New River Community College
Distance Ed

STUDENT GUIDE

http://www.nr.edu/de

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WELCOME

Welcome to Distance Education at New River Community College!

Distance Education courses are part of New River Community College's efforts to increase educational access by bringing education to people instead of people to education. Distance Education courses are for those who need to pursue academic goals outside the traditional classroom setting. These courses are a convenient alternative to courses taught on campus, providing the same quality and content as on-campus courses. Distance Education courses have specific qualities that equal or exceed direct classroom instruction in many ways but call for strong student commitment and motivation.

The Distance Education program enables students to achieve educational goals by delivering academically sound courses and educational support services that are responsive and innovative. For additional information, contact (540) 674-3614 or visit the Web site at http://www.nr.edu/de.

Distance Education Staff

GETTING STARTED

On the first day of classes visit Blackboard (http://learn.vccs.edu) or http://www.nr.edu/myaccounts to access course materials (course plan, course schedule, etc.). **The course will not be available on Blackboard before the first day of classes.**

Many courses include computer activities, Internet-based activities, and/or require the use of a word processing program. Computers are available for student use on campus and at the New River Valley Mall site as well as many public libraries and other locations.

The DE Office recommends that students use Mozilla Firefox as your web browser. This browser is more compatible with Blackboard. Also, it is suggested that students use a wired connection while taking tests in Blackboard. Internet Explorer is **NOT** recommended.

To obtain your VCCS username, set your password, and access all student systems, visit https://my.vccs.edu. All correspondence with faculty and staff must use the VCCS-assigned e-mail account. Students are responsible for any information sent to this account by college faculty/staff.

NRCC is not responsible for any damage to student equipment resulting from the use of college provided material. Some courses may have additional fees for software.

Textbooks/(OER) Open Educational Resources

Textbooks may be required for DE online courses and are not included in tuition costs. Textbooks may be purchased at the on-campus bookstore in Martin Hall or online at **http://www.bkstr.com/newriverccstore/home**. Some courses may not require the purchase of a textbook.

Student Privacy Protection

To ensure student privacy, Blackboard is the system-wide learning platform used to deliver online content. Access to the Learning Management System (LMS) requires a unique USERNAME and PASSWORD. NRCC's internal intranet for testing center proctored requests has restricted access only to select DE Staff. No fees are assessed for verification of student identity.

POLICIES

Course Withdrawal
You may withdraw from the course and receive a grade of "W" any time before the last withdrawal date listed in your course material. In addition, your instructor may withdraw you from the course if you have not met specific course deadlines by the withdrawal date. Your course material contains specific information regarding instructor initiated withdrawal. Information concerning college policies is also available from the Admissions Office. You are eligible for a refund if you withdraw from the course by the refund date.

No-Show Policy
A student must demonstrate participation in distance learning courses by the last date to drop for a refund. A student who does not meet this deadline will be reported to the Admissions and Records Office and will be withdrawn as a no-show student. No refund will be applicable and the student will not be allowed to attend/participate in the class or submit assignments. Failure to attend or participate in a course will adversely impact a student's financial aid award.

Evaluations
Your input is needed as we attempt to provide the highest quality learning experience possible and to meet the needs of distance learners like yourself. Evaluations are part of our continuous improvement plan and are made available online within the last few weeks of the semester for all courses. Your responses are confidential and will not affect your grade. DE courses follow the college's guidelines for course evaluation.

ASSIGNMENTS

It is important that you get started on your course requirements right away. You will be required to complete an initial introductory assignment. This assignment provides your instructor with some information about you and what you hope to accomplish in the course. This assignment is typically due within the first two weeks of class. **If you do not submit this assignment, you will be withdrawn.**

Submission
Refer to your course material for assignment submission procedures. **Do not leave assignments in instructor mailboxes or mail assignments directly to the instructor.** Your instructor will grade the assignment and post your grade or return graded material to you as stated in your course material.

Reviewing (Hard-copy) Graded Work
Some DE instructors will return graded work for on-site student review at the Testing Center locations on-campus or at the mall site. **You will be contacted by a DE Staff member through e-mail requesting that you choose the location of your graded class work folder for the current semester.** Your course materials will detail if you are eligible to remove any items from your student folder. Only the student may access returned material in person upon presenting photo I.D. A second party may pickup student file materials with a letter from the student stating the name of the "second party" who has permission to pick-up students' materials. The "second party" must present a photo ID for identification.

TESTING

Most Distance Education courses require some form of testing. The number and method of testing (paper-based or online) varies depending on the course and instructor. Any questions related to test content, grading, and deadlines should be directed to your instructor. Testing grades will be distributed via the procedures listed in your course material.

Grades cannot be distributed by DE staff.

Some DE courses require students to take tests at an approved testing site. Students can take tests at the Testing Center on campus in Martin Hall or at the off-campus mall site. Students must adhere to the following testing guidelines:

1. Children are not allowed in the testing room.
2. Present photo I.D. each time you request a test. Complete a "Test/Assignment Receipt" form (available at testing centers) for each test requested.
3. Know your instructor's name, course number, and test number. Include your name, course number, and test number on all answer sheets.
4. Only the required materials are allowed in the testing room. If you bring any extra materials, you will be asked to leave all materials outside the testing room. NRCC is not responsible for any material left during test taking.
5. Students should not bring books, paper materials, electronic media (such as: smart watches, cell phones, any type of device with headphones, laptop computers) and wallet/purses or personal items to the Testing Center.
6. Remain in the testing room once you have started a test. Tests must be completed once distributed and may not be removed from the testing room.
7. **No test will be given out two hours prior to closing at any testing center.** Refer to the hours listed for our testing centers on our DE Website. (http://www.nr.edu/de) All tests will be collected at closing time even if the test is not complete.
8. Bring appropriate test materials. Scantron forms may be required and can be purchased in the bookstore or at the testing centers.
9. Student may not click outside of test or open another Internet site, Window or Tab while testing.

If you live outside NRCC's service area please see next section on Proctored Testing.

Proctored Testing

Proctored testing is a service provided by the NRCC Distance Education program for eligible students. This service is provided for students who live **OUTSIDE** the service region. If you live in Floyd County, Giles County, Montgomery County, Pulaski County or Radford City, you are considered within the service region and need to test at one of the two Testing Centers, either on campus or our Christiansburg site. If you think you may be eligible for this service, please fill out and submit a Proctor Request form. Proctor request forms are available online at http://www.nr.edu/de/proctoring.php. **For Fall and Spring semesters, proctors must be requested by the end of the second week of each semester**. **For Summer session, proctors must be requested by the end of the first week of the semester.** This ensures that your tests will not be delayed and that you receive your grades in a timely fashion.

A proctor is an individual who administers and monitors testing in an educational or professional setting. Residential settings are not appropriate or allowed. Proctors are responsible for providing a quiet environment with no interruption and for returning the completed tests to the NRCC Testing Center promptly. They are also responsible for protecting the integrity of the tests by safely housing the tests before they are administered. A proctor will certify in writing that a student has completed the tests according to instructions. The honor code at NRCC is a top priority.

Previous approval of a proctor does not guarantee ongoing services. NRCC reserves the right to reject a proctor request for any reason. Proctor requests based on work schedule conflicts are unlikely to be approved since we provide testing services at our Christiansburg site and our main campus to accommodate students who need to test in the evening or on weekends. Our testing centers are open between 50 and 60 hours a week depending on the location you choose. If your request is not approved, you will be notified in a timely fashion. If you have any questions about the proctoring process, contact the Distance Education Proctor Coordinator at 540-674-3600 ext. 4341.

Proctored students are responsible for abiding by test deadlines and contacting their proctor to set up appointments for testing. Tests are sent to approved proctors within a week of the request or as soon as they are made available by the instructor. The purchase of Scantron forms, any fees for testing services, and/or the return of tests to NRCC (cost of fax, U.S. Mail or UPS) are the responsibility of the student.

Inclement Weather/College Closed

If the College should be closed due to inclement weather on a date that tests are due, then the tests will be due on the next FULL day the College is open. Check the DE Website (http://www.nr.edu/de) for Testing Center hours at both the Dublin campus and the NRV Mall site.

STUDENT SERVICES

Off-Campus Site (New River Valley Mall)
Support provided to Distance Education students at New River Valley Mall includes the following:

- DE testing
- Computer access
- Course registration, drop/add, payment services (check, money order, or credit card)
- Virtual Library resources

Library Services for Distance Learners
Martin Hall

Yvonne Maute, (540)674-3600, ext. 4331, ymaute@nr.edu
Naydine Shenk, (540)674-3600, ext. 4336, nshenk@nr.edu
Sandy Smith, (540) 674-3600 ext. 4345, ssmith@nr.edu

If you need assistance researching a particular topic for a course assignment or utilizing any of the library's online resources, click on the "Ask A Librarian" link from the NRCC Library Webpage (http://www.nr.edu/library). Contact the librarians listed above for help with your research or email your request to ymaute@nr.edu. A librarian will reply within 24 hours, except during weekends or holidays. LRC Live, http://library.vccs.edu/reference/lol.htm, allows you to chat online with a reference librarian 24/7.

Academic Assistance
Godbey Hall, Room 131, (540) 674-3600, ext. 3664
The Academic Assistance program provides free individual tutoring services in every subject for all students enrolled at NRCC (single or on-going sessions).

Student Complaint Process
NRCC's Student Grievance Procedures for all officially registered students are outlined in the Student Handbook (https://www.nr.edu/students/pdf/handbook.pdf). NRCC is dedicated to providing all students with the highest quality education resources available. However, should a conflict arise, NRCC strives to resolve all grievances in a fair and expedient manner.

NRCC's DE procedures are subject to oversight by the State Council of Higher Education for Virginia (SCHEV). Students who are enrolled in online courses through NRCC who have followed the college's grievance procedures in their entirety and are not satisfied may file a complaint through SCHEV Student Complaint Process (http://www.schev.edu/students/studentcomplaintprocess.asp) with the form location (http://www.schev.edu/students/StudentComplaintFormT.asp).

Center for Disabilities Services/Disability Statement
Rooker Hall Room 271, (540) 674-3600, ext. 3619
If you are a student with a documented disability who will require accommodations, register with the Disability Services Office located in the Advising Center in Rooker Hall for assistance in developing a plan to address your academic needs.

Diversity Statement

The NRCC community values the pluralistic nature of our society. We recognize diversity including, but not limited to, race, ethnicity, religion, culture, social class, age, gender, sexual orientation and physical or mental capability. We respect the variety of ideas, experiences and practices that such diversity entails. It is our commitment to ensure equal opportunity and to sustain a climate of civility for all who work or study at NRCC or who otherwise participate in the life of the college.

New River Community College does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Dr. Mark C. Rowh, Vice President for Workforce Development and External Relations, 217 Edwards Hall, 540-674-3600, ext. 4241.

OFFICES/LOCATIONS

Distance Education
New River Community College
5251 College Drive, Dublin, VA 24084
(540) 674-3614
Fax: 540-674-3626
E-mail: de@nr.edu
http://www.nr.edu/de

Testing Centers

Campus (Dublin)
Martin Hall, inside Library
(540) 674-3600
Phone: Ext. 3614
Fax: (540) 674-3643
E-mail: det@nr.edu

New River Valley Mall Site (Christiansburg)
400 New River Road
Christiansburg, VA 24703
(540) 674-3600
Phone: Ext. 3610
Fax: (540) 381-7128
E-mail: ocas@nr.edu
http://www.nr.edu/mall

Help/Support

Account/Access Questions
NRCC Help Desk
Phone: (540) 674-3600, ext. 4400
E-mail: nr4help@nr.edu

DE Media Problems
Proctor Questions
Phone: (540) 674-3600, ext. 4341
E-mail: dviers@nr.edu

General DE Questions
Blackboard Support
http://www.nr.edu/de
Phone: (540) 674-3614
E-mail: de@nr.edu

Library Information
Phone: (540) 674-3627
E-mail: ymaute@nr.edu