

Richmond Community College Resource and Support Manual for Distance Learners



- Distance Learning Overview
- WebAdvisor Orientation - Web Portal System
- Student E-mail Orientation – Google Apps for Education
- Moodle Orientation - Learning Management System

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Introduction

About this Manual

This resource and support manual provides information for Richmond Community College students and prospective students regarding distance learning, WebAdvisor, Moodle, student email accounts, and various resources for student enrolled in distance learning courses and programs.

Mission

Supporting the mission of the college, Richmond Community College's distance learning mission is to provide courses and degree programs through convenient online, hybrid, and virtual formats to students while maintaining quality rich instruction. Distance learning will strive to foster student learning by providing personal and secure learning environments that support meaningful and consistent engagement with highly-trained faculty, established support services, and accessible resources.

Distance Learning Contacts

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Distance Learning at RCC

Richmond Community College actively participates in the North Carolina Community College System (NCCCS) Virtual Learning Community and continues to expand its Distance Learning effort via the Internet. Newcomers to distance learning courses are strongly encouraged complete an online orientation session at the beginning of the semester to familiarize themselves with the delivery system.

Students with a strong understanding of the Internet may find this mode of course delivery an invaluable aid in completing degree requirements. Students who enroll in distance learning courses should be extremely self-motivated and self-disciplined. Students will work independently and communicate with the faculty member and classmates via email, list servers, online classrooms, group pages, and chat rooms. Students enrolled in distance learning courses and programs have access to all resources and services available to student enrolled in traditional courses and programs.

Each semester, all distance learning opportunities are listed in the published course schedule with the general course offerings. Courses delivered 100% online are usually designated with a "W#" section designation (sections might be assigned second numbers: W1, W2, etc.). RCC also offers a number of courses in a "hybrid" distance learning format. In a hybrid class, students meet in a traditional classroom setting for usually 50% of the assigned contact hours for the course, then complete the other assigned contact hours online. Hybrid learning opportunities are usually designated with an "H#" section designation (sections might be assigned section numbers: H1, H2, etc.). RCC also offers courses in a traditional classroom setting but through the NC Information

Highway (NCIH) distance learning format. Courses offered via NCIH are scheduled in a Video Conferencing classroom with traditional meeting times. The instructor of the course will also be in a Video Conferencing classroom, but not necessarily the same one as the student. NCIH learning opportunities are usually designated with a “V#” section designation (sections might be assigned section numbers: V1, V2, etc.).

Students enrolling in any type of distance learning course must follow the regular admissions and registration processes, pay regular tuition and fees, and meet all course prerequisites.

Cheating

Academic cheating or dishonesty may result in grade reduction, failure of test, failure of class, or loss of credit for assignments. The course instructor will decide what punishment is appropriate unless a student’s infraction could lead to dismissal from school, change in status, or dismissal from a program. Under those circumstances, the violation will be heard by the Discipline Committee. In all circumstances, the student has the right to dispute an instructor’s decision and have his/her case heard before the Discipline Committee.

1. Giving or receiving information about the content of quizzes, examinations (including make-up exams), classroom, shop, or lab work, or other assignments without instructor permission. Possessing any paper, writing or device not specifically authorized by the instructor or test administrator.
2. Copying or using unauthorized information or materials on quizzes, examinations, or other assignments.
3. Selling, buying, or otherwise obtaining a copy of a test, quiz, or examination without instructor approval.
4. Collaborating with another person or persons during quizzes, examinations or other assignments except as authorized by instructor.
5. Working with another person or persons during or prior to a make-up examination unless authorized by instructor.
6. Substituting for another person during a quiz or examination or allowing a person to substitute for you during a quiz or examination.
7. Buying or selling a report, term paper, manuscript, project, etc., to meet the requirements of an assignment.
8. Plagiarism: Using partially or totally the ideas or words of another person or persons in written assignments without crediting the source(s) of the ideas or words.
9. Failing to follow “test-taking” procedures established by instructor or staff member, such as not covering one’s paper to allow someone else to see one’s paper.

Grievance Procedure

Any student who has a complaint or dispute about any aspect of his or her treatment (except for grades) by the College or the manner in which such person has been treated by any other college student or employee is urged to seek resolution of such complaint or dispute through the grievance procedure contained in this section. To the extent permitted by law, compliance with the grievance procedure contained in this section is required before any person may institute litigation against the College or any of the College’s employees acting in their official capacities on behalf of the

College.

Prior to initiating a grievance as outlined in this procedure, students should use the identified organizational levels of management of supervision to resolve their concerns. Current and former students and student applicants are expected to communicate their complaints or concerns first to their instructor and then, if the matter remains unresolved, to the department head. The College understands, however, that there are circumstances where it is appropriate for a party to skip a level in the aforementioned chain of command and present the grievance at a higher level.

Each grievance should be put in writing (preferably typed or printed) and should contain a sufficiently detailed statement of all circumstances or events as will permit understanding of the grievance to all individuals reviewing the grievance at every stage of the grievance process. If there are documents in existence that relate to the substance of the grievance or that would facilitate communication or understanding of the grievance, these should be attached to the grievance. Grievances of students should be submitted to the Vice President for Student Services. To preserve his or her entitlement to have a grievance reviewed under this grievance procedure, an individual must submit the grievance and all supporting documentation to the Vice President for Student Services within thirty (30) days after the action, incident, or conduct upon which the grievance is founded, occurred, or was first brought to the individual's attention.

Upon receipt of the grievance containing the information required above, the Vice President of Student Services will expeditiously take action on the grievance in cooperation with other individuals within the College and will submit a written report to the grievance. In the event the action taken by the Vice President for Student Services is deemed unsatisfactory to the grievant, the grievant may submit in writing to the President a request for review of the action taken by the Vice President for Student Services. A written request for review must be received by the President within thirty (30) days after the date that the report of the Vice President for Student Services was mailed to the grievant. Along with the grievant's written request for review, the grievant should submit to the President a copy of the written report received by the Vice President for Student Services along with a copy of the original grievance and related documents that the grievant submitted to the Vice President for Student Services.

The President shall act within 30 days to render a written decision on the grievance and a copy of this written decision will be mailed to the grievant. The decision of the President shall be final. All grievance matters are handled confidentially.

Grade Appeal Process

A student at RCC has the right to appeal a grade assigned to him/her. The following procedure will be used by the student who desires to appeal a grade:

1. The student must schedule an appointment with the instructor who has assigned the grade, discuss the matter with him/her and ask for a review of the basis for assigning the grade. If the disagreement about the grade is resolved at this time, the instructor will submit a "Request for Change of Grade" form.
2. If the disagreement is not resolved through discussion with the instructor, the student must, within ten days of notification of the instructor's decision, submit a written appeal to the appropriate department chair stating reasons for appealing the grade. (The student may consult with a counselor or his/ her academic advisor for assistance in developing the

written appeal.) If the disagreement about the grade is resolved at this time, the instructor will submit a "Request for Change of Grade" form.

3. If the disagreement is still not resolved, the student must schedule an appointment with the division chair, discuss the matter with him/her and ask for a review of the basis for assigning the grade. If the disagreement about the grade is resolved at this time, the instructor will submit a "Request for Change of Grade" form.
4. If the disagreement is still not resolved, the student should schedule an appointment with the Vice President for Instruction to discuss the appeal. The decision of the Vice President for Instruction is final.
5. The right to appeal a grade expires at the end of the semester following the one in which the grade is assigned. When a student appeals a grade assigned by an instructor no longer employed by the college, the student should initiate the process by notifying the appropriate department chair.

Student Records

The Registrar is in charge of all student records. Because these records are of utmost importance, they are kept in locked, fireproof files in a locked storeroom. Student records are available to instructors or advisors only through authorization by the Registrar. Under no circumstances are student records removed from the Student Services Office without prior approval of the Registrar. Students are not allowed access to the records room. A student may view his record only when in conference with his instructor, advisor, or an authorized administrative officer. A student may view his records by submitting a written request to the Vice President for Student Services. Please contact the Vice President for Student Services at (910) 410-1722 for any additional information.

Access to Student Records

The "Family and Education Rights and Privacy Act of 1974" (P.L.93-380, S513) signed by the President of the United States became law as of November 9, 1974. Included in this law are requirements related to the privacy of student files and records. The law specifically states that no institution of higher education shall prevent its students from inspecting and reviewing "any and all official records, files, and data including all material that is incorporated into each student's cumulative folder." Although that act specifically refers to the access rights of parents, it provides that "whenever a student has attained eighteen years of age or is attending an institution of postsecondary education, the permission or consent required of and the rights accorded to the parents of the student shall thereafter only be required of and accorded to the student." The only individuals or agencies authorized to see a student's record, other than the student himself/herself, without the student's written consent, are school officials with "legitimate" educational interests, officials of other schools in which the student "intends to enroll," and certain government representatives.

A copy of the law and the complete policy is on file in the Registrar's office. Any student desiring to review his/her file will fill out a form in the Student Services office, and an appointment will be made with one of the counselors, the Registrar, or the Vice President for Student Services to review the file within 45 days of the signing of the request form. Records will be released to parents and outside agencies only with the written release of the student. In keeping with federal regulations on

student information, RCC has designated the following as “Directory Information”:

1. Dean’s list.
2. President’s list
3. Graduation list.
4. Sports activities.
5. Recognized student activities.
6. Other student honors or awards.
7. Special achievement.
8. Photographs of students involved in RCC activities.

This “Directory Information” will be routinely released to the news media and/ or utilized for RCC publications. Any student who does not wish any or all of this information to be released must give written notification to the Vice President for Student Services on or before the “last day for tuition refund” as listed in the Academic Calendar of the semester in which he/she is enrolled.

The Vice President for Administrative Services and Chief Financial Officer is the designated school official for handling violations of the law or alleged violations of the law and is RCC’s designated law enforcement official. Investigative reports and other records created and maintained by the law enforcement units are not considered to be education records subject to FERPA. We may disclose information from law enforcement unit records to anyone, including outside law enforcement authorities, without student consent.

Distance Learning Expectations

Course Workload

Distance learning courses require as much time and effort as traditional courses. You should expect to devote at least as much time to an online or hybrid course as you would in a traditional course, including homework and lecture hours – typically 10-15 hours per week per course.

Succeeding in Distance Learning Courses

Distance learning courses may not be right for all Richmond Community College students. Although many students may be enticed by the scheduling options, distance education learning environments often require more self-discipline than on-campus traditional courses. How well distance learning courses fit into your educational and career goals depends on many factors. Successful students are able to adjust to a digital learning environment, have specific and strict study habits and understand the technical and academic requirements to be successful. For students who adhere to the recommendations below, distance learning courses are as effective as on-campus traditional courses at Richmond Community College.

Environmental Recommendations: With no physical campus around them to screen out distractions, and no regular class meetings to remind them about next week’s homework or allow

time for questions, distance learning students must create their own learning environment. Successful distance learning requires:

- A reliable, private place to work (home or work office, library or RCC computer lab)
- Reliable access to a computer with reliable Internet access
- Enough time to complete course assignments
- High organizational and time management skills

Technical Recommendations: Students must have adequate computer skills to meet the technological expectations of a distance learning course including:

- Basic computer skills
- Comfort with navigating the Web
- Attaching and/or uploading documents and files
- Operating word processor
- Ability to send and receive e-mail
- Knowledge to utilize conferencing tools (speakers, microphone and web-cam)

Study Habit Recommendations: Distance learning courses are recommended for students who can work well independently, without face-to-face instruction. Successful distance learning students:

- Develop a study plan
- Create the proper learning environment (see above)
- Keep in touch with their instructors and classmates as needed
- Ask for help when needed

Technical Skills Self-Assessment

All online, hybrid and web-enhanced courses require basic technical skills. The following self-assessment is provided to help you determine if you possess the technical skills needed to succeed in a course that utilizes the Internet and computers.

Directions: Answer “YES” or “NO” for each of the following questions:

1. Can you startup, reboot and shut down a computer?
2. Can you start and exit application programs like Microsoft Word, Internet Explorer and Windows Media Player?
3. Can you save and retrieve files to and from a USB storage device, CD, floppy or hard drive?
4. Can you copy text or images from one source and paste it into another?
5. Can you resize windows or move them around on your desktop?
6. Can you create, rename, and move folders?
7. Can you navigate a directory or perform a search to find files?
8. Can you save, rename, move and delete files?
9. Can you create a text based document using various editing and formatting features in an application like Microsoft Word?
10. Can you print a file or document?
11. Do you know how to use a spell and grammar checker to check and revise your work?
12. Do you know how to log onto the Internet?
13. Do you know how to retrieve and delete email messages?
14. Can you create, send, forward, reply and save email messages?
15. Can you open an attachment to an email?
16. Can you attach a document to an email message?

17. Can you distinguish between an email address and a web address?
18. Can you send an email to multiple email addresses or a group?
19. Do you know how to post messages to discussion boards or forums?
20. Can you locate and access information using a web browser like Google Chrome or Firefox?
21. Can you bookmark websites and features in your web browser?
22. Do you know how to check the credibility of Internet resources?
23. Do you know how to "talk" or "chat" in an Internet message program, such as AIM, Skype, or Google Talk?
24. Are you familiar with the standard acceptable etiquette on the Internet?
25. Can you locate and use appropriate computer resources and technologies such as CDs or DVDs included with textbooks or Internet based research and information.
26. Can you download and configure your web browser with plugins such as Java and Flash?

When you are finished, add up the "YES" responses to these questions and see the explanation below.

Explanation of Scoring

0-16 points: Warning!

Your lack of technical skills in different areas can jeopardize your ability to complete an online course successfully. It is highly recommend that you first complete an introductory level computer course offered at RCC prior to enrolling in a distance learning course. You should contact your advisor and register for an introductory course so you can develop the technical skills that you need.

17-21 points: Caution...

Your technical skills may be marginal and can possibly jeopardize your ability to complete an online course successfully. RCC offers introductory level computer courses. You should contact your advisor and register for an introductory course so you can develop the skills that you need.

22-26 points: Register Today!

More than likely you have the necessary technical computer and Internet skills needed to enroll for a distance learning course. You should to work on the areas in which you indicated "No."

Attendance in Distance Learning Courses

The RCC attendance policy is based on the belief that it is necessary for students to attend and actively participate in class in order to maximize educational benefits. When courses are delivered through online instruction (DL) or through a combination of traditional classroom and online instruction (hybrid), class participation is no less important, though its measurement may be somewhat different.

Students enrolled in hybrid courses are considered as having officially entered in the course when they attend a traditional class or when they complete the first online assignment. Students in DL courses must log in and complete the first online assignment to be considered as having officially entered the course.

For a course delivered in a hybrid format, a student may be withdrawn by an instructor when a combination of absences from class and uncompleted online work exceeds 10% of course instruction, unless the faculty member deems the absences or missed work to be unavoidable.

For a course delivered online, a student may be withdrawn by an instructor when uncompleted online work exceeds 10% of course instruction, unless the faculty member deems the absences or missed work to be unavoidable.

In the case of unavoidable absences or missed work, documentation and additional assignments will be required in accordance with the established attendance policy.

Uncompleted online work will be defined by the instructor based on the course instruction and learning outcomes stated in the course syllabus, but may include:

- not regularly logging in to the course as required
- not completing quizzes or tests by given deadlines

Verification of Student Enrollment in Distance Learning Courses

Currently Richmond Community College uses a secure and unique username and password (see “Student Login Information” insert below) to ensure the each student who registers for a course is the same student who participates, completes all courses work, and receives credit for the course. All students are required to provide this information before accessing any web-based college supported learning environment. Students are only allowed to access their own personal information using their username and password. Students are advised not to share their unique username and password with any other persons to protect their personal information and privacy while participating in college supported web-based environments. Some instructors may require campus-based proctored examinations for additional verification. If the instructor does require a campus-based proctored examination, students are aware of this at the beginning of the semester. The college will continue to investigate and consider additional forms of enrollment verifications as technology advances. If there are any additional fees associated with student enrollment verification, the students will be made aware of this prior to registering for course.

Help and Support Services

There are multiple help and support services made available to all Richmond Community College students. Below you will find a list all these services and information about accessing these services.

RCC Student Help Request

The Richmond Community College Student Help Request is available to all students for general technical problems involving usernames, password resets and assistance utilizing WebAdvisor, Student E-mail, and Moodle. All **course-specific questions** (such as those about assignments, tests, grades, and course content) should be directed to the **instructor** only. Student should submit a help request online from the “Help Desk” link provided on the RCC homepage (www.richmondcc.edu) OR by calling the Distance Learning Department at (910) 410-1761. Help

request personnel are available Monday through Thursday 8 AM – 5 PM and Friday 8AM – 2:30PM. All requests made after 2:30PM on Friday will be on as soon as possible on the following Monday.

Academic Tutoring

The Academic Success Center supports the educational process by providing services and resources to meet the needs of a diverse student population. The center is available to students Monday through Thursday 7:30 a.m. - 9:00 p.m. and Friday 7:30 a.m. - 2:30 p.m. Free tutorial assistance is available to any curriculum student who is having academic difficulty. Tutoring is provided in traditional and web-conferences methods. Students must be referred by a faculty member for specific tutoring needs. Students will be assigned a tutor only when a referral card has been received by an Academic Success Coordinator.

Tutoring via Skype (online web conferencing software) is available to student. Please call the Academic Success Center at (910) 410-1757 to schedule a web-based tutoring session.

Counseling

The total growth, welfare, and development of all students are of primary concern to the staff and faculty of Richmond Community College (RCC). In addition to academic achievement, the counselors at RCC have a genuine concern for the overall growth and development of RCC students and are dedicated to the betterment of all human beings. RCC is truly fortunate to have well-qualified counselors who meet or exceed the minimum qualifications necessary to hold the title of Professional Counselor. All counselors employed at RCC have at least a master's degree in counseling and several are certified by the National Board of Certified Counselors.

To promote the growth and development of students, the counselors use a variety of skills to help individuals improve their feelings of self-worth and their ability to relate to others. Students desiring personal counseling can receive individualized assistance in a number of areas including:

- Stress management
- Interpersonal communications
- Personal motivation
- Anxiety reduction
- Career concerns
- Goal planning
- Self-esteem

RCC has also developed cooperative agreements with a number of public and private human service agencies that accept referrals from counselors at RCC for students who encounter problems requiring specialized professional assistance.

Counselors are available from 8 a.m. - 9:00 p.m. Monday through Thursday and from 8 a.m. until 2:30 p.m. on Friday. Please call (910) 410-1734 for more information and/or to make an appointment.

Services for Students with Disabilities

RCC recognizes a “qualified handicapped person” as one who meets the federal definition of handicapped. A handicapped person is defined as “any person who (1) has a physical or mental impairment which substantially limits one or more major life functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working; or

(2) has a history of having been classified as having a mental or physical impairment that substantially limits one or more major life activities.”

RCC is committed to providing support and services to disabled students to help them obtain a quality education and to reach their goals with the least amount of difficulty possible. Assistance is provided as necessary as related to a student’s individual impairment, and functions to help them participate and benefit from the programs and activities enjoyed by all students.

Counseling services, such as help with financial aid applications, adaptive classroom facilities, community services information, mobility and accessibility arrangements, and note-taking and tutorial needs are addressed and coordinated.

Any student wishing to utilize these services should contact Counseling at (910) 410-1867 or the Vice President for Student Services at (910) 410-1722.

Career Center

RCC offers many services for individuals seeking employment and for employers who need a quality workforce. These services include interests, abilities, and values assessments, career counseling, resume writing, training, and preparation for new job opportunities. Before students enroll in college or become too involved in their chosen degrees, they should ask themselves the following questions:

1. Why do I want a degree in this field?
2. What do I plan to do with this degree when I graduate?
3. Do I, or will I, enjoy most of the courses I am required to take?
4. Am I aware of my capabilities and interests?

If students have difficulty answering these questions, they may want to schedule an appointment with one of the counselors in Student Services to participate in the assessment services offered through the Career Center.

If students are satisfied with their chosen majors, the Career Center can still serve them in a variety of ways. Many students use the Career Center daily to acquire valuable, up-to-date information on:

1. Colleges and universities throughout the country.
2. Occupations, job descriptions, employment outlook, and salary possibilities.
3. Resume writing.
4. Job interview skills.
5. Financial aid sources.
6. College transfer opportunities.

There are no charges for any of the services offered by the Career Center. For appointments, contact the RCC Career Center at (910) 410-1702.

Registration

The registration period is specified in the Academic Calendar. During registration, students confer with their assigned advisors, complete the necessary registration forms, pay tuition and activity

fees, and purchase books and supplies. Students taking distance learning courses are expected to sign in online to any scheduled classes on the first day of classes and begin designated assignments.

Currently enrolled students are allowed to schedule their classes early during the Advising and Class Scheduling week (as indicated in the Academic calendar) and may be allowed to preschedule classes prior to the regular registration period. Prescheduling dates are announced to currently enrolled students. Students who schedule classes during the early scheduling period and do not pay tuition during the tuition payment period for advised students will lose their scheduled classes. Students must pay tuition to reserve their schedules. These students must go through the scheduling and registration process again during the regular registration period.

For more information about registration, please call student services at (910) 410-1730.

Additional Information

To learn more about the help and support services the college provides, please visit college catalog online under the “Current Students” page (www.richmondcc.edu).

Library

All students, including those taking distance learning courses have access to library materials via the library’s web page (http://www.richmondcc.edu/library/index_library.html). Students must visit the library for a password to access some areas of research. The library includes over 30,000 books in its general, reference and special collections which contain a wide variety of magazines, newspapers, and online databases to supplement the College’s degree, diploma, and certificate programs. The library provides an appropriate setting for research, study, or leisure reading. Library staff are available to assist faculty, staff, students, and the community. Contact the library by calling (910) 410-1753.

Hours of Operation

FALL AND SPRING HOURS

Monday through Thursday 7:30 a.m. - 9:00 p.m.

Friday 7:30 a.m. - 2:30 p.m.

Community College Libraries in North Carolina (CCLINC)

CCLINC is a shared catalog with more than a million learning resources, making this library cooperative third in size among the libraries of publicly funded institutions of higher education in North Carolina. Students can access Richmond Community College’s catalog online and place an item on hold. This database can be located from the library page on the RCC website (www.richmondcc.edu).

Interlibrary Loan Form

Students can request books from other college by submitting an Interlibrary Loan Form located on the library page of the RCC website (www.richmondcc.edu). For assistance, please call (910) 410-1755.

Additional Information

There are several other resources available to students. Please visit the library page found on the RCC website (www.richmondcc.edu).

Student Identity

Richmond Community College takes all possible measures to protect the identity of students online by requiring a secure username paired with a unique password for access to WebAdvisor, Moodle, and Student E-mail accounts. Students only have access to their own personal information when logged into web-based accounts. In addition to secure usernames and passwords for WebAdvisor, Moodle, and Student E-mail accounts, students also have access to the RCC web-based student help desk and live telephone support. To maintain security, students are required to provide at least two out of the three forms of identification before any student account information is released:

- Date of birth
- Home address listed with the college
- 7 digit RCC ID number

Student Login Information

RCC creates a username and password for each student. Your username is to be used with your Student E-mail account, Moodle, and WebAdvisor. More information about using these web-based resources is provided in the below sections. *All students receive their college username in their acceptance letter from the college.*

RCC Student Username

Your RCC username is created from your **“first initial”**, **“middle initial”**, and **“last name”**. Your username is provided to you in the acceptance letter you received from the college.

Student E-mail and Moodle Password

Student e-mail and Moodle passwords are created by default using **“rcc”+“7 digit ID number”**. Your student ID number can be found on the back of your student ID badge AND on your course schedule.

EXAMPLE: Mary Kay Smith would use the following information:

Username: mksmith
Password: rcc1234567

Students should change the default password for student e-mail and Moodle immediately after initial access. Students should also keep their username and password information secure at all times. To protect student privacy, do not share username and password information unless a college faculty or staff member requests this information.

WebAdvisor Password (students must request a temporary password to login)

1. Click on the WebAdvisor Link from the www.richmondcc.edu homepage.
2. Select "I'm New to WebAdvisor" at the bottom right corner.



3. On the following page click "OK"
4. Follow the steps in WebAdvisor by inserting your "Last Name" AND your "Social Security Number" OR "7 Digit Student ID Number".

**** Your student ID number can be found on the back of your RCC Student ID badge AND on acceptance letter from the college.**

A screenshot of the 'What's my User ID?' form. The form title is 'What's my User ID?'. Below the title is the instruction: 'In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers.' There are three input fields: 'Last Name*' (circled in red), 'SSN' (circled in red), and 'Colleague ID' (circled in red). A 'SUBMIT' button is located at the bottom right, with a blue arrow pointing to it.

5. When you have completed these field click "Submit".
6. The following screen will provide you with your RCC Student Username.

* = Required

Student Username

Here's your User ID

Send my temporary password to this email address*

mksmith

7. Insert your RCC Student E-mail address. WebAdvisor will send you a temporary password.
8. Sign into your student e-mail account and retrieve your temporary password. Once you are logged into WebAdvisor you will be prompted to change your password before you can access your WebAdvisor account.

****Use the "Copy & Paste" feature when inputting the temporary password to prevent typing errors.**

Student E-mail Orientation

Richmond Community College has partnered with Google Apps for Education. Your student e-mail account is provided by G-mail. In addition to e-mail Google Apps for Education enables RCC students to access many other tools to help make your RCC learning experience a success!

Getting Started

1. Navigate to the RCC Google Apps page: <https://www.google.com/a/student.richmondcc.edu> or click on the "Student E-mail" link from RCC homepage (www.richmondcc.edu).
2. On the Sign In page, enter your user name and password, and then click "Sign in".

Richmond
COMMUNITY COLLEGE

Welcome to student.richmondcc.edu

Sign in to your account at
student.richmondcc.edu

Username:
@student.richmondcc.edu

Password:

Stay signed in

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

Less spam, plenty of space and access from anywhere

Welcome to your email for student.richmondcc.edu, powered by efficient and useful.

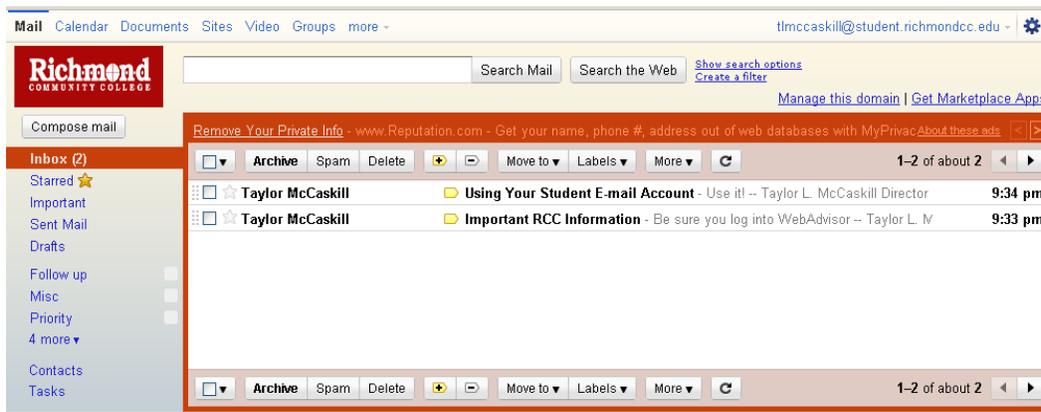
- Keep unwanted messages out of your inbox with Google!
- Keep any message you might need down the road, and tl
- Send mail, read new messages and search your archives

New! One-stop information sharing with Google Sites
Building a site is as simple as editing a document, and you do! Check out these example sites: [Company intranet](#), [Team proje](#)

3. You will have to accept the Google "Terms and Conditions" and correctly type the given characters before you will have access to your student email account.

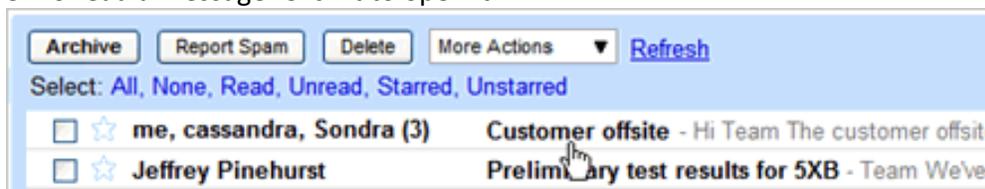
Basic Features

1. When you successfully log into your student e-mail account, your inbox will look like this:



2. Your student e-mail address will be displayed at the top right corner.

3. To read a message: Click it to open it:



4. To reply to or forward a message: Open it, and then click an option at the bottom of the message card:



5. To compose a new message: Click Compose mail



Forwarding Student E-mails

Your student e-mail lets you automatically forward incoming mail to another address, if you'd like. Here's how to forward messages automatically:

1. Click the **gear icon**  at the top right of you student e-mail page and choose **Mail settings**.
2. Click the **Forwarding and POP/IMAP** tab.
3. From the first drop-down menu in the "Forwarding" section, select 'Add new email address.'
4. Enter the email address to which you'd like your messages forwarded.

5. For your security, we'll send verification to that email address.
6. Open your forwarding email account, and find the confirmation message from the Gmail team.
7. Click the verification link in that email.
8. Back in your Gmail account, select the 'Forward a copy of incoming mail to...' option and select your forwarding address from the drop-down menu.
9. Select the action you'd like your messages to take from the drop-down menu. You can choose to keep Gmail's copy of the message in your inbox, or you can send it automatically to **All Mail** or **Trash**.
10. Click **Save Changes**.

You also can set up filters to forward messages that meet specific criteria. You can create 20 filters that forward to other addresses. You can maximize your filtered forwarding by combining filters that send to the same address.

[How to stop auto-forwarding](#)

If you no longer want to auto-forward your mail, follow these instructions:

1. Click the **gear icon**  at the top of any Gmail page and choose **Mail settings**.
2. Click the **Forwarding and POP/IMAP** tab, or if you use Google Apps, you might have a **Forwarding** tab instead.
3. In the "Forwarding" section, select the **Disable forwarding** radio button.
4. Click the first drop-down menu in the "Forwarding" section and check for any forwards created by filtering.

For more information on using your student email account, please visit:

<https://sites.google.com/a/student.richmondcc.edu/rccstudent/student-e-mail>

WebAdvisor Student Orientation

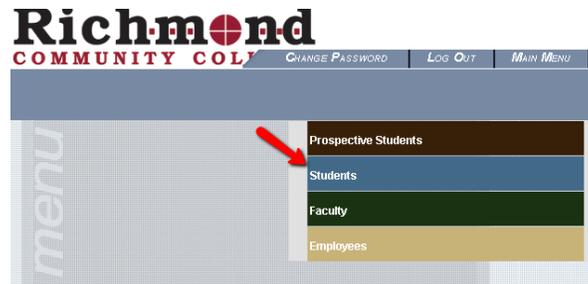
WebAdvisor is mainly RCC's online registration tool. It is how you can access our registration database that will take your class requests and process them based on class availability, prerequisite classes (classes you must take before enrolling in the requested class) and co-requisite classes (classes you take while taking the class in question). WebAdvisor also gives you confidential access to your class schedule, grade and financial aid information, transcripts, your account status (fines/fee/tuition that you owe) and more.

[Using WebAdvisor](#)

1. Navigate to the RCC WebAdvisor page by clicking on "WebAdvisor" at the bottom of the RCC homepage (www.richmondcc.edu).



- Once you have requested set up your WebAdvisor password, sign into and click on “Students”.



- The student menu will appear. Select the option you would like use.

The following links may display confidential information.

<p>User Account</p> <p>I'm New to WebAdvisor What's my User ID? What's my password Address Change</p>	<p>Registration</p> <p>Search for Sections Register for Sections Register and Drop Sections Register and Pay for Continuing Education Classes</p>
<p>Financial Information</p> <p>Make a Payment Account Summary Account Summary by Term View My Payment Plan Schedule</p>	<p>Academic Planning</p>
<p>Financial Aid</p> <p>Financial aid status by year Financial aid status by term Financial aid award letter</p>	<p>Academic Profile</p> <p>Grades Grade Point Average by Term Transcript Test Summary My class schedule My profile</p>
<p>Communication</p> <p>My Documents E-mail My Advisor(s)</p>	

Registering for Courses

- Choose “Search and Register for Sections” from the Register for Section menu
- Search/Register for Sections** – Fill in the term field and at least one additional search criteria. Limiting your search criteria will make it easier and faster.
- Section Selection Results** – Review the sections displayed and the ones you want added to your personal Preferred Sections list. You can access additional information on each class by clicking on the Section Name and Title. Be sure you have met all the pre-requisites for the class (if you are certain you have met the pre-requisites and still get an error, submit a Help Desk ticket immediately.) Click on the Submit button at the bottom of the screen when finished. These step does NOT complete the registering process. YOU MUST COMPLETE THE NEXT STEP.
- Register and Drop Sections** – All of the classes you have previously selected are listed at the top of the form. Current registrations are listed at the bottom. Register for all classes using the Action for All pull down box or individually using the Action pull down boxes.
- Registration Results** – This form displays all of the courses selected for registration and tells you if the registration was successful. Read carefully and make adjustments on Register and Drop form if necessary.
- Return to the Student Menu to view, confirm and print your schedule (**ctrl. + P**).

If you already know your course subject, number, and section you can use the “Express Registration” option.

FACTS about WebAdvisor

Whether you want to search course offerings, register online, review/print your current schedule, review/print your unofficial transcript or see your grades at the end of the semester (required), WebAdvisor makes it all possible and easy to do. Consider the process as “Self-Service” tool the college provides to all students.

- WebAdvisor is available daily from 7:30 AM until 10:30 PM
- Internet Explorer 8 **will not** support WebAdvisor. See Log-In page for browsers that are supported.
- You do not have to log in to search for course offerings. Simply click on the Prospective Students option and then select Search for Sections.
- During Early Advising/Scheduling, WebAdvisor is open to currently enrolled students. Please refer to the website for important dates.
- More information about using WebAdvisor can be found in the **WebAdvisor Student Manual** on the RCC website (www.richmondcc.edu)

For more resources on using WebAdvisor, please visit:

<https://sites.google.com/a/student.richmondcc.edu/rccstudent/webadvisor>

Moodle Student Orientation

Moodle is one of many Learning Management Systems (LMS). Moodle runs as an interactive website with a number of features and activities designed to engage and promote collaborative, student-centered learning.

A typical online course will require:

- Reading assignments
- Papers and projects
- Discussion of course concepts
- Tests
- Additional learning opportunities

This guide will provide you with the basic tools that you will need to navigate a course in Moodle.

Moodle Icons

Click on the “play” icon to watch a video on Moodle Icons.



<http://www.youtube.com/watch?v=v9eQwP7YXz8>

Moodle utilizes icons to distinguish certain functions. You will see the following icons within your course. These icons will let you know that you can expect:



A forum. In the introduction section this icon will also indicate the News Forum that will contain course announcements.



Text-only documents.



Microsoft Word documents.



Link to an external website or file.



Folders containing other files.



Assignments that will be turned in.



A choice activity, which is a question with a specified number of possible responses.



Chats. These tools allow communication with the instructor or classmates in real time.



A quiz, test, or exam in Moodle.



A glossary.



Access to individual course grades.



A list of participants in the class.



Lessons.

Logging In & Getting Started



Click on the “play” icon to watch a video on getting started in Moodle.

<http://www.youtube.com/watch?v=oBvMJBelgVQ>

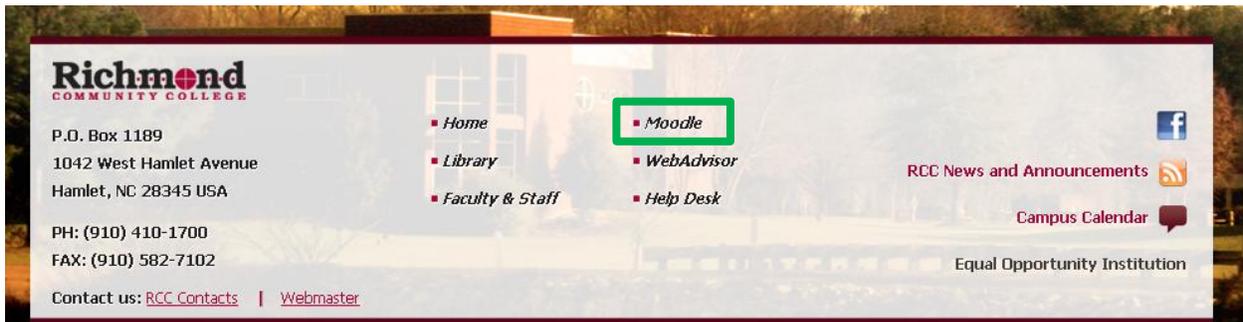
Attention: You should always use the internet browser Mozilla Firefox when accessing Moodle.

Download Mozilla at: <http://www.mozilla.org/en-US/firefox/new/>

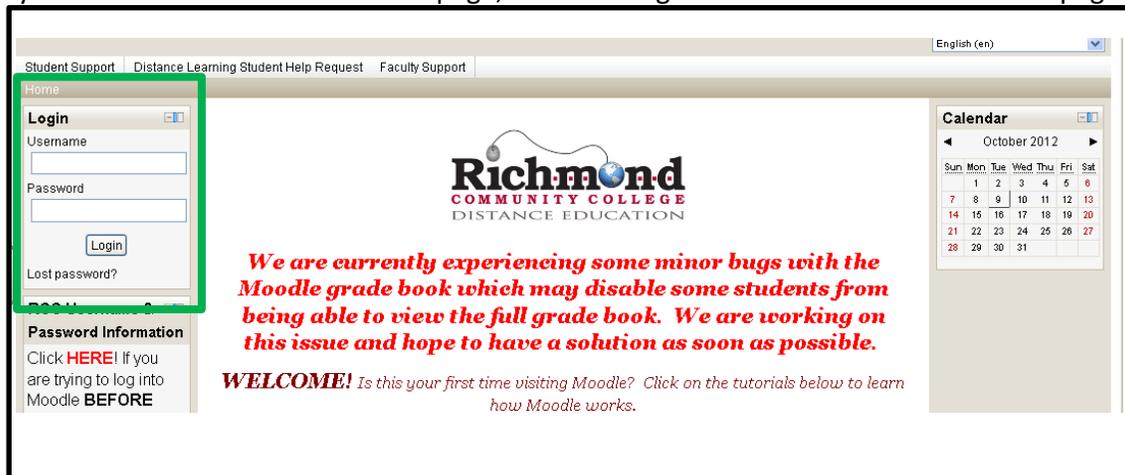
You will sign into Moodle using your RCC username and password. For information on this please see “Student Login Information” in the RCC Resource and Support Manual for Distance Learners:

<http://www.richmondcc.edu/cms-wfc/wp-content/uploads/2012/01/Richmond-Community-College-Resource-and-Support-Manual-for-Distance-Learners.pdf#page=13>

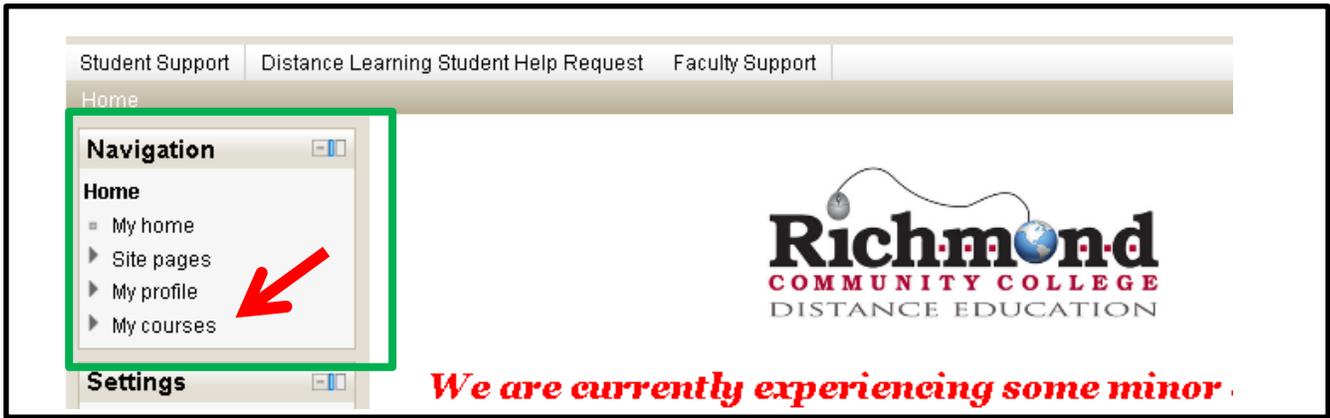
To get to the RCC Moodle homepage, go to moodle.richmondcc.edu using Mozilla Firefox. There is also a link to the Moodle homepage at the bottom of the RCC webpage.



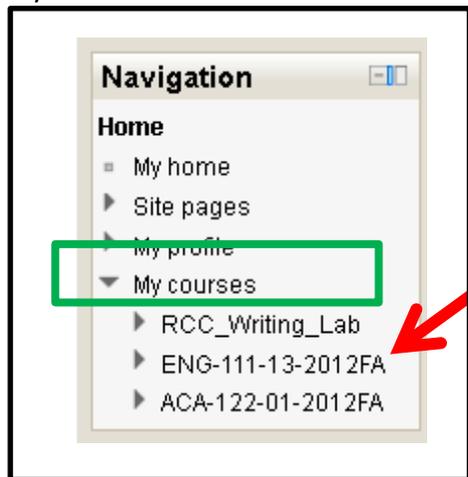
Once you are on the RCC Moodle homepage, find the “Login” block on the left side of the page.



Insert your RCC username and password and click “Login”. You will see the “Navigation” block on the left side of the page.



Click on “My Course” and select your course.



****Any important updates concerning Moodle or Distance Learning information will be provided on the RCC Moodle homepage in addition to the RCC main webpage.**

Page Layout and Blocks

The screenshot shows a Moodle course page for 'ENG-111-13-2012FA'. The layout includes several key blocks:

- A:** The breadcrumb trail at the top: Home > My courses > ENG-111-13-2012FA.
- B:** The 'Topic outline' block, which lists course information such as 'News forum', 'ENG 111 13 ICR', and 'ENG 111 Syllabus'.
- C:** The 'Navigation' block on the left, containing links like 'My home', 'Site pages', 'My profile', and 'My courses'.
- D:** The 'Settings' block on the left, with options for 'Course administration', 'Grades', and 'My profile settings'.
- E:** The main content area showing numbered topics (1 and 2) with their respective descriptions and links to resources like essays and tutorials.

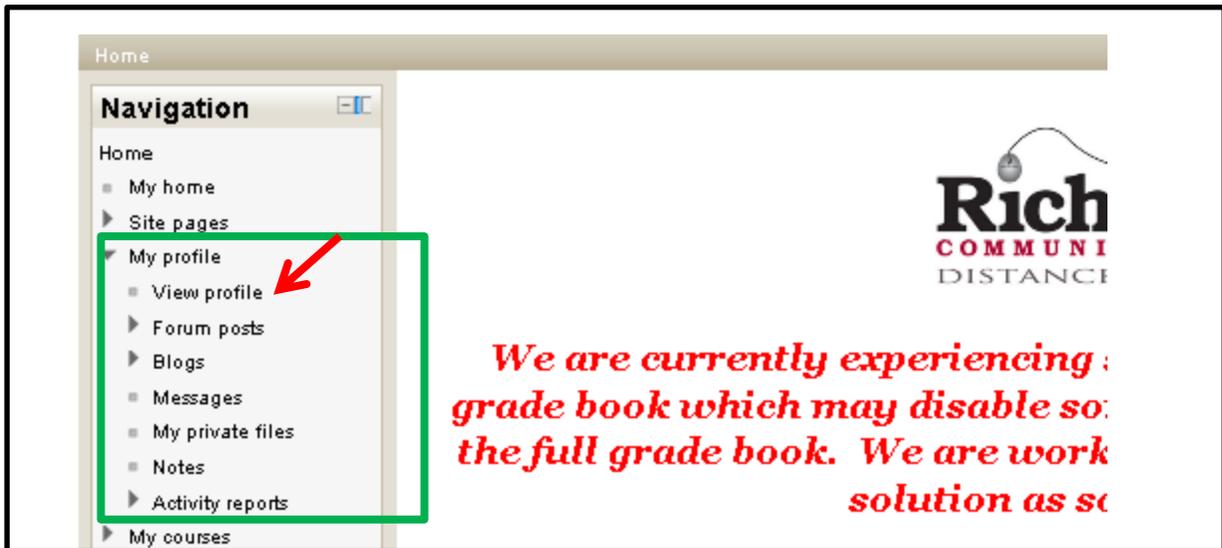
Additional blocks on the right side include 'Search forums', 'Latest news', 'Upcoming events', and 'Recent activity'.

- A. This is the breadcrumb trail. Each link indicates a page you have passed through to get to your current location, and clicking on the breadcrumb link will take you to a specific point in the course. The naming convention will always follow the abbreviated version of your course.
- B. The “Topic Outline” will be where all courses have the course information. For example, you will find the course syllabus, course ICR, and other important course documentation.
- C. The “Navigation” block will help you navigate to different locations within Moodle. The most destinations for students are the “My Courses” and the “My Profile” link provided in the navigation block.
- D. The “Settings” block will allow you to view you grades and provide edit tools when you are viewing your Moodle profile.
- E. All courses will provide the course content in the topics listed below the “Topic Outline”. This topics may be numbered or labeled with dates. Each course has a unique layout for students when presenting content.

Student Profile

In Moodle you have the option of setting and updating your student profile. Your profile allows your instructor and classmates to communicate with you and get to know you within Moodle.

From the RCC Moodle homepage click on “My Profile” then “View Profile” under the **Navigation** block.



You have several options that you can choose from:

1. You can change your password. **Note: Ensure that you keep your password in a secure, accessible location for easy retrieval if necessary.**
2. You can send messages to others within Moodle.
3. You can edit your profile.
4. You can access forum posts.
5. You can begin a blog.

Click on “Edit profile” under the Settings block to update your profile within Moodle.

The screenshot shows the Moodle user profile page for 'Student Student'. The page is divided into several sections:

- Navigation:** A sidebar menu on the left with options like 'Home', 'My home', 'Site pages', 'My profile', 'My courses', 'Courses', 'Users', and 'Student Student'. Under 'Student Student', there are options for 'View profile', 'Forum posts', 'Blogs', 'Messages', 'Notes', 'Activity reports', and 'Courses'.
- Profile Picture:** A small image of the Cat in the Hat.
- Profile Information:** A list of personal details:
 - Country: United States
 - City/town: Hamlet
 - Phone: 1-800-RCCRoads
 - Email address: taylorlmccaskill@gmail.com
 - Course profiles: Richmond Community College Writing Lab, PHY-110-H1 Conceptual Physics, PHY-152-01 College Physics Biology I, PHY-110-MASTER Conceptual Physics, Bloodborne Pathogens Training *12, Sexual Harassmen Bloodborne Pathogens Training, Moodle Instructor Certification Level 1, RCC Moodle Sandbox Course, Introduction to Sociology, Introduction to Sociology, Spanish Lab 1
 - First access: Monday, 21 November 2011, 01:57 PM (323 days)
 - Last access: Wednesday, 26 September 2012, 05:55 PM (12 days 21 hours)
- Settings:** A menu on the left with options for 'Profile settings for Student Student', 'Edit profile', 'Roles', and 'Messaging'. A green box highlights this menu, and a red arrow points to the 'Edit profile' option.
- Send a message:** A button at the bottom right of the profile information section.

The profile page will display all of your courses you are currently enrolled in but will not display this information to other student users. All students have the options to upload to their Moodle profile but please keep in mind you are still obligated to abide by the RCC Student Code of Conduct.

INSERT STUDENT DRESS CODE AND CODE OF CONDUCT INFORMATION HERE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Using Forums



Click on the “play” icon to watch a video on Moodle forums.

<http://www.youtube.com/watch?v=KPILnyojKz8>

Discussion boards in Moodle are called forums. You can use forums to discuss topics selected by your instructor.



This icon represents a forum:

News Forum – INSTRUCTOR CAN POST ONLY

If you’re used to another LMS, it is important to note that the **News forum** replaces the announcements page. This is a place where instructors can post announcements for the course. The News forum (which may be renamed “Announcements”) will always appear in the top section of your course.

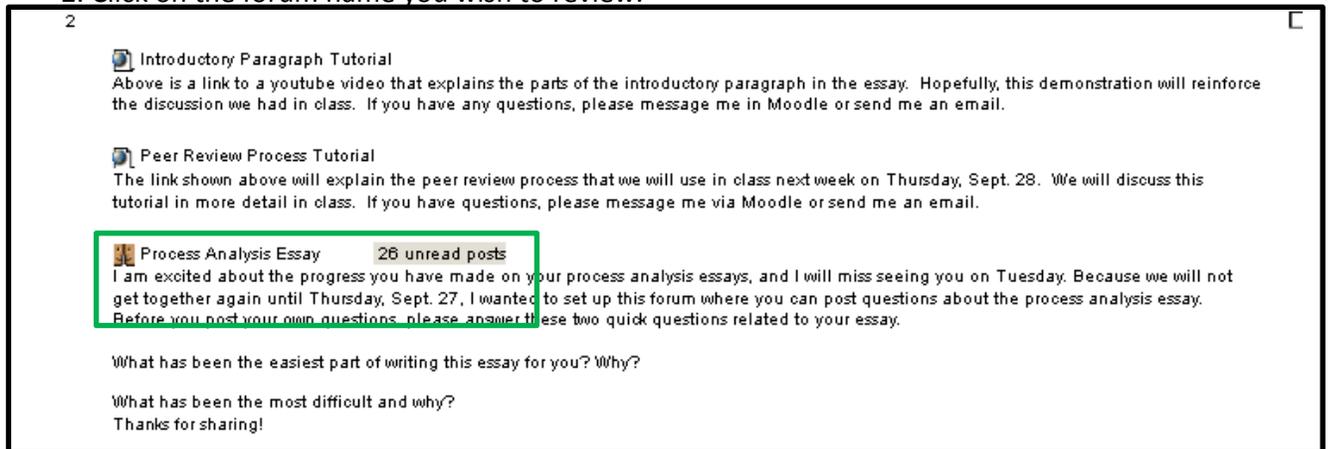
When a new **News forum** is posted it is updated in the **Latest News** block and the instructor will often times send a Moodle message notification letting students know a new message has been posted to the news forum.

Discussion Forum – Students and instructor can post

Replying to a Forum

To reply to a forum you should:

1. Log into Moodle and access your course.
2. Click on the forum name you wish to review.



2

 Introductory Paragraph Tutorial
Above is a link to a youtube video that explains the parts of the introductory paragraph in the essay. Hopefully, this demonstration will reinforce the discussion we had in class. If you have any questions, please message me in Moodle or send me an email.

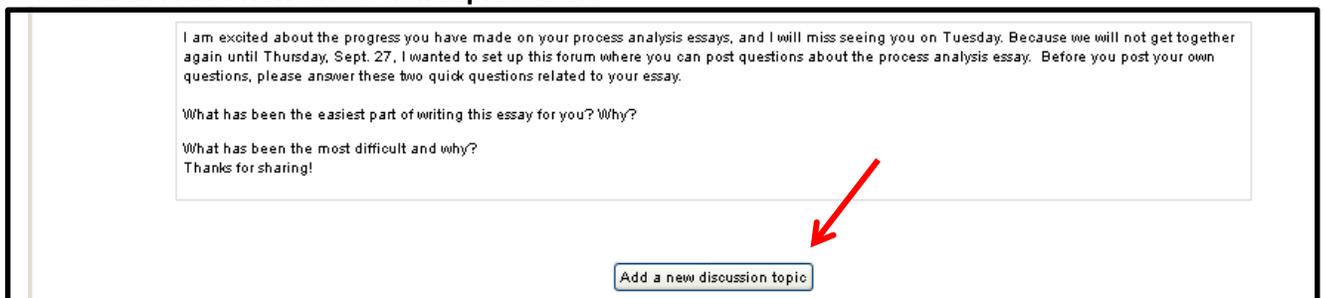
 Peer Review Process Tutorial
The link shown above will explain the peer review process that we will use in class next week on Thursday, Sept. 28. We will discuss this tutorial in more detail in class. If you have questions, please message me via Moodle or send me an email.

 Process Analysis Essay 26 unread posts
I am excited about the progress you have made on your process analysis essays, and I will miss seeing you on Tuesday. Because we will not get together again until Thursday, Sept. 27, I wanted to set up this forum where you can post questions about the process analysis essay. Before you post your own questions, please answer these two quick questions related to your essay.

What has been the easiest part of writing this essay for you? Why?

What has been the most difficult and why?
Thanks for sharing!

3. Read the directions and/or topics in the forum.
4. Click on **Add a new discussion topic** button.



I am excited about the progress you have made on your process analysis essays, and I will miss seeing you on Tuesday. Because we will not get together again until Thursday, Sept. 27, I wanted to set up this forum where you can post questions about the process analysis essay. Before you post your own questions, please answer these two quick questions related to your essay.

What has been the easiest part of writing this essay for you? Why?

What has been the most difficult and why?
Thanks for sharing!

[Add a new discussion topic](#)

Once you click on **Add a new discussion topic** you will be able to reply to the post. *By default, you only have 30 minutes to make any changes to your posts.*

Your new discussion topic

A Subject*

B Message* 

Trebuchet | 1 (8 pt) | Lang | **B** | **I** | **U** | **S** | * | x² |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Submitting Assignments



Click on the “play” icon to watch a video on submitting assignments in Moodle.

<http://www.youtube.com/watch?v=P1VHMY7RVf0>

This icon represents an assignment to be turned in.



You can access your course assignments on the course’s main page through the assignment name.

3 Chapter 26 □

C26

You are to complete the following drills on your own for the non-Keyboarding Pro Deluxe Users and save in the correct folder on your storage device: Drill 1 page 75; 2 page 77.

Omit Omit the following from lesson 26:

Page 76 - Omit entire Page 77 - Omit "Print a Document using Keyboarding Pro Deluxe 2" and "Exit Keyboarding Pro Deluxe 2" Page 78 - Omit "Standard Operating Procedures"

Please make sure you save the Moodle site as one of your favorites. You do not have to go through RCC's website to get to Moodle.

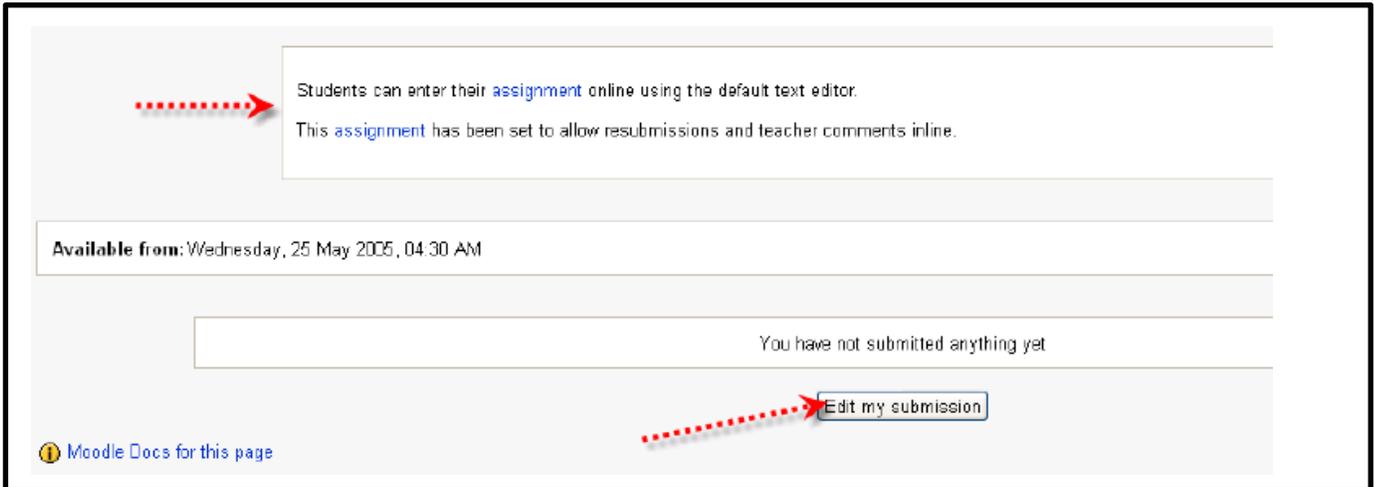
 26-d1

Follow steps 1-9 on page 78 to complete 26-d1. Make sure you save this assignment as **26-d1**. Save this inside your Module 3 folder. Remember that you will send it to me during class on **Friday, October 5, 2012**. This will allow us to submit the first assignment together. I will only go through the steps with you this time. You will send in all other assignments outside of class.

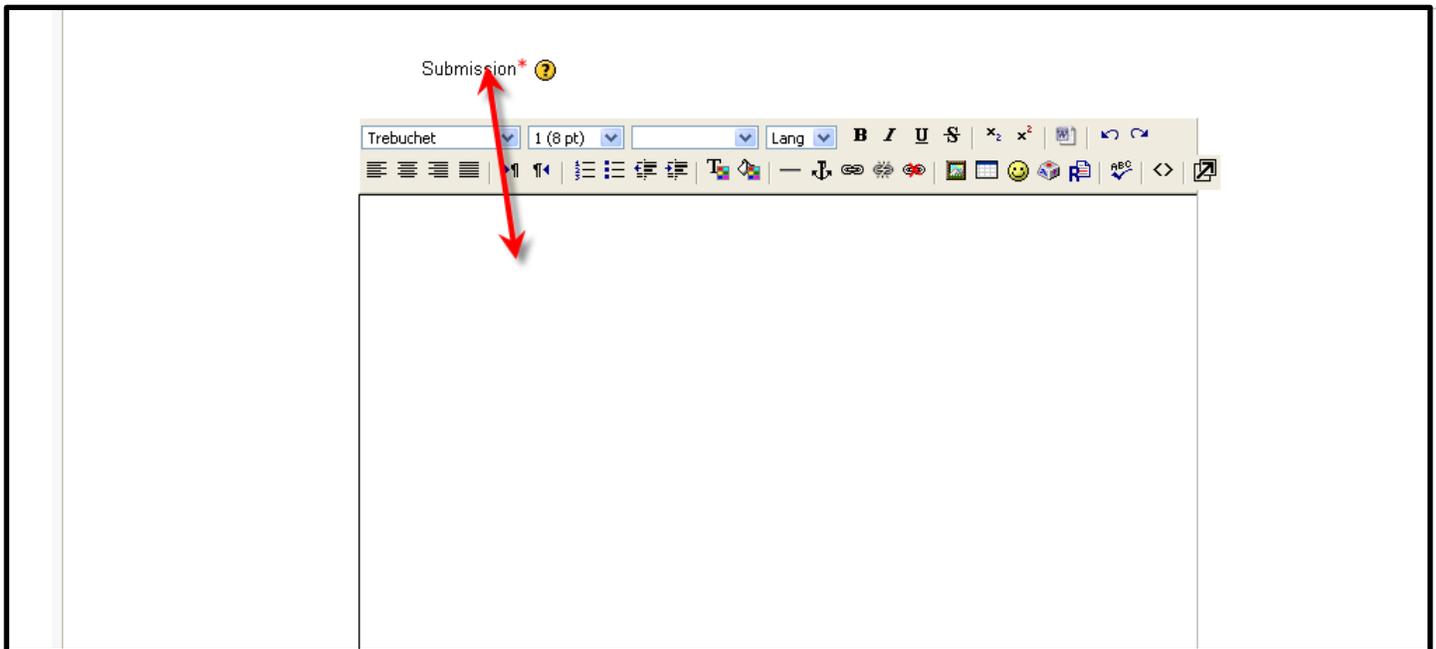
Due Date: Friday, October 5, 2012, at the beginning of class. You will turn in your printout (place on my desk at the beginning of class) and send the assignment through Moodle.

Submitting a Text Assignment

Once you've found the assignment, read through instructions given, and when you are ready to submit your answer, click the Edit my submission button.



In the Submission text box, type out the text requested by the instructor in the directions.



Click the **save changes** button at the bottom of the Submission page.



The assignment has now been submitted.

Submitting a File for an Assignment

To submit a file for an assignment you should find the assignment as described above.

3 Chapter 26

C26

You are to complete the following drills on your own for the non-Keyboarding Pro Deluxe Users and save in the correct folder on your storage device: Drill 1 page 75; 2 page 77.

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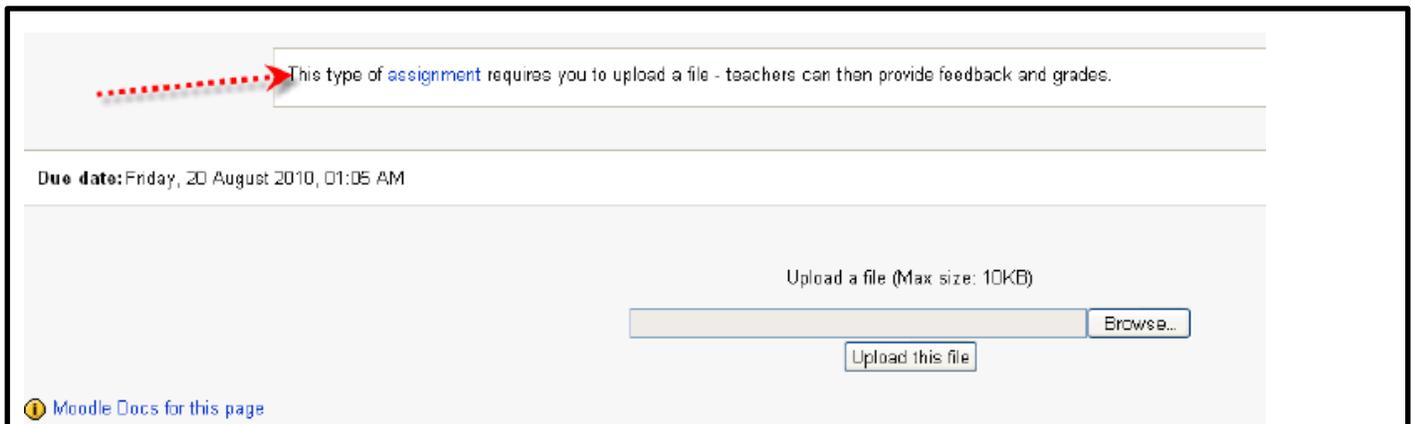
Please make sure you save the Moodle site as one of your favorites. You do not have to go through RCC's website to get to Moodle.

26-d1

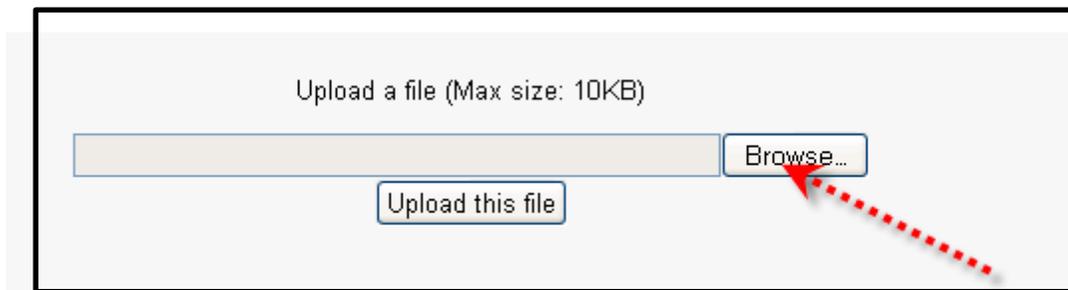
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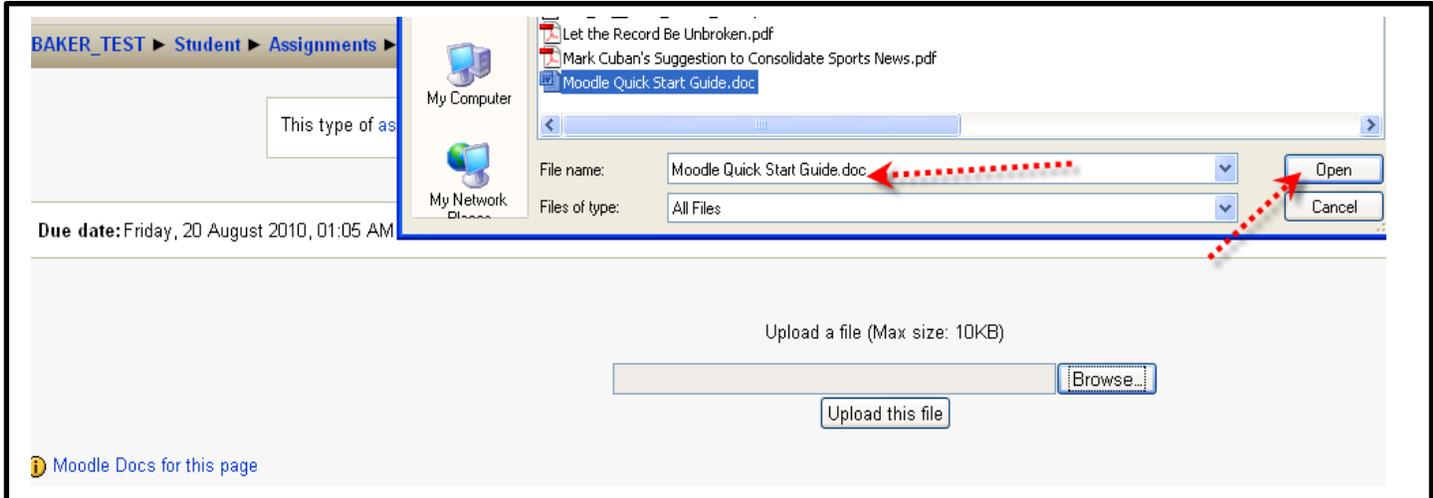
Read the directions given by the instructor.



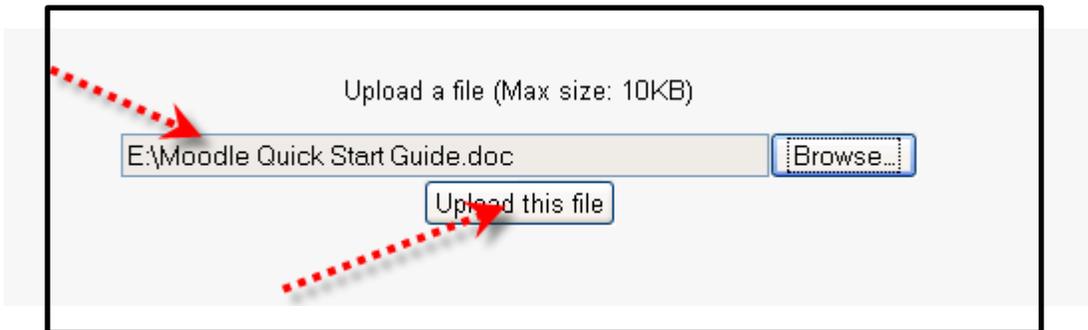
Click the browse button to locate the file you wish to upload from your computer for the assignment.



Select the file you wish to upload in the **File Upload** window and click the open button.



Once the file path is listed in the Browse field, click the **Upload this File** button.



If your instructor allows for more than one file, you will see the file listed in the Draft submission area. You may delete the submission by clicking the X next to the file link.

[Viewing Offline Assignments](#)

An offline assignment looks similar to other types of assignments but you will not need to submit a file or type text into Moodle; it is just a set of directions given by your instructor for you to complete outside of Moodle.

To view an Offline assignment, click on the assignment link from the course's main page. Read the directions given by your instructor, and complete the assignment as given.

[Testing in Moodle](#)

Students can take tests through Moodle and can provide instant feedback in most cases. There are some important aspects to consider prior to taking your first test in Moodle.

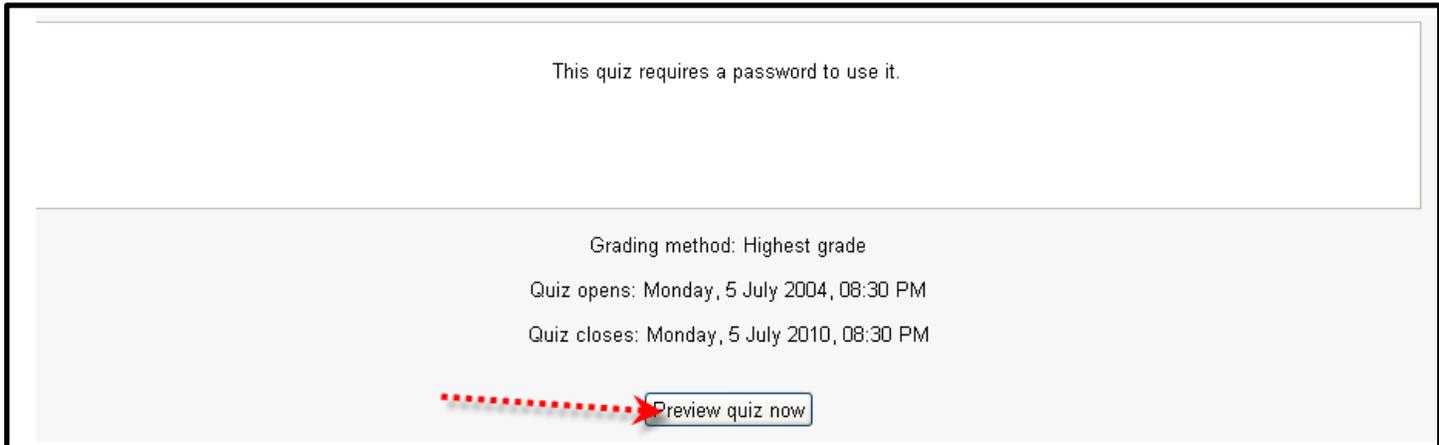
- When your instructor is ready for you to take a test a link will appear with this icon.



- Never enter a test unless you are prepared to complete it.

- It is important to plan the time you will take your test. You should take your test when there are few distractions.
- You should be certain that you have stable internet connection prior to taking a test.
- An instructor may require a password to enter and take the test. If you are asked for a password when trying to enter a test you'll need to obtain the password from the instructor. Be careful of capitalization when keying passwords.

To start the test, click on preview quiz and enter the password provided by the instructor.



Remember to click OK

Your test may have a time limit. If so, you'll see a timer appear at the top left of the screen when you enter the test. The timer counts down the time you have to complete your test.

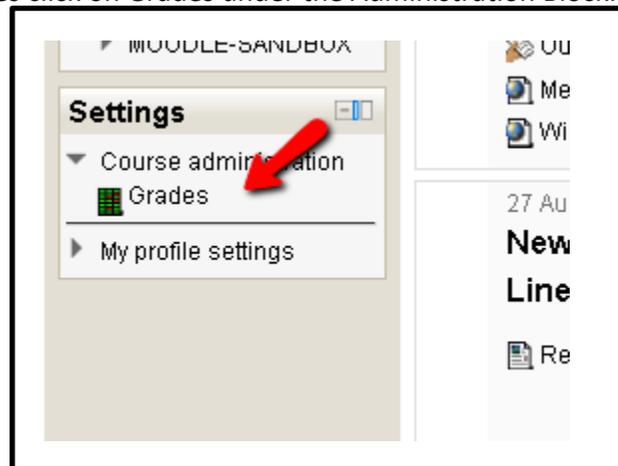
When you've answered all the questions scroll to the bottom of the screen and click **Submit All and Finish** button. If you do not click this button prior to the timer expiring, the full test gets submitted, and you receive zero points for the questions you have not answered.



Questions may appear as multiple choice, short answer, essay, true/false, equations, audio, or video. Once you "**Submit all and finish**" your instructor will have decided what you will see next. You may only see your score or you may see each question and the correct answer. Your score will appear in the gray box at the top of the page. Your instructor will need to grade any short answer or essay questions, so your initial score will not reflect those totals.

Grades

To view your course grades click on Grades under the Administration Block.



When the screen refreshes you will see a vertical list of all the assignments or activities (as long as your instructor has made them viewable to you).

BAKER_TEST ► BBA 342 ► Grades ► View ► User report

Choose an action ... ▼

User report - Dave Student

A Grade item	B Grade	C Range	D Percentage	E Feedback
BBA_342				
MBTI Written Report	-	0.00-50.00	-	
Talent is Overrated Forum	-	0.00-10.00	-	Nice work.
Learning Team Constitution Assignment	50.00	0.00-50.00	100.00 %	Nice job. You did well to pull your thought together and apply them to your analysis. Remember, to give constructive feedback that offers positives and areas for improvement.
Talent is Overrated Forum	-	0.00-10.00	-	
Type Talk at Work Forum	-	0.00-10.00	-	
Talent is Overrated Forum	-	0.00-10.00	-	

- A. Grade Item lists the name of the assignment.
- B. Grade displays the actual score you received on that assignment.
- C. Range details the possible points.
- D. Percentage breaks your point total to a percentage.
- E. Feedback is where you can view the comments typed in for each assignment by your instructor.

Click on the assignments name and it will take you to the assignment.



You will:

1. Be able to read feedback.
2. See your grade.
3. Access any document your instructor has uploaded to give back to you.