](http://www.westga.edu/scholarships)) to search for and apply for scholarships through UWG. In order to apply for scholarships at the University of West Georgia, students need to have been admitted through the Admissions Office as an incoming freshmen/transfer student OR they will need to already be an enrolled student to apply for scholarships as a current student. However, all are welcome to search scholarship opportunities through this site for information purposes.

The UWG Financial Aid office also offers presentations and courses to groups, classes, and individuals, on financial aid, financial planning, and other money matters. Consultation and appointments with Financial Aid advisors and staff are available both face-to-face and via phone. Please email finaid@westga.edu for more information.

The same financial aid opportunities and processes available to those who take on-campus courses, are also available to students who take hybrid or fully online courses or courses at off-campus sites. See: [http://www.westga.edu/finaid/](http://www.westga.edu/finaid/)

Additionally, our UWG Online website highlights the aid that is available and the costs:

- [http://uwgonline.westga.edu/cost.php](http://uwgonline.westga.edu/cost.php)

The Newnan Office of Student Services’ Enrollment Specialist provides enrollment services assistance to Newnan Center students, including financial aid.
### Advising

The Advising Center has academic advisors who work with students to explore various options and help them choose a major best suited for them. Advising Center staff members are available by appointment, phone, and email for student appointments (678-839-5342, advising@westga.edu).

The Advising Center Offers:

1. Information about advising and registration;
2. Access to tools that put you in the driver’s seat;
3. Course recommendations to keep students on track for graduation;
4. The fastest graduation date possible.

For those who have declared a major, the Advising Center provides a guide to your advisor and advisors for other colleges. Click here to find your advisor:

https://www.westga.edu/student-services/advising/majors-advising-center.php

In addition to the Advising Center there are professional academic advisors in The College of Education:

http://www.westga.edu/coeadvisement/, Richards College of Business: https://www.westga.edu/academics/business/rcssc-academic-undergraduate-advising.php and Tanner Health System School of Nursing:

https://www.westga.edu/academics/nursing/advising-information.php. These centers provide intensive advising support through regular contact with their advisees. Our goals are to help students explore various fields of interest, select a specific academic major, research career options that relate to their programs and develop plans of study appropriate for students’ educational goals. We also refer students to other campus offices for assistance in academic, personal, and career counseling, academic skills development, and financial aid.

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Same as F2F with the following addition:

Since 2008, real-time online services have been made available to facilitate virtual advisement via instant-messaging and online collaborative tools. Faculty and departments advise distance and off-campus students online via email, web-conferencing, and by telephone. Students can also receive advising from faculty and full-time advisors at our off-campus locations, at specified times.

As of Fall 2012, courses are provided within our online learning management system (CourseDen D2L) for advising based on at-risk situations or majors.

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eCore:

While online eCore students are still directed to consult with an advisor in their program of study or the Advising Center, eCore students are also assigned eCore Liaisons. They are knowledgeable about all issues associated with admissions, registration, student services, and success in the eCore program. The eCore Liaisons and central eCore Student Success Manager and accompanying Student Success Team members contact the online eCore students frequently via Google groups, with tidbits of helpful information and reminders. The eCore Student Success Team also takes at-risk reports from all eCore instructors and follow-up with at-risk students by email, phone, or text.

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eMajor:

Effective 2018, eCampus began offering professional academic advising services to UWG Organizational Leadership majors, in conjunction with the University College’s Advising Center. Students who have earned up to 45 credit hours are advised in the Advising Center.
### Tutoring, Learning Support & Training (Virtual Tutoring and Writing Center)

<table>
<thead>
<tr>
<th>The Center for Academic Success (CAS) provides services, programs, and opportunities to help all undergraduate students succeed academically. CAS offers free appointment-based peer tutoring in core courses, as well as supplemental instruction (SI)—which is peer-facilitated collaborative learning—in a variety of disciplines. Students seeking help with study skills and strategies can work individually with either a staff or peer Academic Coach. CAS offers:</th>
</tr>
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<tbody>
<tr>
<td><strong>Academic Coaching</strong> - Academic coaches, peers and professionals, can assist you with any challenges you may face as you transition into college, as well as the obstacles you may encounter as you enter your second year. Including: Study skills, time management, test taking, learning styles.</td>
</tr>
<tr>
<td><strong>Peer Tutoring</strong> - One-on-one tutoring in all core curriculum courses and some major specific courses in accounting, biology, chemistry and math.</td>
</tr>
<tr>
<td><strong>Supplemental Instruction (SI)</strong> - provides conveniently scheduled study sessions led by a trained student leader who has already made an A in difficult courses. SI leaders use engaging activities to help you understand and retain difficult course material.</td>
</tr>
<tr>
<td><strong>Drop-in Tutoring Center</strong> – located in Gunn Hall this is a convenient alternative for students who prefer to work with a tutor on their schedule. Open Monday – Thursday from 2 p.m. – 9 p.m. and Friday 9 a.m. to 2 p.m. Most core courses have daily coverage and the schedule is continually updated and available on our website.</td>
</tr>
</tbody>
</table>

### F2F with the following additions:

**SI** is offered in several UWG Online courses. Faculty members hold online office hours in order to offer additional support to their distance and off-campus students. CourseDen (D2L), Blackboard Collaborate, Blackboard IM, Google Hangout, and other distance education technologies have provided effective ways for faculty to provide learning support.

If there are special requirements that students need at off-campus sites, arrangements are made for personnel from the main campus to be available on site. This is in addition to the regularly-scheduled office hours that faculty provide at off-campus locations.

The Distance and Distributed Education Center provides many levels of support, including support and services for academic support. Smarthinking, an online embedded tutoring and writing service, is provided for all online/off-campus students, including eCore and students enrolled at the Newnan Center or any other off-campus instructional site. Smarthinking
<table>
<thead>
<tr>
<th><strong>Counseling (Virtual Counseling)</strong></th>
<th>The Counseling Center provides, academic and mental health counseling for all University of West Georgia students. Some of the areas of assistance include adjustment to college, personal exploration/growth, relationships, substance abuse and psychotherapy.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bookstore</strong></td>
<td><strong>Regular Course Materials:</strong> UWG course materials may be purchased in person at the University Bookstore or through the UWG Bookstore’s website (<a href="http://www.bookstore.westga.edu/">http://www.bookstore.westga.edu/</a>), with free in-store pick or campus delivery. Shipping charges apply for off campus deliveries via UPS. Students who buy books online may also return them for a refund, provided they follow the proper return policy guidelines found on the bookstore receipt. University of West Georgia students may use their Bookstore to the Rescue financial aid funds to purchase their Textbooks by following the steps here: <a href="https://www.westga.edu/student-services/financialaid/bookstore-to-the-rescue.php">https://www.westga.edu/student-services/financialaid/bookstore-to-the-rescue.php</a></td>
</tr>
<tr>
<td></td>
<td><strong>Special Order Materials:</strong> To special order course materials from the University Bookstore, you must email <a href="mailto:bookstore@westga.edu">bookstore@westga.edu</a> your name, student ID number, phone number, E-mail address (school and/or personal) and course(s) and text information. Special Order questions can be answered by calling the bookstore at (678) 839-6523. Once your books arrive, you will be contacted either by phone, e-mail or both for you to pick up your order. If students prefer to have their books shipped at an additional cost; they will need to notify the bookstore and provide their shipping information. Students ordering special order textbooks may use the same as F2F with the following changes:</td>
</tr>
<tr>
<td></td>
<td><strong>F2F with the following changes:</strong> If students want or need more personalized support they can visit the Counseling Center at 123 Row Hall or call 678-839-6428 to get signed up for secure online counseling with one of our trained mental health professionals. The Newnan Office of Student Services’ Student Development Specialist refers Newnan Center. students in need of counseling services to the Counseling Center for assistance with academic and mental health needs.</td>
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<tr>
<td></td>
<td><strong>Same as F2F with the following addition:</strong></td>
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<td></td>
<td><strong>eCore:</strong> Many eCore classes have open textbooks, which are free online textbooks embedded in the class. eCore students may order their lab kits (for classes with a lab component only) at <a href="https://esciencelabs.com/">https://esciencelabs.com/</a> website or through the <a href="mailto:bookstore@westga.edu">bookstore@westga.edu</a>. eCore lab kits are eligible to be bought through the Bookstore to the Rescue program. Books for courses taken at the University of West Georgia Newnan are available through the UWG Bookstore (<a href="http://www.bookstore.westga.edu/">http://www.bookstore.westga.edu/</a>). Purchases can be completed in-person or online with several shipping options including</td>
</tr>
</tbody>
</table>
Bookstore to the Rescue financial aid program to purchase their Textbooks by following the steps here: [https://www.westga.edu/student-services/financialaid/bookstore-to-the-rescue.php](https://www.westga.edu/student-services/financialaid/bookstore-to-the-rescue.php)

Please note that if your special order will not arrive by the time Bookstore to the Rescue expires, the bookstore may have to deduct the funds up front to ensure the Bookstore to the Rescue deadline is met.

It is very important to note students should consider special orders very carefully and are committed to seeing their order through to completion.

delivery via UWG Newnan shuttle.

Bookstore services for distance and off-campus students are evaluated in the Distance Learning/off-campus evaluation form.

According to previous results, more than 85 percent of students agreed or strongly agreed that materials required for their courses were available for convenient purchase.

Library Resources

All UWG students are able to borrow most materials owned by any college or university within the University System of Georgia, and return them to any of those libraries. Students who reside out-of-state are provided with remote access licensed by the UWG Library [http://www.galileo.usg.edu/scholar/westga/subjects](http://www.galileo.usg.edu/scholar/westga/subjects).

Among the services are research consultation, check-out of books from the UWG collection and other USG libraries (delivery by courier to the student's preferred USG location and return to any of those locations); self-service photocopying of journal articles or other library materials not available online, and use of the interlibrary loan service for materials not held in the UWG collection. Use of the databases available through GALILEO and the databases.

Same as F2F with the following additions:

The UWG Library’s Resource Sharing Department maintains a Distance Learning support web page that outlines library services and resources available to students:

[https://www.westga.edu/library/resource-sharing.php](https://www.westga.edu/library/resource-sharing.php)

Online, off-campus, Newnan Center, and Douglasville Center students may also request check-out and delivery (by mail, including postage-paid return) of books from the UWG collection, and delivery of journal articles, or other library materials not available online, through our electronic delivery management system, ILLiad. Directions for using the services can be found at:

[https://www.westga.edu/library/resource-sharing.php](https://www.westga.edu/library/resource-sharing.php)

Questions can be directed to Margot Davis (mdavis@westga, 678-839-6321).

**eCore**

Library resources for eCore Students are also provided in the course resource folder inside each eCore course, is posted under “Campus Announcements” inside GoView, and in the Distant.
### Accessibility Services

Students who have learning, psychological or physical accessibility concerns may contact Accessibility Services at the University of West Georgia. The office of Accessibility Services is housed in the Counseling Center and is committed to providing access to campus resources and opportunities to allow students with disabilities to obtain a quality educational experience at UWG. Students may contact coordinators from Accessibility Services by telephone or email. These coordinators communicate with faculty to plan for the individual needs of students.

Same as F2F with the following additions:

The Distance & Distributed Education Center also helps faculty provide technology options for students with disabilities. For example, instructors are provided with the tools to create ADA-compliant web resources; closed captioning for audio or video-based lectures, and audio-based discussion boards and tools for students with limited dexterity.

Blackboard Collaborate/Wimba Classroom and CourseDen (UWG course management system) have accessibility features, including closed captioning, html reader (ReadSpeaker), and formatting for browser readers. UWG Online trains faculty on appropriate uses of technology to meet the needs of students with disabilities and to meet ADA guidelines.

Atomic Learning’s Suite of online tutorials is available for all UWG students and faculty, with a wealth of technology topics specific to Accessibility services.


Additional accessibility information is provided for online eCore students here:

[http://ecore.usg.edu/students/disability.php](http://ecore.usg.edu/students/disability.php)

and in the Student Guide to eCore here: [https://ecore.usg.edu/student_guide.pdf](https://ecore.usg.edu/student_guide.pdf)

The Newnan Office of Student Services’ Student Development Specialist refers Newnan Center students in need of accessibility services to the to the Counseling Center.

### Testing & Evaluation

All students benefit from the testing services of the Academic Testing Services office at the University of West

Same as F2F with the following additions:
Georgia.
Academic Testing Services provides departmental, institutional, and national testing opportunities to students and non-students in an atmosphere which enables examinees to perform to the best of their abilities. This atmosphere relies on test administration practices which (1) adhere to nationally recognized professional testing standards and government regulations, (2) maintain the integrity of the testing process by incorporating ethical standards and security measures, and (3) treat all examinees in a professional yet personable manner. The UWG Academic Testing Services Office adheres to the Standards and Guidelines of the National College Testing Association. Students can arrange services by calling or emailing the testing Office. The Academic Testing Services Office provides a variety of test registration materials and also administers a series of national and institutional exams. The Academic Testing Services Office also provides a supervised environment for students with documented physical and/or learning disabilities who are eligible to receive accommodations, such as extended time for their classroom tests. The testing office provides test proctoring services to UWG students, including online and eCore students, as well as to other institutions and various entities such as licensing boards and national testing companies for a small fee.

Please contact both testing centers for a schedules of tests that are available at each center. https://www.westga.edu/testing

Off-campus students often take exams administered by their professors at their off-campus locations. The Newnan Center also provides test proctoring services on site. Off-campus and distance students can also use approved proctoring sites at other university libraries or approved testing sites worldwide.

Exams and quizzes can be administered via CourseDen (D2L) either online at a location convenient to the student or a designated computer lab.

Some students who take their CourseDen (D2L) exams in a computer lab use Respondus Lock Down Browser as an additional means of security and integrity.

Instructors who teach courses that are mostly online have the option of using UWG Online’s online Exam Proctoring Services: (http://uwgonline.westga.edu/exams.php). Students schedule their tests at a center convenient to them, and the UWG Online Testing Coordinator provides the proctor with the password. Proctors confirm the identity of the student, enter the password through the course management, maintain physical proximity to the student, and ensure exam integrity. The UWG Online Testing Coordinator locates proctors for students who are located more than 100 miles away from an approved site.

Newnan Center:
The Newnan Center offers proctoring services to students taking eCore, UWG Online, and
| Career Guidance | Career Services offers a host of services for all students through its website at [http://www.westga.edu/careerservices/](http://www.westga.edu/careerservices/). WolfWorks lists off-campus part time, full time and internship opportunities, networking events, on campus interviews, and Job Fairs. PeopleAdmin lists all available on-campus jobs and allows students to apply online. Career Services also offers an online service for mock interviews through [InterviewStream](http://www.westga.edu/careerservices/) and an online career library through [Vault](http://www.westga.edu/careerservices/). InterviewStream will record student interviews that they can send to Career Services for evaluation or use the recordings for a self-evaluation. Vault has information on a multitude of careers for students to research. Students may access both InterviewStream and Vault on the Career Services Website by clicking on “Students.” Career Services offers: Career Counseling, Career Development, Student Employment, Job/Internship Search and Networking Events to all students. Contact Career Services at 678-839-6431 or careers@westga.edu for more information or to schedule an appointment (online or in person). | online courses from other universities (for a small fee). Students make appointments with Newnan staff to have midterm and final exams proctored at the Newnan Center. Same as F2F with the following additions: UWG Online Student Evaluations include a question that evaluates the availability of career services information on UWG’s web site [http://www.westga.edu/~distance/data/eval/](http://www.westga.edu/~distance/data/eval/). In the last three years, less than four percent of the students who submitted the distance evaluation felt that information regarding career services for UWG’s distance students needed improvement. The Newnan Office of Student Services’ Student Development Specialist refers Newnan Center students in need of career guidance to the Office of Career Services. |
| Software & Technology Services | Most required software that may be used is either free or provided by the University of West Georgia to students directly or made available in campus labs, except in highly- specialized content areas. Students may download software from Software Resources & Services (SRS) for free or at discounted rates using their UWG email account credentials at the following site [http://personal.srs.usg.edu/Personal_2/Student-Media_2/](http://personal.srs.usg.edu/Personal_2/Student-Media_2/). The list of additional free software provided to all UWG students, includes but is not limited to: the latest version of the Microsoft Office Suite, the latest Windows OS (free to students and employees), and the latest Mac OS (also free to students and employees). File transfer software, and numerous task- specific applications are available both in on- | Same as F2F with the following additions: **Minimum Technology Requirements** A computer with audio capabilities, an internet connection, and a D2L (CourseDen) compatible browser is the only hardware necessary to support appropriate interactions. Additional technology requirements can be found at [https://uwgonline.westga.edu/technology-requirements.php](https://uwgonline.westga.edu/technology-requirements.php). |
The university provides students with a UWG ID account, this account grants access to campus email (including calendar and Google Apps via Gmail.com), myUWG, CourseDen, the SecureWest Network, Parking Services, and the CampusVirtual Private Network (VPN). The university also provides students with free personal web space.

Many asynchronous and synchronous distance education technologies are available for use to enhance on-campus courses or deliver instruction. The primary tool used for this purpose is our course management system (CourseDen/D2L), which includes, but is not limited to, discussion boards, email, and various types of online assessments.

A variety of additional distance education supplemental software, tools, and services are available freely to all instructors, students, and administrators: Blackboard Collaborate Classroom (live and archived audio, video, texting, polling, assessments, application sharing), Wimba Voice Tools (asynchronous audio podcasts and emails, threaded audio/text discussion boards), Respondus Lock Down (a custom browser that locks down the testing environment), CourseEval (online surveys), and online presentation tools such as Impatica, Camtasia, Respondus Studymate (interactive flash modules), and Quiz Creator.

UWG offers Kaltura, a video streaming to enhance the online classroom experience. Additional free software, services, and tools may also be made available, to suit the specific need of the users involved.

So that off-campus and online students may have access to the same software applications available in on-campus computer labs, a virtual lab server is provided.

Smarthinking (online tutoring) and a dedicated streaming video server are currently also available specifically for all online students.

Atomic Learning’s Suite of online tutorials is available for all UWG students, with a wealth of technology topics. [http://www.atomiclearning.com/](http://www.atomiclearning.com/)

Newnan Center:
Newnan students have the same access to technology as students on the main campus. A Student Information Technology Services (SITS) lab provides free computer services to students. UWG Newnan Academic Affairs department staff members and student SITS workers assist both faculty and students with computers, copiers, printers, online testing preparation, AV equipment, and other special instructional technologies. Some equipment is available for check-out by students. Students also have access to the wireless network. A newnanit-list@westga.edu email account allows faculty to submit IT requests. Faculty and student listservs and a Facebook account have improved communication among staff, faculty, and students.

**Student Activities**

“Center for Student Involvement” – includes Calendar of Events, Student Organizations, and links to various other programs: [http://www.westga.edu/csi/](http://www.westga.edu/csi/)

Weekends West Georgia

Same as F2F with the following additions:

Activities for Commuter or
Monthly Calendar:
https://www.westga.edu/campus-life/csi/activities_calendar.php

Wolf Connect: https://uwg.campuslabs.com/engage/

Wolf Connect provides all students with information about campus events, student organizations and opportunities for involvement.

Online Students: https://www.westga.edu/campus-life/csi/commuter-students.php

The main UWG campus has a Commuter Lounge for commuter students that offers: couches, games, printers, refrigerators, microwaves, access to WiFi and offers activities throughout the semester. A study/computer lounge for commuter students is located in Basement of Strozier Hall.

Online students have a Blog: https://planetecampus.blogspot.com/

UWG Online has a strong physical presence on Facebook, Twitter (@UWGonline), LinkedIn, Blogs, and YouTube.

**Newnan Center:**
Through the support of the Vice President's Student Affairs and Enrollment Management Office, Carrollton and Newnan administration, along with community partners, Newnan Center students are now provided the ultimate university experience by offering student life activities, events, leadership experiences, community services, all while promoting campus life, academic excellence and student success.

Newnan Center students are also made aware of all student activities which occur on the main campus and are encouraged to participate when possible. A Newnan Center website and social media pages for both the Newnan Center and Newnan Student Services provide timely information.

<table>
<thead>
<tr>
<th>Mentoring, New Student Programs</th>
<th>Many new student programs are available to assist students in the transition into college. <a href="https://www.westga.edu/administration/vpaa/first-year-programs.php">https://www.westga.edu/administration/vpaa/first-year-programs.php</a></th>
<th>Some of the New Student programs are available to online students. For example, course sections of the First-Year seminar.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID Card</td>
<td>The official University of West Georgia ID Card for the</td>
<td>Exception for fully online students:</td>
</tr>
</tbody>
</table>
The campus community is known as the Wolves Card. It allows students to:

- Gain access into your residence hall; check books out at Ingram Library; get free or discounted prices to plays, sporting events, and concerts; access the Campus Center fitness area; access Health Services; get a parking tag.

Student ID cards are made in the University Community Center (UCC), Top Floor from 8am – 5pm Monday through Friday.

https://www.westga.edu/campus-life/wolvescard/what-is-the-wolves-card.php

UWG Students registered in online courses only; not attending classes at the Carrollton campus or Newnan Center, are eligible to obtain their student ID Wolves Card via mail. See details under the heading “Student ID Cards.”

http://uwgonline.westga.edu/online-student-guide.php

Newnan Center:

Newnan students may have ID’s made on the main campus. However, students may also elect to have their ID’s made in Newnan. UWG Newnan Academic Affairs department staff members take ID photos and send them digitally to the main campus so that ID cards may be produced and then sent back to Newnan. (Parking tags are also available for pickup at the Newnan Center when proof of the payment of transportation fees is presented by students.)

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**Health Services**

**Medical Services:** UWG Health Services delivers comprehensive, high quality healthcare in an efficient, confidential and caring manner. Students taking at least one class on campus are charged the student health fee as part of their tuition and fees and are eligible to receive medical services at the Health Center. Exclusively online students may choose to pay the student health fee and be eligible for services. The Health Fee provides students access to campus medical services provided by a team of medical professionals dedicated to student health and wellness. The fee covers many services entirely while others carry additional charges. For more information on the services and fees, please contact Health Services at 678-839-6452.

**Advocacy Services:** All enrolled students are eligible for free, confidential Advocacy Services which include medical, academic, and victim advocacy. Trained Advocates and a Sexual Assault Nurse Examiner are on call 24/7 to respond to victims of sexual assault, intimate partner violence, and/or stalking. Learn more about our services here: https://www.westga.edu/student-services/health/#

**Health Education Services:** All students are eligible for Health Education Services. Health Education and a team of trained Peer Educators provide evidence-based health education and wellness programs. Class and group presentations, guest speakers, and interactive activities are offered each semester.

Medical Services

Exclusively online students are not automatically charged the health fee. However, they can elect to pay the $101 fee each semester in order to access campus medical services. The fee can be paid online or through the BanWeb account or at the Bursar’s Office.

**Advocacy Services**

All enrolled students, including exclusively online students, are eligible for Advocacy Services which include medical, academic, and victim advocacy. Trained Advocates and a Sexual Assault Nurse Examiner are on call 24/7 to respond to victims of sexual assault, intimate partner violence, and/or stalking.

**Health Education Services**

All students are eligible for Health Education Services. Health
For more information about UWG and other health resources visit:

**Student health resource information**

Educators and a team of trained Peer Educators provide evidence-based health education and wellness programs. Class and group presentation, guest speakers, and interactive activities are offered each semester.

Online students can contact Health Services at 678-839-6452 for additional information regarding all of the above services.

| Miscellaneous Services | The College of Education offers a Comprehensive Community Clinic, who is dedicated to offering services for the community in special education, counseling, communication sciences and disorders, mathematics, and language and literacy. Tutoring services are available for children ages 5 – 12 years old. The CCC is not allowed to offer counseling to UWG students; they must attend the UWG Counseling Center.

The CCC is an educational training facility for undergraduate and graduate students to apply the skills and knowledge they gain during their academic studies in a highly supervised clinical environment. Speech evaluations and therapy are available to UWG students for low and sometimes no cost. |
| Exception for online students: | Shuttle services to and from UWG and the Newnan Center are available Monday through Friday. [https://www.westga.edu/campus-life/parking/assets-parking/docs/newnanrevised.pdf](https://www.westga.edu/campus-life/parking/assets-parking/docs/newnanrevised.pdf) |

| Student Complaints | The students’ rights, the procedures, and the policies for all student complaints (whether academic or non-academic) are outlined in the UWG Student Handbook: [http://www.westga.edu/handbook/index.php](http://www.westga.edu/handbook/index.php)

See the Index and the Student Handbook’s Appendices for various applicable information.

**UWG Non-discrimination Statement**

UWG does not permit discrimination or harassment in our workplace, programs or activities on the basis of sex, race, national origin, gender identity, sexual orientation, disability, age, religion, veteran status or any other characteristic protected by institutional policy or state, local, or federal law.

If an individual believes that he or she has been discriminated against, please contact the Office of Equal Opportunity and Title IX to file a report. Please be reminded that all UWG employees with the exception of counselors and health services personnel are mandatory reporters and must report acts of sexual misconduct to the Office of Equal Opportunity and Title IX:

The Office of Equal Opportunity and Title IX
Phone: 678-839-5344
Fax: 678-839-6425 |
| Exception for online students: | UWG Student Handbook, Appendix O: Complaints by Distance Learning Students-

Students who are enrolled in distance Learning courses are provided with this student complaint form: [https://www.westga.edu/administration/vpsa/student-complaint-form.php](https://www.westga.edu/administration/vpsa/student-complaint-form.php)

Upon submission of the form, the issue is assigned to a UWG Online Department staff member for follow-up or routing to the appropriate parties. For all non-anonymous submissions, surveys of this service are provided. As necessary, complaints are resolved following the same general procedures for students who attend classes on campus. However, for any process that requires that a student appear in person, the university may make other arrangements. For processes that cannot be completed via telephone, e-mail, or written
Online: www.westga.edu/hr/title-nine
The UWG Institutional Authorization and Consumer Complaints site is available at: https://www.westga.edu/about-uwg/student-consumer-information.php

correspondence, the university may set up a two-way video conference site in place of a meeting on the UWG campus.

eCore:
eCore students have an additional route that they may pursue for help with academic and non-academic issues: https://ecore.usg.edu/current-students/student-forms-and-withdrawals

Online student are also encouraged to consult with their eCore advisors and the UWG Online Helpline for assistance, as needed.

Newnan Center:
Newnan students are made aware of the complaint process as outlined in the Student Handbook.

NOTE: Some of our UWG student take at least one or more courses on campus, in addition to their online courses. As a result, these hybrid students have access to both the on-campus services and those available through online.