

# AT YOUR FINGERTIPS - ONLINE SERVICES

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Glen Oaks Community College provides several online services to support student success. Students are expected to become familiar with and utilize these resources to manage their academic and financial responsibilities with GOCC.

## Our primary services include: MyGOCC

MyGOCC is the online portal for GOCC students, faculty, and staff. Upon admission, each student is issued an email address, a user name, and a temporary password. Students are required to change this temporary password for ongoing access to the MyGOCC portal. Students access the MyGOCC portal and its related services by using a single sign-on of their username and password. Students are responsible for the security of their electronic credentials. Usernames and passwords should not be shared with anyone else.

By logging into MyGOCC, students can access personal information related to their academic attendance and planning, campus work information, finances/accounts and financial aid, grades, and tax information. Students can log into their GOCC accounts by visiting the MyGOCC site (<https://mygocc.glenoaks.edu/Student/Account/Login/>).

## Canvas

Canvas is a learning management system that supports students' online coursework. This software platform requires use of the student single sign-on credentials and is used by faculty members to post the course syllabus, assignments, grades and other course related information.

Scores for individual assignments or examinations may be posted in Canvas but official mid-term and final exam grades are posted in MyGOCC. Sign in to Canvas here (<https://gocc.instructure.com/login/canvas/>).

## Etrieve

Etrieve is the document management system at Glen Oaks. It contains electronic forms needed to request specific services and stores document that are part of your student record at the College. Using your student sign-on credentials, you can access and submit electronic forms through the Etrieve system. Sign into Etrieve here (<https://etcentral.glenoaks.edu/>).

## Watermark

Watermark is a student success and engagement software that serves as an early alert system and communication tool. Students may connect with advisors, instructors, and staff to schedule appointments, request assistance, complete assigned tasks, and explore college and community resources. Sign into Watermark here. (<https://www.glenoaks.edu/current-students/advising/watermark-app/>)

## Maxient

Students, employees, and community members who want to notify the college of conduct issues, safety concerns, faculty/staff concerns, or suspicious activity are encouraged to report the concern by using the Report a Concern button on the college's homepage at [glenoaks.edu](https://www.glenoaks.edu). All reports go through Maxient, a record management and communication software that allows a convenient and confidential way to express concerns. In addition, licensed counselors are available in the Student

Services office to speak directly with students who have concerns. Learn more about Maxient here (<https://www.glenoaks.edu/public-safety/report-a-concern/>).

## Alerts

Students may register to receive text or email alerts about weather, emergencies, class cancellations, or campus event reminders. Sign up for alerts at <https://www.glenoaks.edu/services/text-alerts/>. Students can also visit [www.glenoaks.edu](https://www.glenoaks.edu) (<https://www.glenoaks.edu/>) for the latest information on classes, schedules, campus events, sports, and more.

## Campus Closure

If severe weather or other emergency conditions cause the college to close for day and/or evening classes, notification of the decision is made (generally by 6 a.m.) over radio stations WLKM (96FM), WBET (99.3FM), WNWN (98.5), WNDU (U93FM and Channel 16), WKFR (103.3FM), WLKI (100 FM), WRKR (107.7FM), WMEE (97.3FM), WTHD (105.5 FM) and television stations WWMT (Kalamazoo, Channel 3) and WOOD-TV (Grand Rapids, Channel 8).