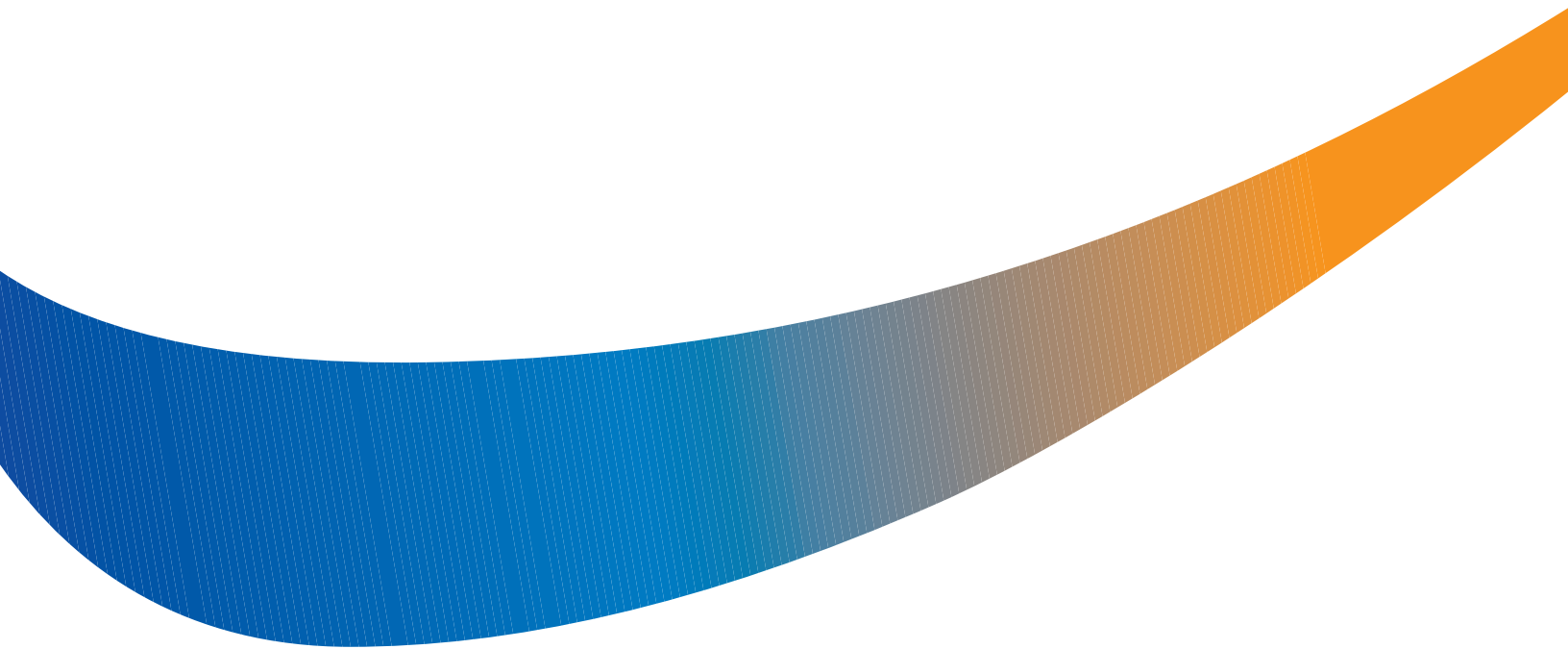


# 2022-23 Student Resource Guide





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***Desire2Learn Student Reference Guide***

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*Dear Student,*

*I would like to take this opportunity to welcome you to online learning at Horry-Georgetown Technical College, through the Distance Learning Institute (DLi). Our goal is to provide you with the appropriate support, technologies, and experiences as they relate to taking courses through the DLi.*

*The following pages will outline the tools and resources for success in your online coursework. From technical support to registration or identifying the right individual to meet your needs, this guide should point you in the right direction.*

*If you have questions along your journey, please do not hesitate to contact the appropriate individuals identified in this guide, as we all look forward to interacting with you and assisting with your success.*

*Once again, on behalf of HGTC...*

*Welcome to the Distance Learning Institute!*

*Sincerely,*

*Alicia Ramberg*

*Alicia Ramberg*

*Director of Academic Services*



## WHAT IS DISTANCE LEARNING?

Distance Learning (DL) provides the opportunity for students to participate in courses away from a traditional on-campus experience. This can be accomplished through online coursework, on-site field experiences, or a combination of these opportunities, known as hybrid courses.

The HGTC Admissions Office will mail an acceptance letter containing your username and password for logging into the various areas of the HGTC website. Familiarize yourself with these materials and the appropriate points of contact for your division, specifically your Advisor and his or her contact information.

## NEW STUDENT TASKS

### TO-DO LIST

There are several databases and systems at HGTC that communicate with one another in order to set up your accounts and provide access to your courses. Changes to your information are not instant and can take up to two business days to process in the system. Following these steps in order will help ensure your transition as a new student to HGTC is as seamless as possible.

#### **Check your HGTC student email**

*Your username and password were sent to you in your acceptance letter from Admissions. See the instructions on page 5 of this book for information on how to log in. HGTC email is the official communication medium of the College, and you should check this account frequently (3-5 times per week).*

#### **Take the DLi Student Orientation**

*Your username and password were sent to you in your acceptance letter from Admissions. See the instructions on page 6 of this book for information on how to log into myHGTC and access the DLi Student Orientation.*

#### **Purchase Your Textbooks**

*Browse the online bookstore provided by HGTC by searching for the courses you have registered for. See the instructions on page 7 of this book for information on how to access HGTC's Barnes & Noble Online Bookstore.*

#### **Access HGTC Library Resources**

*Your HGTC Student ID Number (H-Number) is required for access to library resources such as articles and streaming videos your instructors may assign within your courses. See the instructions on page 8 of this book for information on how to reach HGTC Library.*

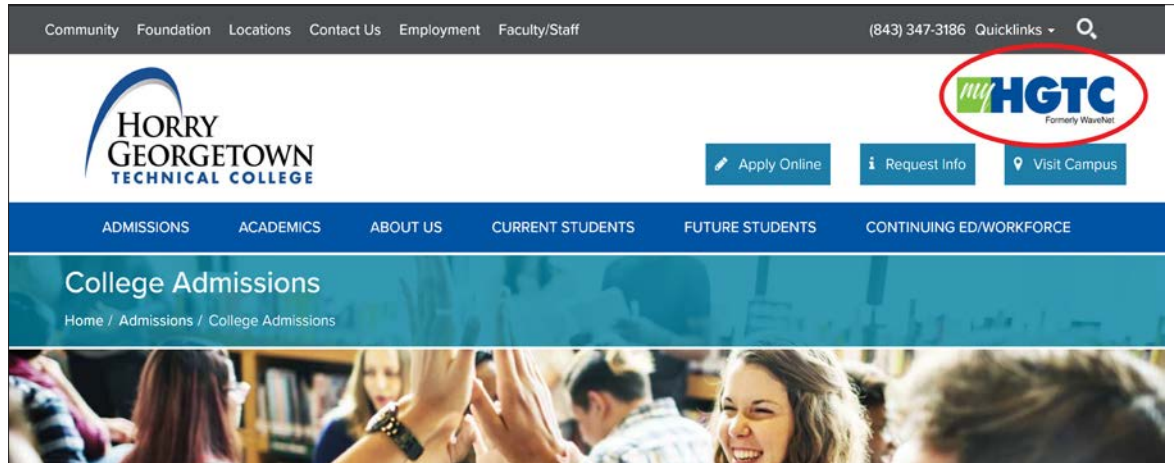
#### **Access the Online Course Environment**

*It can take up to 24 hours for your account information to reach Desire2Learn (D2L) after you have registered for a course. See the instructions on page 9 of this book for information on how to log in. Access is available on the first day of class.*

## NEW STUDENT TASKS

### CHECK YOUR HGTC EMAIL

- 1 - Direct your browser to the HGTC home page at [www.hgtc.edu](http://www.hgtc.edu).
- 2 - Click the **myHGTC** link at the top of the page.

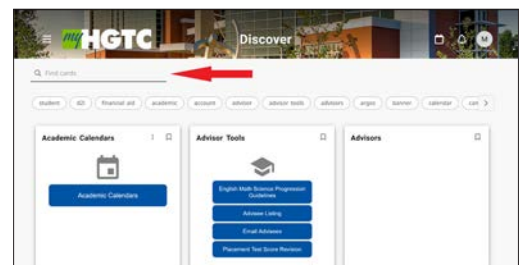


- 3 - Log in to myHGTC using the credentials provided in your HGTC acceptance letter.

- 4 - Scroll to the bottom of the page and click "Discover More".

- 5 - Email will be found under the "Campus Email" card. Search for it, if needed.

*myHGTC is your student portal to access classes, registration and services.*



### READING YOUR EMAIL

Click on the icon within the card to access your Outlook account.



### HGTC EMAIL SUPPORT

Contact the Help Desk at [helpdesk@hgtc.edu](mailto:helpdesk@hgtc.edu) or 843-349-8324.

Additional contact methods can be found at

[www.hgtc.edu/admissions/student\\_information](http://www.hgtc.edu/admissions/student_information).



## NEW STUDENT TASKS

### DLI STUDENT ORIENTATION INSTRUCTIONS

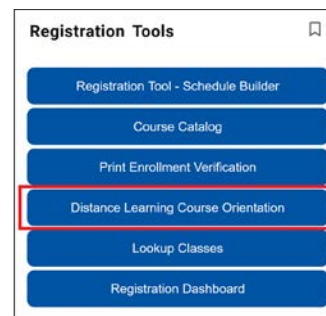
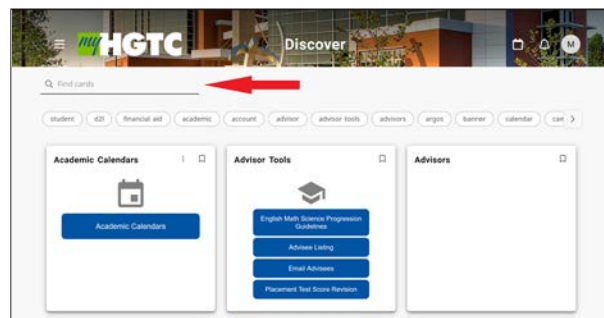
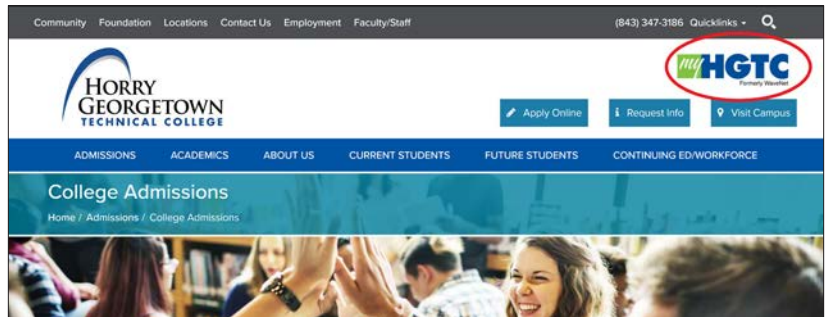
**1** - Direct your browser to the HGTC home page at [www.hgtc.edu](http://www.hgtc.edu).

**2** - Click on the **myHGTC** link at the top of the page and log on using the credentials provided in your HGTC acceptance letter.

**3** - Once logged into myHGTC, click on **Discover More** at the bottom of the page.

**4** - Search for the **Registration Tools** card and click the **Distance Learning Course Orientation** link.

**5** - The Distance Learning Institute Student Orientation course should then launch. Follow the prompts to complete the course.



### ASSISTANCE

Contact the Distance Learning Institute at 843-349-5257 or email [distancelearning@HGTC.edu](mailto:distancelearning@HGTC.edu) if you have issues launching the Distance Learning Institute Student Orientation.

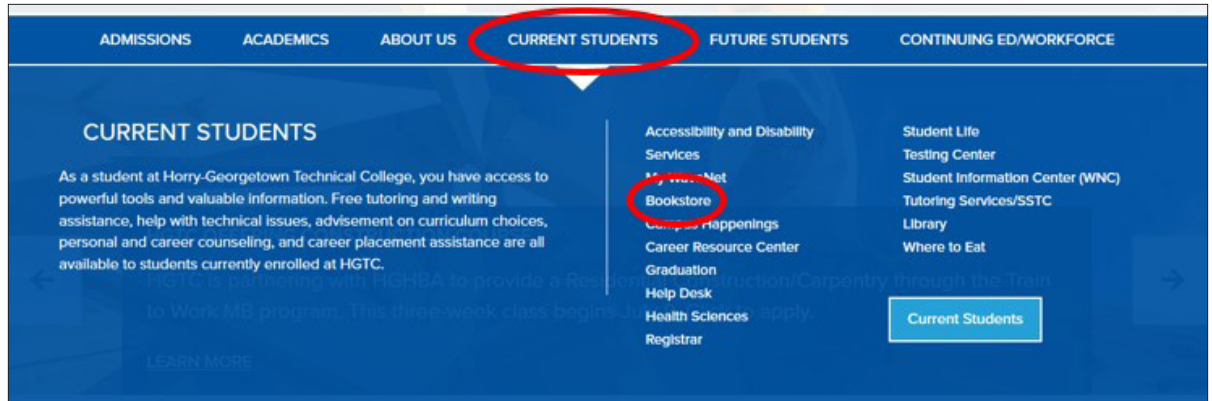
## NEW STUDENT TASKS

### BOOKSTORE

**1** - Direct your browser to the HGTC home page at [www.hgtc.edu](http://www.hgtc.edu).

**2** - At the top of the page, hover over the **Current Students** tab and click **Bookstore**.

You will be directed to the HGTC Online Bookstore, provided by Barnes & Noble.



## NEW STUDENT TASKS

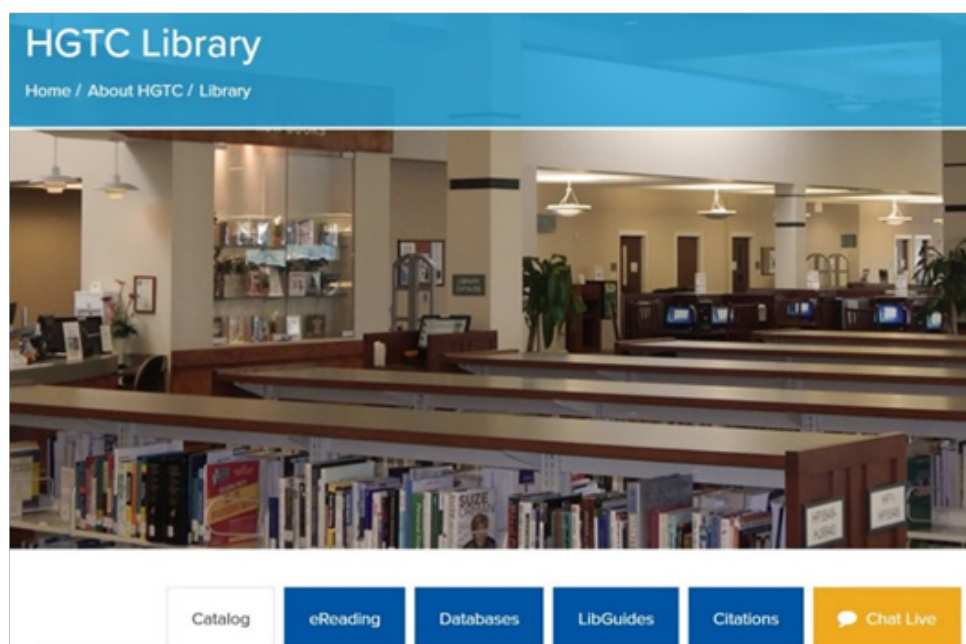
### ACCESS TO HGTC LIBRARY RESOURCES

Online students have access to all HGTC Library resources available through the HGTC webpage, [www.hgtc.edu](http://www.hgtc.edu).

Hover over **Current Students** and click the **Library** link on the right side of the screen. Here you will have access to all HGTC online library resources.

\*Some resources will require your HGTC Student ID Number (H-number) in order to gain access. Your H-number is located on your acceptance letter from HGTC.

\*\*For more information regarding HGTC Library, please refer to page 17 of this guide.





## MYHGTC, D2L LOGIN AND COURSE ACCESS

### ACCESSING MYHGTC AND D2L

1 - Direct your browser to the HGTC home page at [www.hgtc.edu](http://www.hgtc.edu).

2 - Click on the [myHGTC](#) link at the top of the page and log on using the credentials provided in your HGTC acceptance letter.



Sign in

Email, phone, or Skype

[Can't access your account?](#)

Back

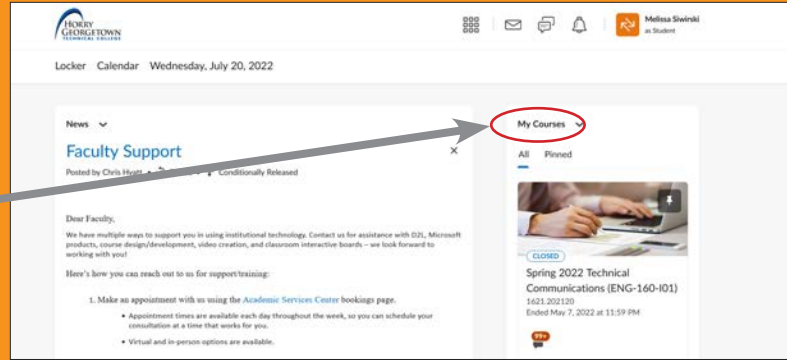
Next

3 - Once logged into myHGTC, click the [D2L](#) card.

The screenshot shows the myHGTC dashboard interface. At the top, there is a navigation bar with the myHGTC logo, a hamburger menu icon, and utility icons for home, notifications, and a user profile. Below the navigation bar, there are two notification cards: one for new students to complete NAVIGATE orientation, and another reminding students of the fall 2021 tuition payment deadline. The main content area features three large cards: a D2L card with the text 'D2L' in large orange letters, a Campus Safety card listing contact information for Conway Campus and Grand Strand Campus, and a Campus E-Mail card featuring the Microsoft logo and an envelope icon.

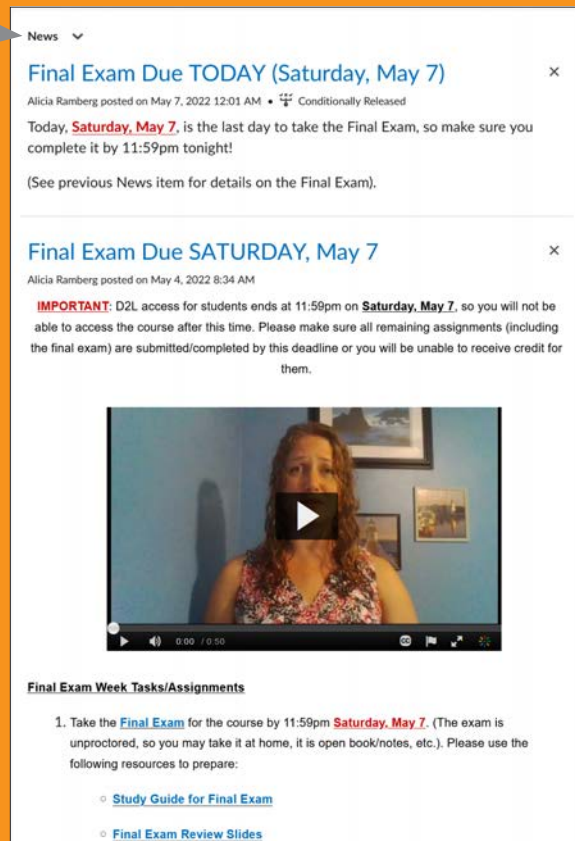
## D2L USERS GUIDE

This will direct you into D2L. From there, you can navigate your courses within D2L using the **My Courses** tab on the right of the page.



### NEWS ITEMS

Notifications are an important section within a D2L course, as major communications regarding HGTC and your courses can be posted here. Make sure to read all News items on your homepage and in your class.



## HOW TO START

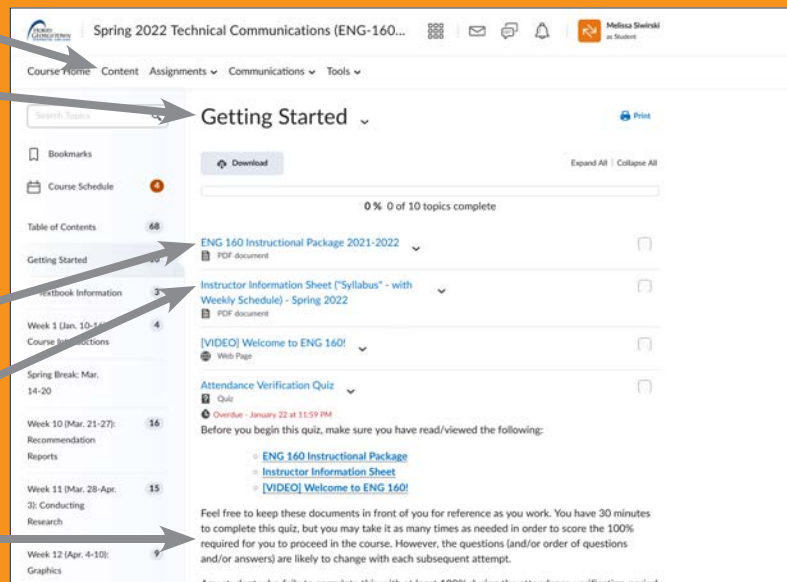
### CONTENT TAB

Once in your online class, all course materials and instructions can be found under the Content Tab, which is located at the top of your online class.

### GETTING STARTED MODULE

The first place to visit under the Content Tab is the "Getting Started" module. This section will include:

- Your instructional package,
- Instructor information sheet, and
- Valuable resources you will need to be successful.



## DROPBOX

The dropbox allows you to submit an assignment to your instructor. Multiple files can be added to the dropbox at a time. Make sure you consult with your instructor regarding the correct document format needed in order for the assignments to be read and graded.

### ASSIGNMENT SUBMISSION

#### ACCESSING DROPBOXES

Click the **Assignments Tab** and choose **Dropbox** to access available dropboxes for your course.

#### INSTRUCTIONS

While most instructors at HGTC prefer to place all of their assignment instructions within the course content, you may find additional instructions here.

#### FILES

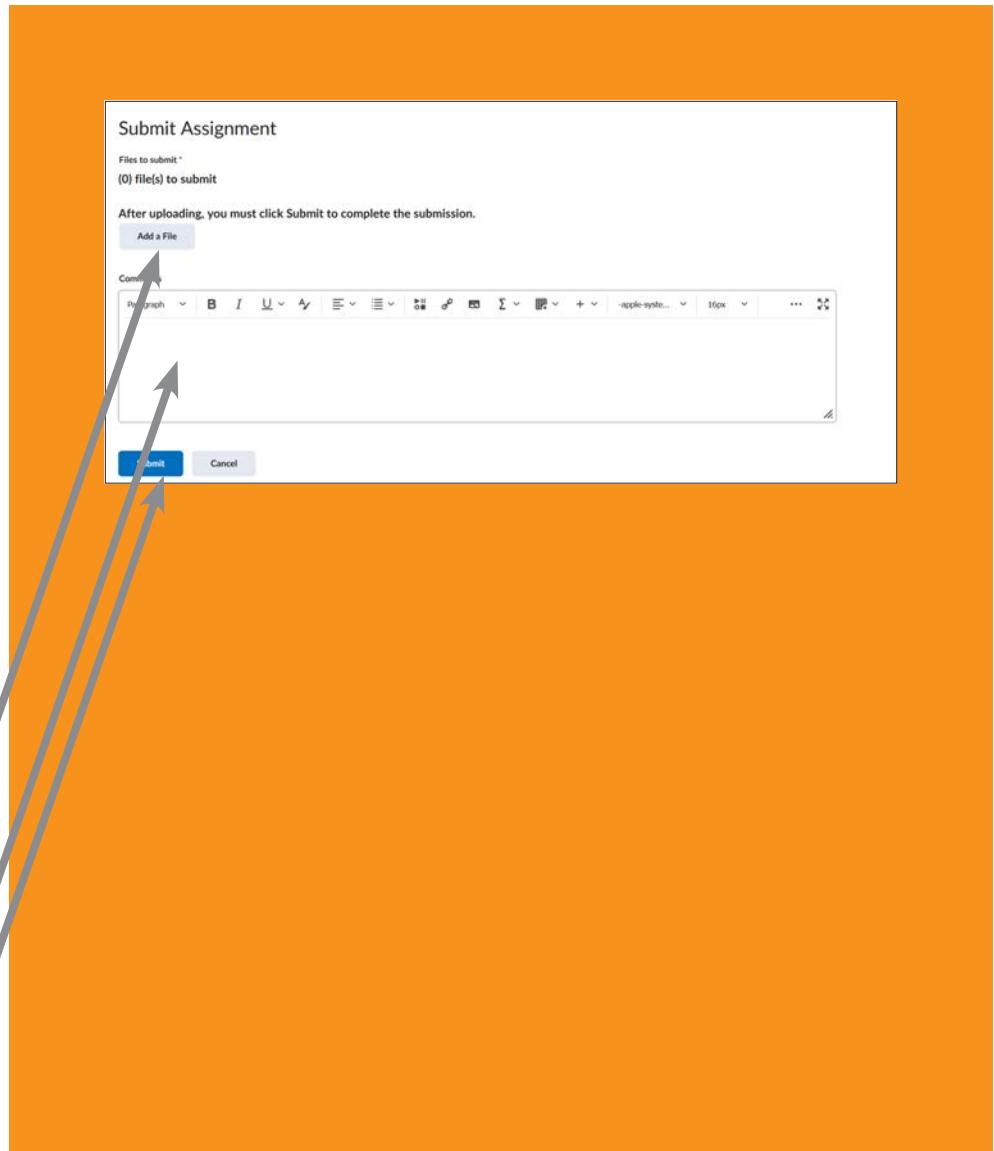
Attach your files here.

#### COMMENTS

A short memo for your instructor can go here.

#### SUBMIT

Click to submit your assignment.



## TAKING A QUIZ

### ACCESSING QUIZZES

Click the Assignment Tab and choose Quizzes to access available quizzes and exams for your course.

### QUIZ

Click the link for the quiz you need to take.

### START QUIZ

Take time to review the details of your quiz: when it is due, what the time limit is, how many attempts you have, and any additional information your instructor has provided under "Instructions." When you are ready, click the "Start Quiz" button.

*Your instructor may require you to take a quiz or exam as a proctored assessment. This would require you to either utilize an HGTC Testing center, arrange for the exam to be completed at an approved testing center or use HGTC's online proctoring service. Please refer to page 21 of this guide for more details regarding testing options.*

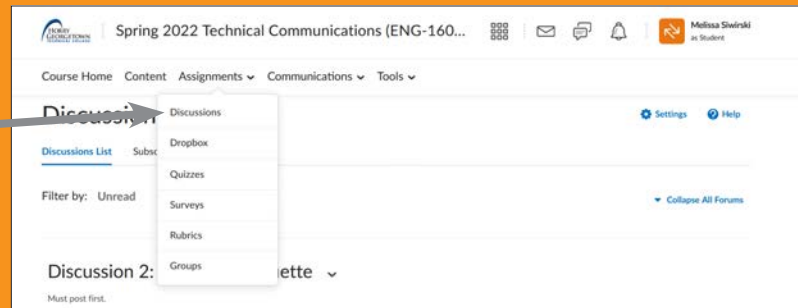
The screenshot shows the 'Quiz List' page in a Canvas LMS interface. At the top, the course name is 'Spring 2022 Technical Communications (ENG-160...)' and the user is identified as 'Melissa Swinski as Student'. Below the navigation bar, there are tabs for 'Course Home', 'Content', 'Assignments', 'Communications', and 'Tools'. The main content area is titled 'Quiz List' and contains two tables. The first table, 'Current Quizzes', has columns for 'Current Quizzes', 'Evaluation Status', and 'Attempts'. It lists an 'Attendance Verification Quiz' with a due date of 'Jan 22, 2022 11:59 PM' and '0 / unlimited' attempts. The second table, 'Past Quizzes', lists a 'Final Exam' available from 'May 2, 2022 12:01 AM until May 7, 2022 11:59 PM' with '0 / 1' attempts. A grey arrow points from the text 'Click the link for the quiz you need to take.' to the 'Attendance Verification Quiz' entry.

The screenshot shows the 'Quiz Period' and 'Instructions' section of a quiz. The 'Quiz Period' section includes 'Availability: always available', 'Time Allowed: unlimited (estimated time required: 2:00:00)', and 'Attempts: Allowed - unlimited, Completed - 0'. The 'Instructions' section contains the following text: 'You can "Save" your response to each question as you work through the quiz. When you navigate to the Next Page or Previous Page, all your responses on the current page will be automatically saved. Before you submit the quiz, you will have the opportunity to return to questions that you may have missed or have not yet answered. You can submit your quiz responses at any time. When you have finished reviewing these instructions, click on "Start Quiz" to begin Attempt 1. Note: Your quiz may take a few minutes to be set up.' A blue 'Start Quiz' button is located at the bottom of the section. A grey arrow points from the text 'When you are ready, click the "Start Quiz" button.' to this button.

## DISCUSSIONS TAB

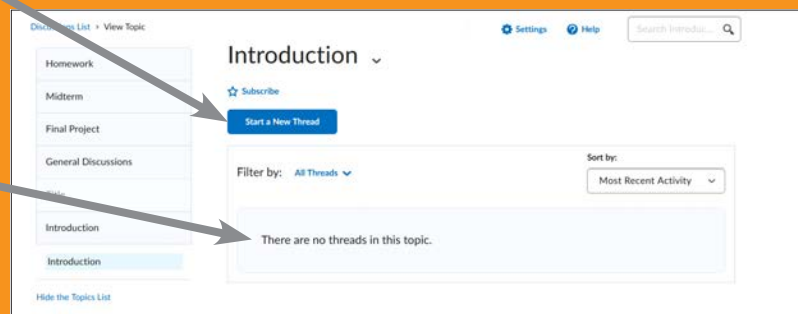
### ACCESSING DISCUSSIONS

Click the Assignments Tab and choose Discussions to access available discussions for your course.



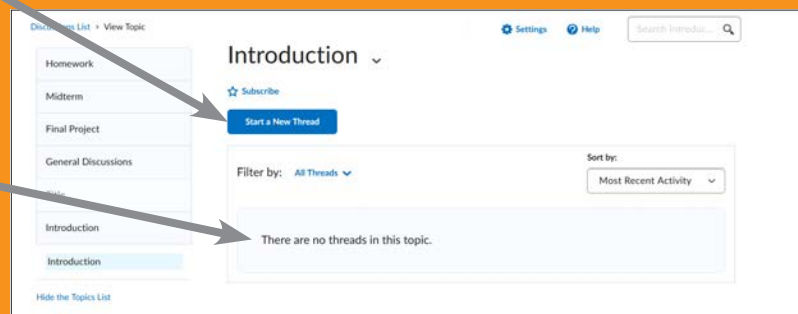
### START A NEW THREAD

Click to start a new message.



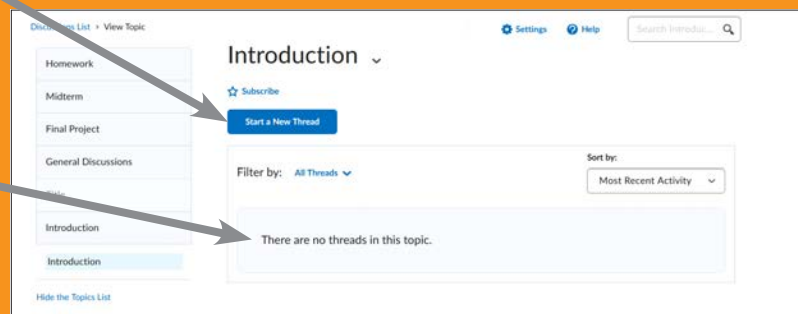
### MESSAGES

Messages posted by other students appear at the bottom of the screen.



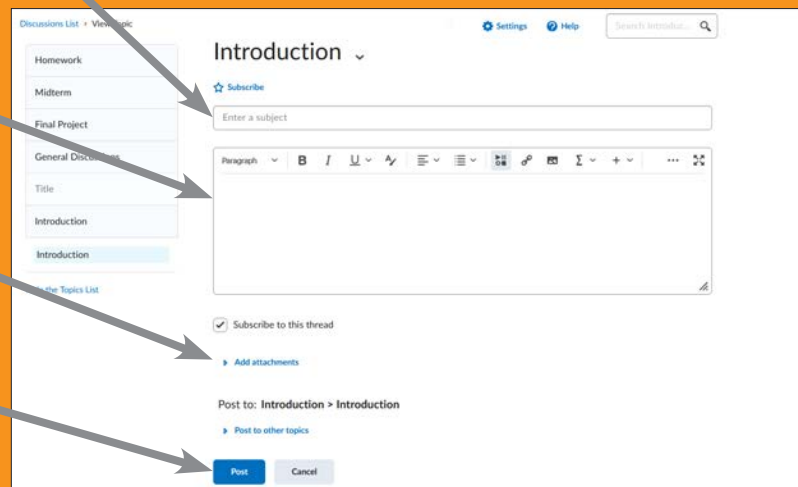
### SUBJECT

This text appears in bold and explains the purpose of your message.



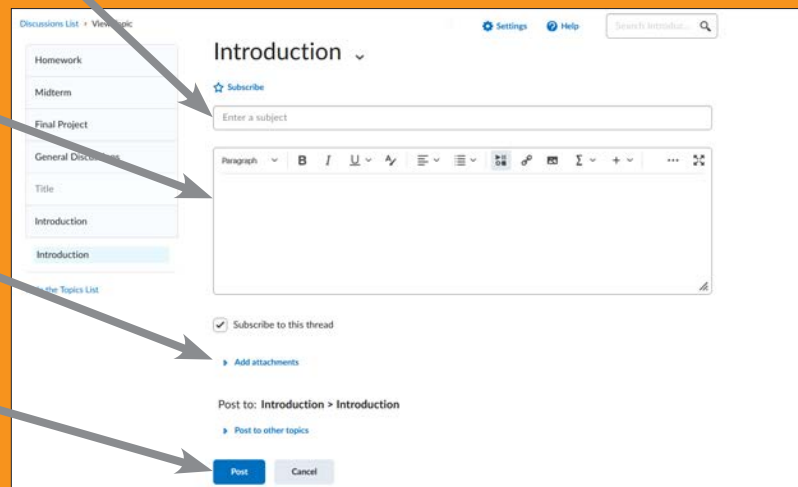
### MESSAGE

Your message can be typed or copy/pasted into this area. Use the toolbar for formatting.



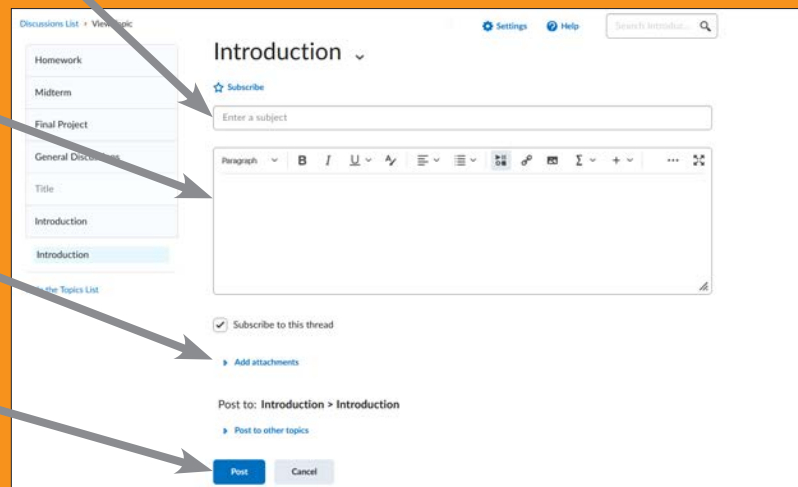
### ATTACHMENTS

Attach a file to your message.



### POST

Click to submit your message.





## STUDENT GRADEBOOK VIEW

The student view of the gradebook does not show files returned by the instructor. Note that you will need to return to the dropbox in order to see these.

### ACCESSING GRADES

Click the **Tools** Tab and choose Grades to view your grades for your course.

Final letter grades are provided to students through **myHGTC**.

To access them navigate to the **Student Resources** card, click on **Student Dashboard**, click on **Student Profile**, and then **View Grades** from the left-hand menu.

The D2L gradebook is provided for student convenience only. Contact your instructor if you have questions regarding your course grade.

### ACCESSING ATTENDANCE

Click the **Tools** Tab and choose Attendance to view your attendance for your course.

The screenshot shows the D2L interface for a course titled "Spring 2022 Technical Communications (ENG-160...)" with the user "Melissa Swain" logged in. The "Tools" menu is open, and the "Grades" option is selected. The gradebook table is as follows:

Grade Item	Points	Grade	Comments and Assessments
Final Course Grade		-	
Lecture Notes		-%	
Week 2 Lecture Notes	- / 15	-%	
Week 3 Lecture Notes	- / 15	-%	
Week 4 Lecture Notes	- / 15	-%	
Week 5 Lecture Notes	- / 15	-%	
Week 6 Lecture Notes	- / 15	-%	
Week 7 Lecture Notes	- / 15	-%	
Week 9 Lecture Notes	- / 15	-%	
Week 10 Lecture Notes	- / 15	-%	
Week 11 Lecture Notes	- / 15	-%	

### ATTENDANCE POLICY FOR DISTANCE LEARNING COURSES:

Students enrolled in online courses for which campus attendance is not required must fulfill the following attendance requirements: You **MUST** establish contact with your professor within the **FIRST 5** class days of the semester – failure to do so may cause you to be dropped from the course. Contact can include visit, phone, e-mail or course activity. \*Failure to contact is the equivalent of failure to attend; student will be dropped and refunds are not automatically issued.

Distance learning students must maintain interaction with the professor as stipulated in the course instructional package. Failure to contact according to this schedule is considered excessive absence. Students must have academic activity in their online courses to be considered in attendance.

\*Students dropped from courses for excessive absences as defined by these requirements are automatically assigned a "W" grade prior to the two-thirds point; after the two-thirds point, an instructor may assign a grade of "WF".

\*Students who fail to complete a scheduled test without contacting the professor are subject to be dropped for absence. Failure to be present and active for two weeks in an online course will result in a withdrawal.

If you find that you're unable to complete a course, notify the professor immediately by e-mail or by phone. Also, you should go to Registration Tools under the My Student Tab in your myHGTC account to withdraw from the class. Please pay attention to the withdraw and refund deadlines printed in the academic calendar. The grade of "W" will be awarded through the two-thirds point of the semester. Afterwards, a grade of "WF" (Withdraw Failing) may be assigned if the student is failing the class or a "W" if the student is passing.

Refunds are provided to students who register for an online class only if the withdrawal process is completed and meets the refund date deadlines. The College Catalog at [www.hgtc.edu](http://www.hgtc.edu) explains refund deadlines.

## HGTC AND DLI POLICIES

Below are the policies and procedures that differ with online courses compared to traditional courses.

### **HGTC POLICY ON NETWORK COMMUNICATION:**

All users of the College's computers and data network understand and accept that all electronic communications, regardless of their subject, content, nature or format, are "public records" of the State, subject to release through the South Carolina Freedom of Information Act. Except for the limited exemptions specified in Section 30-4-40 of the Act, neither the institution, nor the individual has a right to privacy. Therefore, all electronic actions and communications should be created and distributed under the assumption that the whole world may see them.

### **DISTANCE LEARNING PROGRAMS COMPLAINT PROCEDURE:**

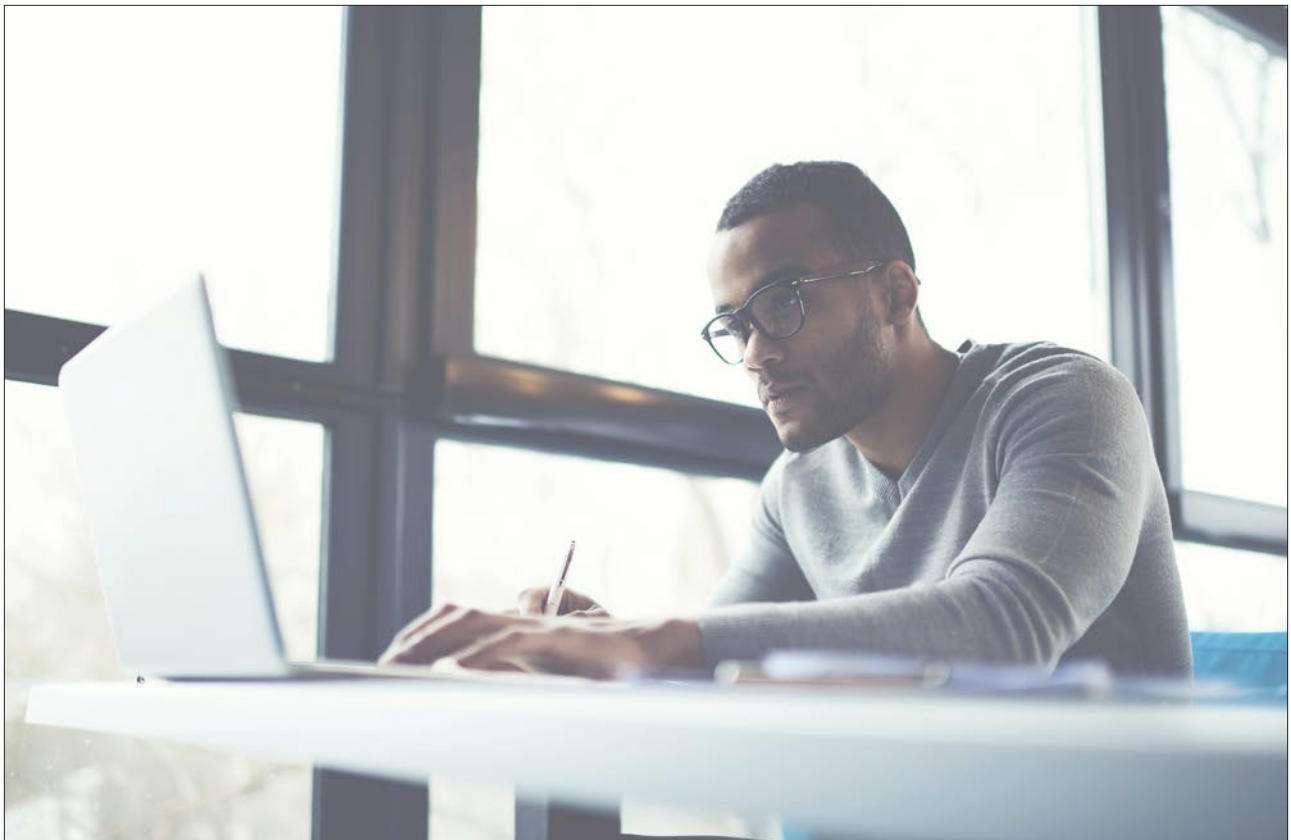
Complaints related to college-specific concerns including academic, curricula, and professionalism should first be directed to the instructor of the course, followed by the Chair of the department.

College-related complaints to include student programs, technology, library services, counseling services, student accounting, and other services should be directed to the appropriate Associate Vice President. Please refer to the student resolution chart on myHGTC for other available options.

In the event of a complaint, the student is encouraged to attempt to resolve the issue with the College through the College's grievance procedure found in the College catalog. The student does have the option of filing a complaint concerning HGTC's Distance Learning Program with the appropriate authority in the state in which he/she resides. Directory of State Authorization Agencies and Lead Contacts is available from The State Higher Education Executive Officers (SHEEO) at <http://www.sheeo.org/our-members>.

### **ATTENDANCE POLICY FOR DISTANCE LEARNING COURSES:**

Please refer to page 14 for information regarding HGTC's attendance policy.





### **DLi Mission**

To provide quality, flexible and engaging educational experiences for students at a distance, which leads to successful completion of degrees and certificates.

### **DLi Vision**

The Distance Learning Institute at HGTC is a comprehensive and engaging approach to education, for students at a distance. Faculty associated with the DLi are focused on the needs and success of students taking classes and programs offsite from an HGTC campus. Whether locally, regionally, or nationally, the DLi at HGTC is dedicated to student success and degree/certificate completion.

### **DLi Values**

- Quality
- Engagement
- Flexibility
- Community of Learning
- Dedicated DL Resources
- Institutional Support

### **Who We Are**

The DLi at HGTC is dedicated to all aspects of distance learning and its two primary stakeholders: students and faculty.

### **Students**

The DLi works in collaboration with academic departments to identify programs, courses, and additional educational opportunities to plan and deliver to students at a distance. Additionally, the DLi coordinates all institutional resources available to deliver a seamless experience for all students enrolled through one of our programs.

### **Faculty**

The DLi serves as a professional resource to faculty teaching at a distance, or preparing to teach online. Services include course and program consultation, effective and best practices in designing and delivering distance learning courses, professional development, and strategic planning for growth and change.

### **For more information, please contact:**

Alicia Ramberg  
Director of Academic Services  
[alicia.ramberg@hgtc.edu](mailto:alicia.ramberg@hgtc.edu)  
843-349-5257



# HGTC College Library

Conway Campus: (843) 349-5268

Grand Strand Campus: (843) 477-2012

Georgetown Campus: (843) 520-1424

[www.hgtc.edu/library](http://www.hgtc.edu/library)

## HGTC Library Online Services

An Horry-Georgetown Technical College H-number is needed in order to access online library resources. All library resources accessible from off-campus can be found on the library website at [www.hgtc.edu/library](http://www.hgtc.edu/library).

For a detailed listing of the resources available to all online students, visit our Online Students Library Guide at <http://libguides.hgtc.edu/online>. On this page, you will find explanations of the library resources available to you; links to academic and popular eBooks, databases, digital magazines, streaming videos, and other scholarly resources; tips on how to find credible information, research tutorials, and instruction modules; and research and citation assistance.

## HGTC Library Collection

The library collections include resources selected to support the academic and personal needs of students, faculty and staff, and members of the community. Reference services are available via e-mail, texting, chat, and social media websites or by telephone.







# Counseling Services

**843-349-5249**

## **Counseling Services at HGTC**

HGTC Counseling services strive to optimize student success through managing personal and academic concerns that may interfere with achieving educational goals. Staff are available to every student for assistance and guidance on career exploration, personal matters, academic concerns and other areas of concern. Counseling Services include: Career Assessment & Counseling, Personal Counseling, Accessibility-Disability Services, and Student Mental Health & Well Being resources.

### ***What services are available?***

#### **Career Assessment and Counseling/Change of Majors**

Unsure about which major to choose? Meet with one of our experienced career counselors. Through career assessment and counseling, they can help you choose a major that is congruent with your personality type, interests, and goals. They can also show you how to find out crucial information about potential occupations (e.g., projected job outlook and salary information). Thinking about changing your major? Our counselors can help you narrow your focus and make the right choice to lead you toward your desired employment. Changing your major can affect your funding if you receive any type of financial aid, including but not limited to, grants, scholarships, lottery tuition assistance, and/or Veteran's benefits. Please check with the Office of Financial Aid before changing your major.

#### **Personal Counseling Services**

Events and experiences in our personal lives directly impact our ability to succeed in our academic lives. Counseling staff are available to assist students with finding community and college resources.

#### **Disability Services**

At Horry-Georgetown Technical College your success is our highest goal. The Office for Accessibility and Disabilities provides students with disabilities an equal opportunity to participate in and benefit from programs and services offered at HGTC. We are dedicated to providing appropriate services and accommodations to students with documented disabilities, in compliance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA), and other applicable regulations.

To access services and accommodations, students must first self-identify, obtain documentation of the disability, and make an appointment with an appropriate staff member. To obtain services contact the Director of Student Development on the Conway Campus at 843-349-5249.





# Office of Career Services

843-349-7899

[careerresourcecenter@hgtc.edu](mailto:careerresourcecenter@hgtc.edu)

## ***What Can the Office of Career Services do for me?***

The Office of Career Services provides students and alumni with the resources, advice and knowledge necessary to optimize their success and attain employment.

## ***How does the Office of Career Services collaborate with employers?***

The Office of Career Services cultivates relationships with employers to help maximize awareness of the College and its graduates – awareness that leads to employment opportunities of all types.

## ***Which Career Resources are available to me?***

Career and professional development is essential for overall success in the workplace. Knowing how to “sell” your skills and qualifications to an employer as the best candidate for the job is the first step to the rest of your career.

Access the services of the Office of Career Services early in your academic career to develop the necessary tools you’ll need to be most competitive in your field.

## ***Need to develop or update a resume? Want to practice for an upcoming interview? Looking for career advice and direction?***

Start with the Office of Career Services and learn how to market your best skills and qualities to potential employers.

Whether you are a student or an alumna who’s looking for the resources and tools to prepare for entry into the job market or an employer who needs to fill positions with a business or organization, the Office of Career Services at HGTC will provide the career and professional development assistance you need to move to the next level.

You can access the Office of Career Services online at [www.hgtc.edu](http://www.hgtc.edu). Click ***Current Students*** and then ***Office of Career Services***.



# Tutorial Services & Writing Center

**843-349-5348**

[ssc@hgtc.edu](mailto:ssc@hgtc.edu)

[www.hgtc.edu/ssc](http://www.hgtc.edu/ssc)

## **HGTC Tutorial Services**

Horry-Georgetown Technical College offers tutoring in a variety of subjects including Math, Biology, English, and Anatomy and Physiology among other subjects. In addition, HGTC provides a Writing Center with comprehensive support for any written assignment.

### ***What services are available to students at a distance?***

Online assistance is available for distance learning students in the following ways:

- Virtual consultation
- Real-time online feedback/tutoring using TutorMe®, our online tutoring module
- Links and helpful materials available through the Online Resource Center:  
<http://libguides.hgtc.edu/ssc>

## **Writing Center Support**

Writing Center support is available for any written project. To get the most out of a writing center appointment, complete your assignment before your appointment so that you can receive the most feedback possible. Writing Center Resources include:

- Over-the-phone consultation
- Real-time online feedback/tutoring using TutorMe®, our online tutoring module
- Links and helpful materials available through the Online Resource Center:  
[www.libguides.hgtc.edu/ssc](http://www.libguides.hgtc.edu/ssc)
- Online submission of written assignments for feedback with a 24-48 hour turnaround time through TutorMe®.

## **How to schedule an appointment**

To schedule tutoring, contact the SSTC at [ssc@hgtc.edu](mailto:ssc@hgtc.edu) or self-schedule in the Penji iOS/Android app or at [www.penjiapp.com](http://www.penjiapp.com).

Appointments are not necessary for TutorMe® usage. It is available 24/7 in an on-demand capacity. To access TutorMe®, log into the myHGTC platform and under the “Student Resources” card select “TutorMe® Sign-in”.

If you are interested in a phone consultation, please call or email to schedule at least one week in advance:

- 843-349-5348
- [ssc@hgtc.edu](mailto:ssc@hgtc.edu)



# Testing Center

**Conway/Main Number:  
843-349-5248 or 843-349-7593**

**Grand Strand: 843-477-2106**

**Georgetown: 843-520-1451**

**[www.hgtc.edu/testing](http://www.hgtc.edu/testing)**

## ***What is Proctored Testing?***

The Distance Education Institute at Horry-Georgetown Technical College provides proctored testing services for students taking a class in the online or hybrid format. A “proctored exam” is an exam that must be taken in the presence of an approved proctor.

## ***What services are available?***

Students who wish to take their exam at any campus of Horry-Georgetown Technical College may schedule an appointment by using the online scheduler on the Testing Center webpage – [www.hgtc.edu/testing](http://www.hgtc.edu/testing) under the “Register for a test” tab. Appointments must be made 24 hours in advance.

HGTC also offers an online proctored exam option through Honorlock. This program allows students at a distance to take an exam or test from any location. The program verifies identity, scans the room you are in, and records a video while you are testing. Your instructor will then receive a report flagging any suspicious activity. Using the remote proctoring service does require a webcam and an additional fee.

Respondus LockDown Browser is a custom browser that locks down the testing environment within D2L, and is best used for tests taken online but in the presence of a proctor (such as the testing center or instructor). Instructors may have Respondus LockDown Browser added to a test in D2L to be taken in the classroom or Testing Center. Respondus LockDown Browser will lock down the testing environment, disabling the ability for students to copy, print, access other applications, or visit websites during an online exam.

Further information on proctored exams and policies regarding approved proctors can be found within your courses or on the D2L Homepage. Instructors often provide information regarding proctored exams during the first week of class so students have plenty of time to make arrangements. While not all Distance Education courses require proctored exams, choice of assessment methods are at the discretion of the instructor and their academic division.

# Who to Contact for Help

## STUDENT SUPPORT

### Online Services

#### Advising

Virtual advising offered is through a DLI advisor, email [distancelearning@hgtc.edu](mailto:distancelearning@hgtc.edu). Degree Works is available online through your student myHGTC account.

#### Bookstore

Visit the HGTC Bookstore online for your textbook and course supplies. To access the bookstore, go to [www.hgtc.edu/current\\_students](http://www.hgtc.edu/current_students), and click Bookstore.

#### Counseling Services

Counseling services are available to all students. For more information, go to [www.hgtc.edu/current\\_students](http://www.hgtc.edu/current_students), and click Counseling Services.

#### D2L Student Resources

If you are new to online learning, please visit your Student Resources card in MyHGTC for technology tutorials and various resources to help you navigate the College's online learning management system, D2L.

#### Disability Services

Visit the Disability services page to learn how HGTC provides students with disabilities an equal opportunity to participate in and benefit from programs and services offered at HGTC. For more information, go to [www.hgtc.edu/current\\_students](http://www.hgtc.edu/current_students), and click Accessibility and Disability Services.

#### Library

Online library resources such as live chat with a librarian, research databases, eBooks and digital magazines are available to students at [www.hgtc.edu/library](http://www.hgtc.edu/library).

#### Office of Career Services

Online career resources are available to students to include online workshops, resume builder, and job board. For more information, go to [www.hgtc.edu/current\\_students](http://www.hgtc.edu/current_students), and click Office of Career Services.

#### Orientation

HGTC Student Orientation is available online. Please visit the NAVIGATE orientation site for more information on the HGTC College orientation. For online course Orientation, log into myHGTC and under the "Student Resources" card you will find the Distance Learning Orientation Course.

#### SSTC – Tutoring

Virtual tutoring with SSTC staff and online tutoring services are available in areas such as Writing, Math, Accounting, Biology, Nursing, Science, Business and more! For more information, go to [www.hgtc.edu/current\\_students](http://www.hgtc.edu/current_students), and click Success and Tutoring Center.

#### Student Complaint Procedure

All students have a right to file a complaint concerning their education at HGTC. Students enrolled in the DLI may use the online complaint process, which can be found at [www.hgtc.edu/dli](http://www.hgtc.edu/dli) under Policies.

#### Student Engagement

To learn more about what is happening at HGTC beyond the classroom, please visit our Student Engagement site found at [www.hgtc.edu/current\\_students](http://www.hgtc.edu/current_students), under Student Life.

#### Technical Support

Contact the Help Desk at [helpdesk@hgtc.edu](mailto:helpdesk@hgtc.edu) or 843-349-8324.

#### Testing Center

Proctor testing is available at the testing centers on all three HGTC campuses. Students also have the option to complete their tests at other technical colleges in the state. In some classes, testing may occur through D2L online. Check course Instructional Packets for specifics on testing procedures for each course. For more information, go to <http://www.hgtc.edu/admissions> and click Testing Center.

# HGTC Online Store

Purchase your HGTC Products Online. Shop Today!  
Go to the College website, [www.hgtc.edu](http://www.hgtc.edu), and click the Bookstore link under the Current Students tab!

The screenshot shows the HGTC Online Store homepage. At the top, there is a navigation bar with 'BOOKSTORE' and 'APPAREL & SPIRIT SHOP' tabs. A search bar is located in the center, and a 'Fanatics Experience' logo is on the right. Below the navigation bar, there is a promotional banner for 'FREE SHIPPING ON ALL ORDERS OVER \$29' with a 'USE CODE: SPIRITFS29'. The main content area displays a grid of apparel items, including a blue sweatshirt, a pair of grey pants, and a white sweatshirt. A sidebar on the left contains filters for 'Gender/Age', 'Featured Departments', 'All Departments', 'Featured Brands', and 'Price Range / Sale'. The bottom of the page features a row of smaller product thumbnails.

The screenshot shows the HGTC Online Store page for accessories. The navigation bar and promotional banner are identical to the previous screenshot. The main content area displays a grid of accessories, including a pair of blue gloves, an ID holder, and a lanyard. A sidebar on the left contains filters for 'Your Selections', 'Sub Department', and 'Price Range / Sale'. The bottom of the page features a row of smaller product thumbnails.



