



College of the Arts  
School of Music

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Fall 2020  
MUAP

Applied Trumpet

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TBD by appointment

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**Course Goals**

The goal of the study of music, specifically trumpet, is one that must be occupied by the endeavor to better one's own skills in the field of music in all its many facets. Like the acquisition of any skill studied and practiced, we must struggle and work through hardships in order to acquire mastery and to ultimately gain employment in our desired field. Mastery, fluency, and employment as our goals, we will always move towards these in a deliberate and exhaustive fashion designed to challenge and motivate.

**Catalogue Description**

Applied music encompasses the areas of instrumental and vocal performance as well as conducting and composition. It is offered for one to two hours credit in the form of private lessons for music majors.

**Prerequisite Knowledge and Skills**

Each student will come to lessons starting at a different level – it is our task to slowly mature and develop these skills over the course of the degree plan. The prerequisite skills and knowledge will vary greatly depending on ability level and expectations.

## Objectives

- ❖ Improve on our instruments each week through thoughtful and deliberate practice.
- ❖ Grow and evolve as musicians each day in order to become a responsive and flexible performer and educator.
- ❖ Learn and flourish in a culture of discipline designed to benefit you in your life well beyond music.
- ❖ Be a supportive and caring colleague to all those around you.

## Required Materials

A working, quality Bb trumpet with mouthpieces- all oil and grease required to keep these instruments in good order - a metronome and tuner – all mutes - a lesson log – a pencil - all assigned music (etudes and solos... No copies when possible) - a complete and comprehensive planner.

Suggested instruments – an iPad or tablet, a quality C trumpet, quality piccolo trumpet, quality Eb trumpet, quality flugelhorn.

In the event that we move online, or you feel more comfortable that way, I am requiring an inexpensive USB mic. You will enjoy the experience way more if you aren't using the mic on the phone. I will place a link to a great mic on D2L for you to access directly.

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## Required Dress Code for the KSUTS

In order to learn to be professionals, we will all uphold a standard of dress that reflects our goals and our level of dedication. Therefore, the studio will be a business casual environment. No sweatpants, no t-shirts, nothing you would wear to go to the beach. Dress in a manner that reflects your willingness to respect yourself. Dress for who you want to be. I realize it's hot, so shorts will be ok, but generally you will need collars, skirts/dresses, pants. **Avoid ratty clothing, t-shirts, sweatpants, torn jeans.**

## Grading Scale (out of 1000)

**45%** Lesson Grades (15 at 30 pts each)

**10%** Masterclass / Album Reviews (2 at 50 pts each)

**10% Tech Test** (1 at 100 pts)

**10% Your CHOICE: (100 pts) Warm Up, Extra Concerts, Extra Recital, Arrangements/Compositions, Competition entry, online collaboration**

**25% Jury** (out of 250 points)

Because of the difficulty of rescheduling, any unexcused lesson absence beyond one (1) **will result in the loss of a letter grade from your final grade.**

### Lesson Grading Scale

A = 30 pts      D = 5 pts

B = 20 pts      F = 0 pts

C = 10 pts

### Recordings and Reviews Grading Scale

A = 50 pts      D = 20pts

B = 40 pts      F = 0pts

C = 30 pts

### Lesson Goals

Each student will come to each lesson fully prepared with all the required materials. The materials should be prepared with care and patience.

Lessons will be graded on an individual basis - A-F

Here is a general outline of expectations -

A- Fully prepared, positive attitude, completed assignments.

B- Most materials prepared, generally positive, completed assignments.

C- Average preparation, average attitude, partially completed assignments.

D- Poor preparation, poor attitude, partially completed assignments.

F- Little or no preparation, poor attitude, incomplete assignments.###

*###If a student is later than 15 minutes for a lesson, it will be considered a no-show, a grade of F will be given.*

Although the individual lesson will be graded, there are many other opportunities for grades - don't let a B or C get you down! Just work a bit smarter and harder.

## **Covid-19 accommodations:**

Online vs in person lessons. If you would like to move to online, I will need to know asap. I don't mind this and it is encouraged, but we just need to keep the administration aware of the change. In the event that we move entirely online, we will work to keep the schedule pretty similar and continue with weekly 50 min lessons.

I have taken lots of precautions to ensure we have a safe studio for trumpet. Again, the decision to do lessons in person or online is up to you. I am game to teach in person, but will default to your choice.

In the event that we move online, or you feel more comfortable that way, I am requiring an inexpensive USB mic. You will enjoy the experience way more if you aren't using the mic on the phone. I will place a link to a great mic on D2L for you to access directly.

## **Recordings**

You will have many options for great masterclasses or albums to review for credit each semester. The hope is that over the course of your degree, you develop a broader base of knowledge for trumpet repertoire and pedagogy. You will be required to review two each semester. There are countless options available to you, and you will need to consult your teacher to confirm those options. **These will be due Oct 2 and Dec 4 via D2L.**

## **Tech Test**

There will be one tech test each semester. I will assign several exercises for everyone based on the individual skill level. Sign up time will be near the end of the term and reviewed online. This will be worth 10 percent of your grade.

**Sophomore Barrier** – Moving forward, to move into the upper division of lessons, we will require a scale barrier. This will entail all major and minor scales (two octaves where appropriate). This is scheduled before the jury, and will be done in person.

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## Required Concerts & Events:

This year will be tricky... I will have several online events that I will take attendance for. You will be required to tune into those events just as you would a regular recital or class. Some examples of these will include online masterclasses with guest professors, faculty recitals, student recitals. At this point though, we aren't totally sure how we are proceeding. As soon as I know the schedule, I will share it. Likely this will be the first week of classes.

Online vs in person – I want to stress that in person is preferred when possible, but will be up to your comfort level. If you prefer to attend various events and functions online, you will just need to talk with me about it so I know to check you in. I will ask follow up questions for those attending online so I can ensure you were actually tuned in the whole time.

You should plan to attend brass area events – student recitals – brass faculty recitals – brass showcase.

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### Masterclass

This will be a weekly time to get together and play for each other. I have yet to get a room for this, but if all else fails, we will meet outside in a shady place and play for one another. I will also be doing various classes via Zoom or Microsoft Teams. Thanks in advance for your flexibility here. **Class time is normally at 5PM on Wednesday.** Hopefully we can have Scott. Please hold that time.

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### 'Choose your own adventure' portion of your grade:

\*feel free to mix and match!

#### Option 1

##### Weekly Warm-up Class:

*M, W and F at 8AM*

##### **Required Materials**

#### **YOU. ON TIME. WITH YOUR TRUMPET**

You will need to attend **12** Warm-up classes to achieve the full credit (100 points). For each 3 classes you attend you will earn 25 points towards your grade. You can choose to accept the B and sleep in every week, or get up and earn the points. This will be done hopefully in person, but will have an online option as well. Spaces are TBD so this may have to be an online thing this semester.

Goals:

- Improve group sound
- Cultivate a team atmosphere
- Learn how to improve as a chamber ensemble
- Create an environment for positive growth through chamber music concepts
- Give opportunity for group teaching by our peers
- Talk about and apply the weekly warm-up routines

## **Option 2**

### **Extra Concerts**

For this option you must review 4 online concerts or masterclasses – each is worth 25 points. To earn the points you will need to submit the reviews online via d2l before Dec 4 at 5PM.

## **Option 3**

### **Extra Recital**

If you choose to do an EXTRA recital (half for ed majors and full for performance) then I will give you the 100 points. You can split the recital for 50 out of 100 points.

## **Option 4**

### **Arrangement or Composition**

For this component, I will give you **100 points** credit for each work you arrange or compose for trumpet ensemble, trumpet solo with piano, or set of trumpet etudes. The work should **be at least 5 minutes**, and you will need to work with Dr. Lindsey to make sure it is playable and clean.

## **Option 5**

### **NTC, ITG, or any outside competition or audition**

For this component, you will get credit for being accepted into any outside competition or program. Examples include solo entry to ITG or NTC, acceptance into Aspen or Tanglewood, placing in a concerto competition, or anything else you get cleared with Dr. Lindsey.

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## **Juries**

The jury is the culmination of an entire semester worth of work. Thus, I have placed significant weight on it. Your jury comprises 25% of the overall grade.

### **Grading**

The jury grading scale is out of 4 points. Here are the point values you can earn for the grade you receive.

4.0 – 300/250 (\*50 points of Bonus Credit possible\*)

3.5 – 250/250

3.0 – 200/250

2.5 – 150/250

2.0 – 100/250

I will give you as many points as you earn!

*The Jury date is TBD and will be done online Fall 2020*

### **Bonus Points**

You have two options for earning Bonus points:

- 1) Attend extra Warm-Up Classes beyond 16. (For each four past 16 you will earn 25 points) \*\* It's possible to earn a letter grade here...
- 2) Excellent Jury Performance (You will earn extra points for any score beyond 3.5 – up to 50 extra points)

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### **Practice Tips**

- ❖ Practice with a clear purpose and goal in mind.
- ❖ Practice in short, intense bursts with lots of breaks - 20-30 minute chunks.
- ❖ Plan your practice throughout the day.
- ❖ Challenge yourself - find your comfort zone and push it.
- ❖ Deliberate struggle yields steady results.
- ❖ Keep a practice journal

- ❖ Note your struggles and your joys in your journal.
- ❖ Ask questions and try anything - nothing is magic or a secret - it's all about hard work
- ❖ Play duets with your colleagues
- ❖ Play in tune, in time, and slowly

Be patient if you get frustrated just remember that you are doing something that you love and that very few can even dare to attempt.

## **Feedback in a Timely Manner**

All feedback will occur weekly, and all grades will be available online accessible via Google Docs. If you have questions about your grade or any portion of the course please come talk to me.

## **Course Withdrawal**

Please refer to the KSU Academic calendar for dates of withdrawal.

## **Academic Integrity**

Every KSU student is responsible for upholding all provisions of the Student Code of Conduct, as published in the Undergraduate and Graduate Catalogs. The Code of Conduct includes the following:

- Section II of the Student Code of Conduct addresses the University's policy on academic honesty, including provisions regarding plagiarism and cheating, unauthorized access to University materials, misrepresentation/falsification of University records or academic work, malicious removal, retention, or destruction of library materials, malicious/intentional misuse of computer facilities and/or services, and misuse of student identification cards. Incidents of alleged academic misconduct will be handled through the established procedures of the University Judiciary Program, which includes either an "informal" resolution by a faculty member, resulting in a grade adjustment, or a formal hearing procedure, which may subject a student to the Code of Conduct's minimum one semester suspension requirement.
- Students involved in off-campus activities shall not act in a disorderly or disruptive fashion, nor shall they conduct any dangerous activity.
- Students involved in off-campus activities shall not take, damage or destroy or attempt to take, damage or destroy property of another.

## **Disruption of Campus Life**

It is the purpose of the institution to provide a campus environment, which encourages academic accomplishment, personal growth, and a spirit of understanding and cooperation. An important part of maintaining such an environment is the commitment to protect the health and safety of every member of the campus community. Belligerent, abusive, profane, threatening and/ or inappropriate behavior on the part of students is a violation of the Kennesaw State University Student Conduct Regulations. Students who are found guilty of such misconduct may be subject to immediate dismissal from the institution. In addition, these violations of state law may also be subject to criminal action beyond the University disciplinary process.

## **Disabled Student Report**

In compliance with applicable disability law, qualified students with a disability may be entitled to “reasonable accommodation.” If you have a specific physical, psychiatric or learning disability and require accommodations, please let me know early in the semester so that your learning needs may be appropriately met. You will need to provide documentation of your disability to the disabled Student Support Services office located in the Student Center room 267, and obtain a list of approved accommodations.

## **General Expectations for Coursework in Undergraduate Programs**

*Expectations of undergraduate study.* This undergraduate course syllabus serves as a general description of goals and expectations in the course, as well as providing logistical and organizational information. It has been approved by the Faculty of your Academic Department to meet objectives in your discipline. It contains a number of resources for and expectations of you as a student. Instructionally, it is a general “plan” for the course and not a contract - please know that the course instructor is permitted some departures from it. If you have questions regarding this, please contact the Chair of your Academic Department.

1. *Roles and Responsibilities.* An undergraduate student should always remember that he or she is taking a particular undergraduate course to meet the educational goals of that course and/or for a program of study. In general, freshman and sophomore level undergraduate courses are foundational courses, while junior and senior level courses are more advanced and build on the foundational courses. The Faculty member teaching the undergraduate course has advanced academic degrees in some aspect of the discipline being studied. Moreover, the instructor has an equal instructional obligation to all undergraduate students engaged in a particular learning activity. Consequently, the instructor exercises discretion in framing instructional interactions about the discipline with undergraduate students with the goal of ensuring a quality learning experience for students.

2. *Availability of Undergraduate Faculty Members.* Faculty teaching undergraduate courses use a variety of means to be available for students. These mechanisms include office hours (virtual or physical), e-mails, conferences, phone calls, bulletin board questions, etc. The course instructor will communicate his/her mechanisms(s) for contact and/or communicating with him/her.

3. *Interactions with Undergraduate Faculty Members.* An undergraduate student should ensure that his or her interactions with her or his instructors are professional and appropriate. An undergraduate student does not have the right to disrupt instruction in a learning activity. While the classroom environment is one where thinking and discussion should be challenging and foster critical thinking, it is expected that discourse will be respectful of all in the classroom environment.

4. *Electronic Recording.* While undergraduate students may wish to electronically record a class session as a study aid, this requires a careful balancing of the interests of the student, her or his fellow students, and the undergraduate instructor. Consequently, an undergraduate student may not disseminate any electronically recorded class discussion unless given explicit permission by the undergraduate instructor in writing. Irrespective of whether the student disseminates it, an undergraduate student should ask permission of his or her undergraduate instructor before electronically recording the instructor's lectures.

A University generates ideas, and ideas can become intellectual property irrespective of whether they are written in a book or paper. As a recognized authority in her or his academic discipline, an undergraduate instructor has a legally-recognized property interest in her or his thinking about that work, which may include the undergraduate instructor's lectures. Kennesaw State University prohibits the misappropriation of intellectual property (which is a form of theft), which can result in discipline for an undergraduate student, up to and including dismissal from the University.

If a student needs to electronically record a course as a result of a recognized disability or other exceptionality, the student should contact the University's Disabled Student Support Services to develop an appropriate reasonable accommodation.

## **ADDITIONAL BOR AND KSU COURSE SYLLABUS POLICIES**

### **\* Web Accessibility (Pending)**

Standards for all course materials posted online:

- a. It is the responsibility of every KSU faculty member to ensure that all Web-based course materials for face-to-face, hybrid, and/or online courses meet Web accessibility standards as detailed in [Section 508 Subsection 1194.22 of the Rehabilitation Act](#). The [University System of Georgia Web Accessibility Guidelines](#) require Section 508 compliance for all institutions under the Board of Regents (BOR) of the University System of Georgia (USG).
- b. Section 508 requires that any electronic and information technology used, maintained, developed, or procured by KSU allow people with disabilities comparable access to those materials, including any courses materials posted online.
- c. [Section 508 Subsection 1194.22 of the Rehabilitation Act](#) requires the following for Web-based intranet and Internet information and applications:
  - i. A text equivalent for every non-text element shall be provided (e.g., via "alt," "longdesc," or in element content).

- ii. Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.
- iii. Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.
- iv. Documents shall be organized so they are readable without requiring an associated style sheet.
- v. Redundant text links shall be provided for each active region of a server-side image map.
- vi. Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.
- vii. Row and column headers shall be identified for data tables.
- viii. Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.
- ix. Frames shall be titled with text that facilitates frame identification and navigation.
- x. Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- xi. A text-only page, with equivalent information or functionality, shall be provided to make a website comply with the provisions of this part when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.
- xii. When pages utilize scripting languages to display content or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.
- xiii. When a Web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).
- xiv. When electronic forms are designed to be completed online, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.
- xv. A method shall be provided that permits users to skip repetitive navigation links.
- xvi. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

- d. As per the [University System of Georgia Web Accessibility Guidelines](#), it is recommended that all course materials posted online for face-to-face, hybrid, and/or online courses meet [The Web Content Accessibility Guidelines \(WCAG 2.0\)](#), which are international guidelines established by the [Web Accessibility Initiative \(WAI\)](#) of [the Worldwide Web Consortium \(W3C\)](#).

**\* Reasonable Accommodations**

Students with qualifying disabilities under the Americans with Disabilities Act (ADA) and/or Section 504 of the Rehabilitation Act who require “reasonable accommodation(s)” to complete the course may request those from Office of Student Disability Services. Students

requiring such accommodations are required to work with the University's Office of Student Disability Services rather than engaging in this discussion with individual faculty members or academic departments. If, after reviewing the course syllabus, a student anticipates or should have anticipated a need for accommodation, he or she must submit documentation requesting an accommodation and permitting time for a determination prior to submitting assignments or taking course quizzes or exams. Students may not request retroactive accommodation for needs that were or should have been foreseeable. Students should contact the office as soon as possible in the term for which they are seeking accommodations. Student Disability Services is located in the Carmichael Student Center in Suite 267. Please visit the Student Disabilities Services website at [www.kennesaw.edu/stu\\_dev/sds](http://www.kennesaw.edu/stu_dev/sds) for more information, or call the office at 470-578-2666.

#### \* Copyright Law

It is the responsibility KSU faculty and students to respect the rights of copyright holders and complying with copyright law. The University System of Georgia recognizes that the exclusive rights of copyright holders are balanced by limitations on those rights under federal copyright law, including the right to make a fair use of copyrighted materials and the right to perform or display works in the course of face-to-face teaching activities.

The University System of Georgia facilitates compliance with copyright law and, where appropriate, the exercise in good faith of full fair use rights by faculty and staff in teaching, research, and service activities. The University System of Georgia ensure compliance with copyright law in the following ways.

- A. The USG informs and educates students, faculty, and staff about copyright law, including the limited exclusive rights of copyright holders as set forth in 17 U.S.C. § 106, the application of the four fair use factors in 17 U.S.C. § 107, and other copyright exceptions.
- B. The USG develops and makes available tools and resources for faculty and staff to assist in determining copyright status and ownership and determining whether use of a work in a specific situation would be a fair use and, therefore, not an infringement under copyright law;
- C. The USG facilitates use of materials currently licensed by the University System of Georgia and provides information on licensing of third-party materials by the University System; and
- D. The USG identifies individuals at the University System and member institutions who can counsel faculty and staff regarding application of copyright law.

#### \* Protecting Students' Privacy (FERPA)

Students have certain rights to privacy. These rights are mandated by federal policy. Leaving their work in an unsecured area such as outside your office door (unless agreed upon with each student) means that the students' names and grades and possibly social security numbers are accessible to everyone. Additionally, research papers can be taken and used by other individuals. It is recommended that you permit students to retrieve their work from your office if you don't return it to them in class. Information should not be made public in

any way in which a student's grades, social security number, or other personal information may be identified.

As a member of the Kennesaw State University community of scholars, I understand that my actions are not only a reflection on myself, but also a reflection on the University and the larger body of scholars of which it is a part. Acting unethically, no matter how minor the offense, will be detrimental to my academic progress and self-image. It will also adversely affect all students, faculty, staff, the reputation of this University, and the value of the degrees it awards. Whether on campus or online, I understand that it is not only my personal responsibility, but also a duty to the entire KSU community that I act in a manner consistent with the highest level of academic integrity. Therefore, I promise that as a member of the Kennesaw State University community, I will not participate in any form of academic misconduct.

(Add a link to the SCAI homepage)

Privacy in the Education Process. A key requirement of the formal evaluation process is the protection of individual privacy rights concerning educational grading. The University's online learning system and email system is designed to prevent unauthorized individuals from gaining access to sensitive information or information protected by federal or state law. Consequently, faculty and students are strongly encouraged to only communicate regarding course matters through the University's designated technology learning system.

\* KSU Sexual Misconduct Policy

KSU does not condone and will not tolerate sexual misconduct or sexually exploitative or harassing behavior of any kind. The University has a comprehensive sexual misconduct policy (<https://policy.kennesaw.edu/content/sexual-misconduct-policy>) and affirms its responsibility to:

- Respond promptly and effectively to sex discrimination, especially sexual harassment and sexual violence;
- Take immediate steps to eliminate the sexual harassment or sexual violence, prevent its recurrence, and address its effects; and
- Support all students with appropriate resources regardless of their status as complainant or accused.

Questions about this policy should be directed to the KSU Equal Employment Opportunity (EEO) and Title IX officer by telephone at (470) 578-2614. You may also visit the University's EEO website <http://www.kennesaw.edu/eoo/index.html> for more information.

This policy applies broadly to all KSU employees, students, and third parties. All individuals are encouraged to report and seek assistance regarding incidents of sexual misconduct. A student who is under the influence of alcohol or drugs in violation of the KSU Student Code of Conduct at the time of a sexual misconduct incident should not be reluctant to seek assistance for that reason. In order to encourage students to come forward, disciplinary violations against a student (or against a witness) for his or her use of alcohol or drugs will not be enforced if the student is making a good faith report of sexual misconduct.

\* [KSU Policy on Electronic Recording & Social Media \(Pending\)](#)

Electronic recording performed without the consent of the people being recorded chills the free exchange of ideas. Academic freedom, free inquiry, and freedom of expression should not be limited by the fear that one's brainstorming, polemic discourse, speculative inquiry, or any other kind of expressed curiosity made within the space of a university classroom will be made public without one's consent. This fear is unacceptable regardless of whether one is in an online, hybrid, or face-to-face classroom setting. Accordingly, no person shall make public any electronically recorded class discussion without the written permission of the instructor. This policy is not intended to discourage electronic recording in the classroom or the use of social media when such actions are performed with the written consent of the instructor, and others as appropriate. Note: Faculty accommodate all reasonable requests to electronically record a class discussion; these requests must be documented by the Disabled Student Support Services available at:

[http://www.kennesaw.edu/stu\\_dev/dsss/prospect.shtml](http://www.kennesaw.edu/stu_dev/dsss/prospect.shtml)

\* [Graduate Student Catalog](#)

Academic Policies: Graduate Course Auditing Policy

Auditing of courses will be permitted for regularly enrolled graduate students, as well as on a space-available basis for those who hold a graduate degree from Kennesaw State. Auditing courses is not allowed in the Coles Doctor of Business Administration, the Coles Executive MBA, the Master of Science in Conflict Management (MSCM), the Master of Science in Information Systems (MSIS), or any of KSU's Master of Education (M.Ed.) programs.

Students must have completed all prerequisites necessary for the course to be audited and are expected to complete all course requirements as noted on the course syllabus. A student may audit no more than 6 credit hours of graduate course work in a given term.

The grade of "V" will be given for successfully completed audited courses. This grade will have no effect upon the student's grade-point average, and students will not be permitted to have the audit grade changed at any future date. Audited courses will not count toward degree completion for any of KSU's graduate programs.

The permission to audit form, available in the Office of the Registrar, must be submitted before the end of final registration. The form must be signed by the Graduate Program Director of the program offering the course to be audited. Audited courses count at full value in computing the student's course load and fees. The student's name will appear on the official class rolls of the courses audited, as well as the student's approved schedule of courses. No credit is granted for audited courses, and students are not permitted to change to or from an auditing status except through the regular procedures for schedule changes.

\* [Netiquette: Communication Courtesy](#)

All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. [Describe what is expected and what will occur as a result of improper behavior]

<http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf>

**KSU STUDENT RESOURCES FOR COURSE SYLLABUS**

### \* Getting Help

For issues with technical difficulties, please contact the **Student Helpdesk**:

- Fill out a [service form](#)
- Email: [studenthelpdesk@kennesaw.edu](mailto:studenthelpdesk@kennesaw.edu)
- Call: 770-499-3555

[Getting Started With Technology Services](#) - Steps that will help you meet the technological requirements of the University.

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from ITS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

### \* Additional Technology Resources

- [Student Service Desk and Help Center](#)
- [Browser Checker](#)
- [USG Desire2Learn Help Center](#)
- [D2L Training Options & Resources for Students](#)
- [Computertrain Online Courses](#)
- [ITS Documentation Center](#)
- [Check Service Outages](#)
- [Maintenance Schedule](#)

### \* Academic Resources

- [Academic Tutoring Services](#)
- [Disability Resources](#)
- [ESL Study and Tutorial Center](#)
- [Library](#)
- [Supplemental Instruction](#)
- [The Writing Center](#)
- [Math Lab](#)

### \* Student Support and Wellness Resources

- [Career Services Center](#)

- [Counseling and Psychological Services](#)  
KSU offers counseling services on-campus that are available to you at no cost. All counseling services provided are confidential and in no way connected to your academic record.
- [Center for Health, Promotion and Wellness](#)
- [Student Health Clinic](#)

Note – Resource links are example based only. The specific resource and unit will reflect those determined in the new university.

\* [Grade Appeals and Student Complaints](#)

KSU desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. [The Complaints and Appeals Page](#) was developed to assist current and prospective students in submitting complaints and appeals and to direct them to the most effective venue for accurate information and resolution. The resources on the page will direct students to the specific venue to appropriately address related student complaint.  
[http://www.kennesaw.edu/complaints\\_appeals.shtml](http://www.kennesaw.edu/complaints_appeals.shtml)

Complaints for online students 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 correspondence, the university may set up a two-way videoconference site in place of a meeting on the KSU campus.

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