



## The HUB

The HUB serves as a one-stop express service to address a broad range of student needs. It provides vital support and information associated with student IDs, tuition payments, registration, transcripts, and transfer requirements.

The HUB should be contacted if you experience issues with any of the following:

- Change of Student Information
- Student IDs
- Placement Exams
- Registration for Classes or Orientation
- Adding, Dropping, & Withdrawing from Courses
- Academic Advising
- Immunization Forms
- Financial Aid
- Tuition Payments & Payment Plans
- Refunds
- Scholarships
- Transcripts
- Grades & GPA
- Academic Sanctions
- Student Planning
- Applying for Graduation
- Career Coaching
- Transfer Services
- Changing Your Major
- You have experienced a significant life event that may be preventing you from completing your coursework to the fullest of your capability

**Contact:** The HUB is located in the Administration Building (Building #1). They can be contacted via phone at 732.255.0482 or emailed at [HUB@ocean.edu](mailto:HUB@ocean.edu).

## Your Professor

Your Professor is your first point of contact if you experience issues directly related to the course content. Their role in the course is to help you navigate the subject matter, address your questions, and guide discussions in the course discussion board.

Your Professor should be contacted if you experience issues with any of the following:

- There is a term or concept that you find unclear
- You need an extension on an assignment, or require extended testing time on a quiz or exam
- Instructions in an assignment, discussion, or quiz is unclear
- You believe that your grade is not reflective of the work you provided in an assignment or discussion
- You believe that a question on a quiz was incorrect
- You are experiencing an issue with a course integration such as MindTap, WebAssign, or HandsOnLabs. If you are experiencing this issue, contact your professor in addition to the third party integrator

**Contact:** Your professor's contact information will be referenced on your course's home page. You may also inbox your professor directly through Canvas.

## The Assistant Dean of e-Learning

The Assistant Dean of e-Learning provides administrative oversight for all faculty and students in the department. The Assistant Dean of e-Learning is your second point of contact, and should be reached out to if you are unable to achieve a resolution after speaking your professor.

The Assistant Dean of e-Learning should be contacted if you experience issues with any of the following:

- You feel your performance has been unfairly assessed by your professor
- You believe you are being harassed by one of your classmates, and your professor has not been successfully able to intervene.

**Contact:** The Assistant Dean of e-Learning can be located in the W. Kable Russell Building (#7), Room 221. They may be emailed at [cwebster@ocean.edu](mailto:cwebster@ocean.edu), or called at 732.255.0400 ext 2485.

## The e-Learning Department

The e-Learning Department is responsible for the development and management of all of OCC's online courses.

The e-Learning Department should be contacted if you experience issues with any of the following:

- An image or video is not appearing properly in your course
- You have found a broken link in your course

**Contact:** The e-Learning department can be reached at [elarninghelp@ocean.edu](mailto:elarninghelp@ocean.edu).

## IT

The Office of Information Technology (IT) handles a very broad range of technical services and support to OCC students and faculty. Note: IT is not able to provide technical support for your personal devices.

IT should be contacted if you experience issues with any of the following:

- You are having trouble logging into your Ocean email or Ocean Connect
- You are having a technical issue with a computer located in the library, or in a computer lab on campus
- If you are experiencing issues with the OCC password reset page.

**Contact:** IT can be emailed at [helpdesk@ocean.edu](mailto:helpdesk@ocean.edu), or contacted via phone at 844.344.3113 (during business hours) and 866.861.1122 after hours.

## Ocean Help

Ocean Help provides information on a number of different types of common issues students encounter at OCC.

Ocean Help should be accessed if you experience issues with any of the following:

- You need your Ocean email or Ocean Connect password reset.

**Resource:** Ocean Help is accessed through <https://www.ocean.edu/current-students/ocean-help/>

## Canvas Technical Support

Canvas is OCC's Learning Management System (LMS). All online courses are run through Canvas.

Canvas Technical Support should be contacted if you experience issues with any of the following:

- Canvas is not loading properly for you
- The Canvas mobile app is not working
- You receive an error message on any of the pages within Canvas

**Contact:** Canvas Technical Support can be contacted at 877.940.0472, emailed at [support@instructure.com](mailto:support@instructure.com), or you can live chat with Canvas by selecting the (?) icon on the menu located on the left-hand side of the screen on your Dashboard within Canvas, and selecting Chat with Canvas Support (Students).

### **Third Party Integrator**

Many Canvas courses have e-book integrations within them. These are comprised of digital textbooks and other types of content that you may be interacting with if your course utilizes them. If you encounter an issue with a third party integrator, you should first immediately reach out to your professor and then contact the integrator directly.

The integrations that OCC currently has are:

- MindTap
- WebAssign
- Hands-On Labs
- Rosetta Stone
- Revel
- CengageNOWv2
- Aplia
- SAM
- MyLab
- Connect

Third Party Integrators should be contacted if you experience issues with any of the following:

- The third party integration in your course, be it MindTap, WebAssign, etc, is not working properly
- You are not able to log in to your third party integrated platform

**Contact:** Third party integrators are managed by different publishers. Depending on which integration is within your course determined who you will need to contact if you encounter an issue. The following list provides the contact information for the various third party integrators:

**MindTap, WebAssign, CengageNOWv2, SAM, Aplia, & Sam:** 1.800.354.9706, or visit [support.cengage.com](https://support.cengage.com)

**Hands-On Labs:** Visit <https://vmware-hol.atlassian.net/servicedesk/customer/portals>

**Revel:** Visit <https://www.pearsonhighered.com/revel/students/support/index.html>

**Rosetta Stone:** Call 1.800.767.3882, or visit <https://support.rosettastone.com/en>

**MyLab:** <https://support.pearson.com/getsupport/s/>

**Connect:** Call 1.800.331.5094, or visit <https://mhedu.force.com/CXG/s/>