Richmond Community College
Manual for Distance Learners

- Proctoring
- Student Services
- Password Reset

- Moodle
- Email
- Self Service

Contents

Introduction

About this Manual

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

Mission

Supporting the mission of the college, Richmond Community College distance learning mission is to provide courses and degree programs through convenient online and hybrid formats to students while maintaining quality rich instruction. Distance learning will strive to foster students 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

Katelynn Arner
Distance Learning Technician
kdarner@richmondcc.edu
(910) 410-1761

Alan Questell
Distance Learning Director
ajquestell@richmondcc.edu
(910) 410-1916

Distance Learning Location

J.R. Conder Building, Main Campus

Distance Learning Hours of Operation

Monday—Thursday 8:00 a.m.—5:00 p.m.
Friday 8:00 a.m.—2:30 p.m.

Distance Learning Formats

Online — "W#" — 100% online
Hybrid — "H#" — 50% online 50% in class

RichmondCC Student Handbook

http://richmondcc.edu/student-services/student-handbook

Proctoring Services

All online courses at RichmondCC that involve students taking online exams require that one of the exams be proctored. The online course instructor will tell their online students exactly which exam is required to be proctored. RichmondCC students have several options available in having their online exams proctored: ProctorU, Academic Success Center, or in-class with the instructor (if offered by the instructor).

ProctorU

To utilize ProctorU, students must go to www.proctoru.com. ProctorU allows RichmondCC students to take exams in the comfort of their own home on demand. ProctorU requires the use of a webcam. **Students must register and schedule an exam with ProctorU 72 hours in advance. ProctorU is free to enrolled students, however, there is a $10.00 charge for all exams scheduled less than 72 hours in advance.** During an exam, students are connected with a live proctor who will verify student identification and assist with the check-in process. The live proctor will monitor each student and will be available for support.

Academic Success Center

To utilize the Academic Success Center in Hamlet, appointments are to be scheduled at 24 hours in advance by using the schedule an appointment calendar at http://richmondcc.edu/proctor-scheduling, or by calling and speaking to either:

Ms. SheVonne Lockhart at (910) 410-1755
Mr. June Wright at (910) 410-1896

Proctoring hours:

Monday – Thursday: 10a.m. to 6 p.m. (exam to be completed by 7:45 p.m.)
Friday: 9 a.m. to 12:00 p.m. (exam to be completed by 1:45 p.m.)

RichmondCC provides this service free to currently enrolled RichmondCC students. Students will not be allowed to take their exam without a current picture identification card.

To utilize proctoring services in Scotland County, contact Mr. Don Smeigh at (910) 410-1832 to schedule a testing date and time. Please provide at least two days' notice so available of computer lab and proctor can be arranged.

In-Class with Instructor

To utilize the in class option—if offered by the instructor—the instructor will provide students with the date(s) and time(s) that he/she is available, as well as the location where the exam will be given.

Student Services

Counseling

We offer counseling and online counseling services at RichmondCC to help students not only adjust to college, but also to resolve personal issues and improve their lives.
http://richmondcc.edu/student-services/counseling-services

Online Student Orientation

The online student orientation is designed to introduce students to RichmondCC. Information in this orientation and more detailed information can be found in the RichmondCC Handbook.
http://richmondcc.edu/new-student-orientation

Financial Aid

Students have the opportunity to take advantage of financial assistance, which include financial aid, scholarships and more.
http://richmondcc.edu/admissions/financial-aid

Disability

As a part of our Student Services Department, the Disability Services Coordinator can help you reach your goals at our community college. Read through our Student Guide to Disability Services to get an idea of the accommodations we can make for you.
http://richmondcc.edu/student-services/disability-services

Veterans

RichmondCC is proud to partner with the Student Veterans Association to provide a great atmosphere for veterans to transition from soldier to student, as well as opportunities for community awareness and support.
http://richmondcc.edu/student-services/veteran-services

Registrar

The registrar assists students and alumni with the following: Self Service, records, FERPA, transcript request, graduation requirements, grades, and changing majors.
http://richmondcc.edu/contact-us/registrar

Library

All students, including those taking distance learning courses, have access to library materials and services.
https://library.richmondcc.edu/home

Career and Transfer Center

Our Career Center offers services for students seeking employment, including information and training on: career explorations, resume writing, job search, interview skills, college transfer opportunities, campus jobs, and internships.
http://richmondcc.edu/student-services/career-center

Academic Success Center

The Academic Success Center houses:

- Oral and Written Communication Center (OWCC) http://richmondcc.edu/student-services/tutoring-services/oral-and-written-communication-center
- Math Lab http://richmondcc.edu/math-lab
- Tutoring services http://richmondcc.edu/student-services/tutoring-services

Services are available in a variety of formats to meet each student's needs.

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 Self Service, Moodle, and student email accounts. Students only have access to their own personal information when logged into web-based accounts. In addition to secure usernames and passwords for Self Service, Moodle, and student email accounts, students also have access to the RichmondCC 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 RichmondCC ID number

Student Login Information

All students create a password before using Moodle, Self Service, and student email. The procedures for setting a password are the same as when resetting a password and are detailed below.

How to Reset Password

1. Navigate to the Self Service page by clicking on "Self Service" at the bottom of the RichmondCC homepage (www.richmondcc.edu).
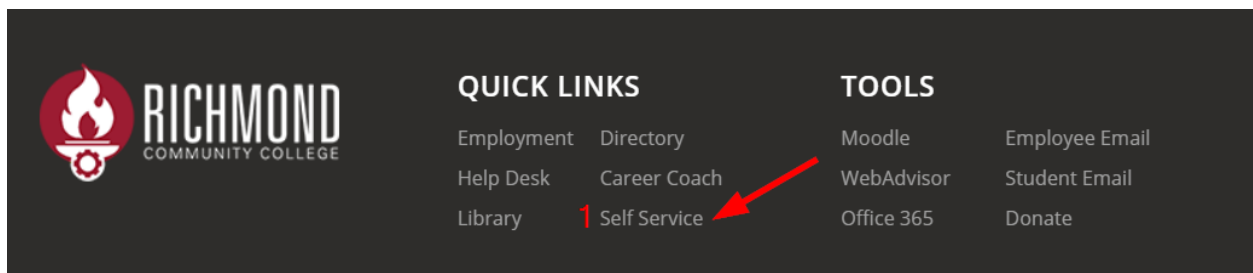
2. Click on the "*Click Here*" when asked if you cannot login and need to reset password.
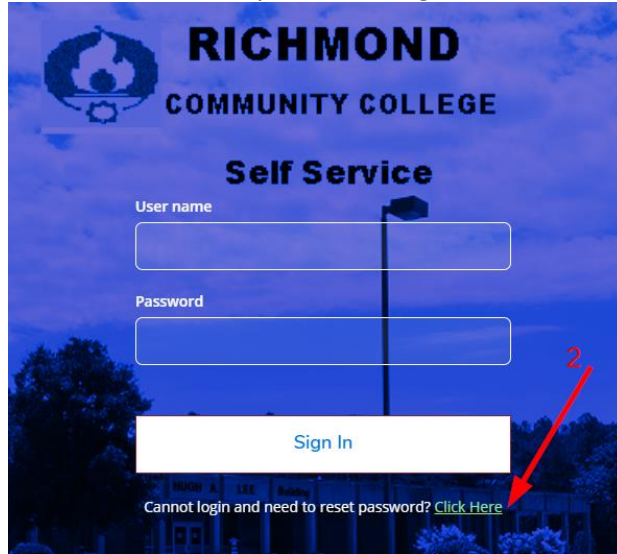
3. Choose Student/Employee ID Number and enter the requested information. Note that you need to know your student ID number and the last four digits of your social security number in order to set or reset your password. After submitting, enter a new password following the requirements provided.
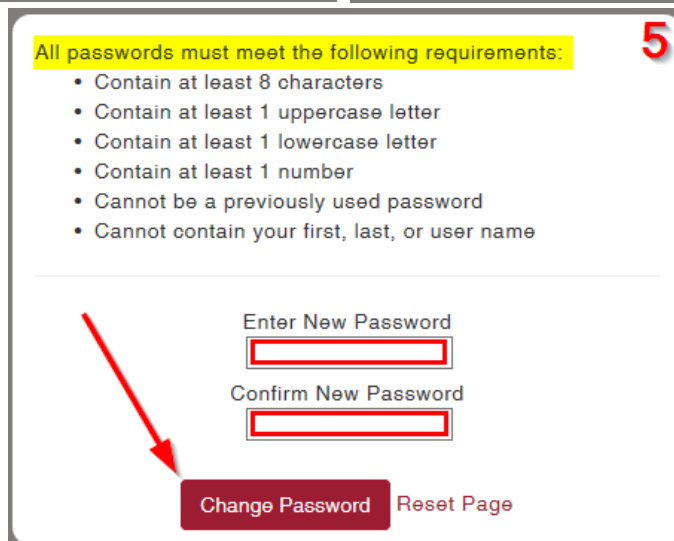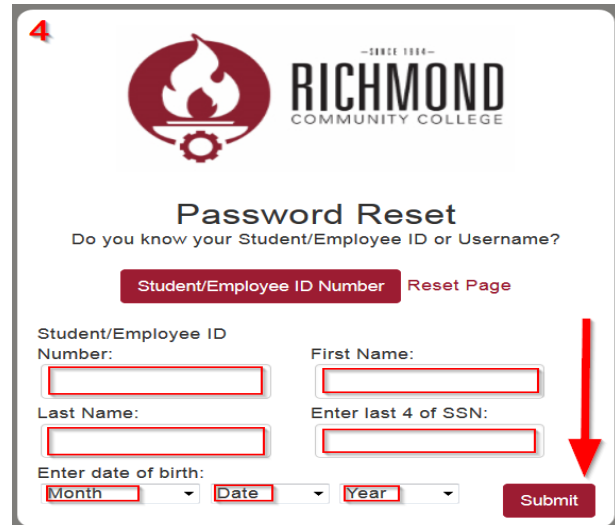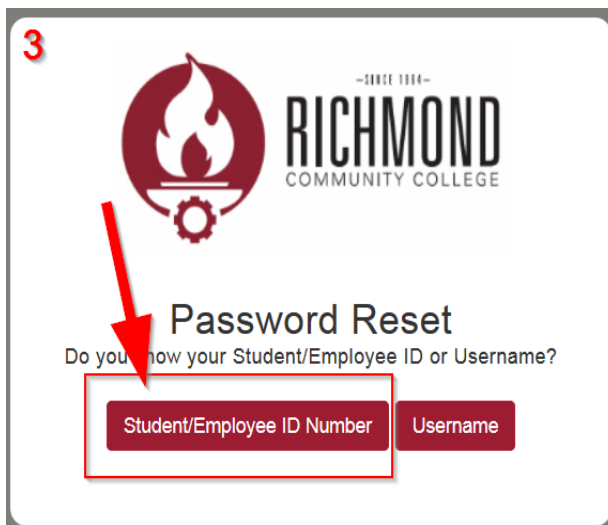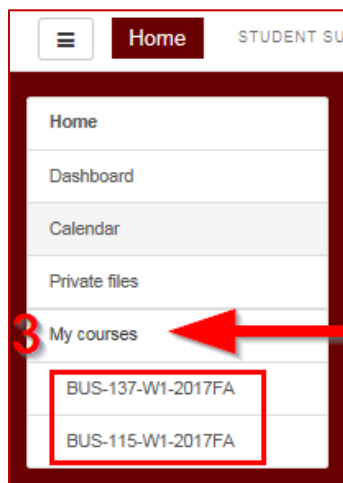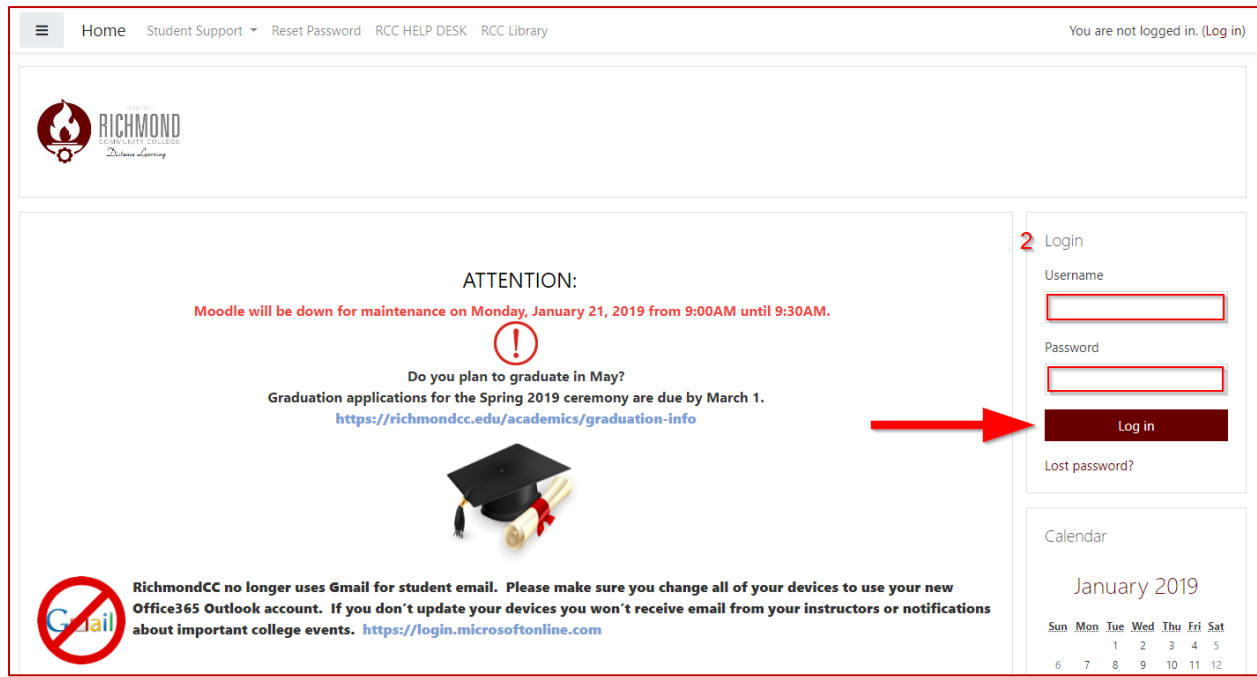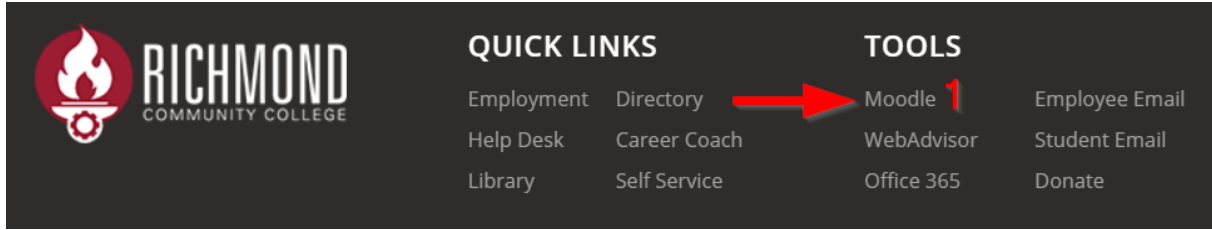
Moodle Orientation

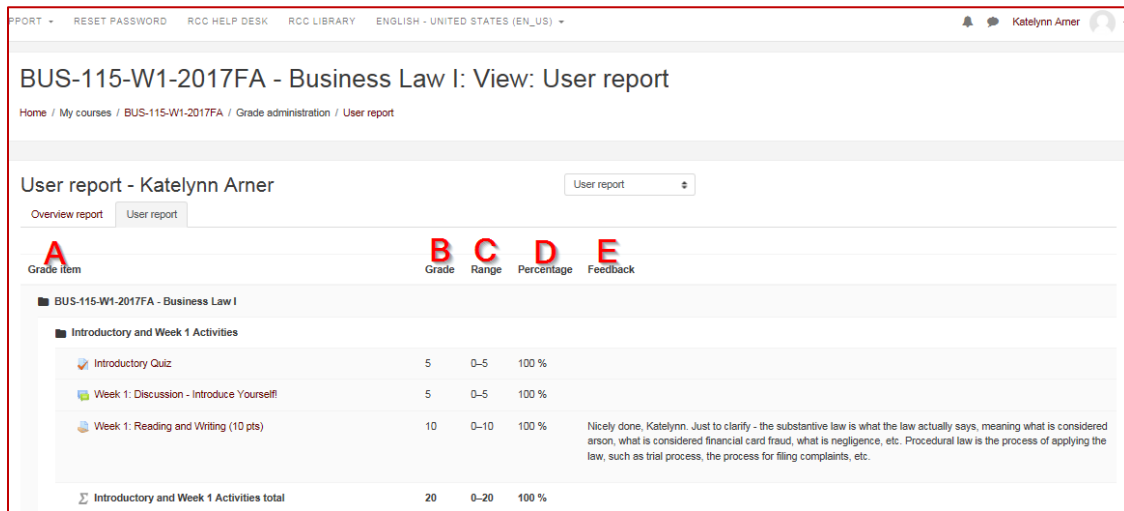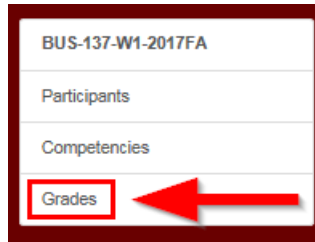Moodle is an online program used to access student's courses and assignments.

Logging in & Getting Started

1. Navigate to the Moodle page by clicking on "Moodle" at the bottom of the RichmondCC homepage (www.richmondcc.edu) or by going to the direct website (https://moodle.richmondcc.edu/).

Grades

1. To view grades in a course, click on "Grades" in the top left hand corner displayed underneath the course name.

BUS-137-W1-2017FA

Participants

Competencies

Grades

PPORT ▾   RESET PASSWORD   RCC HELP DESK   RCC LIBRARY   ENGLISH - UNITED STATES (EN_US) ▾   🔔 💬 Katelynn Arner

BUS-115-W1-2017FA - Business Law I: View: User report

Home / My courses / BUS-115-W1-2017FA / Grade administration / User report

User report - Katelynn Arner

Overview report | User report

A Grade item	**B** Grade	**C** Range	**D** Percentage	**E** Feedback
📁 BUS-115-W1-2017FA - Business Law I				
📁 Introductory and Week 1 Activities				
✔️ Introductory Quiz	5	0–5	100 %	
💬 Week 1: Discussion - Introduce Yourself!	5	0–5	100 %	
📄 Week 1: Reading and Writing (10 pts)	10	0–10	100 %	Nicely done, Katelynn. Just to clarify - the substantive law is what the law actually says, meaning what is considered arson, what is considered financial card fraud, what is negligence, etc. Procedural law is the process of applying the law, such as trial process, the process for filing complaints, etc.
∑ Introductory and Week 1 Activities total	20	0–20	100 %	

A. Grade Item: displays the name of the assignment.
B. Grade: displays the score received on that assignment.
C. Range: displays the possible points for that assignment.
D. Percentage: displays the point total broken down to a percentage.
E. Feedback: displays comments left by the instructor for that assignment.

Profile & Messages

In Moodle there is an option of setting and updating the student profile. Student profile allows the instructor and classmates to communicate with the student and get to know them within Moodle. Also, you can send messages within Moodle.

🔔 💬   Katelynn Arner   ⚪ ▾

- 🎛️ Dashboard
- 👤 Profile
- 🏷️ Grades
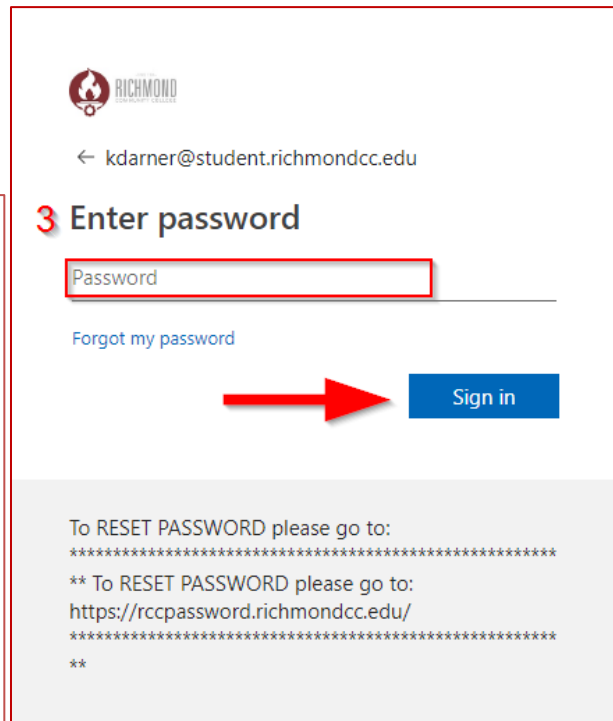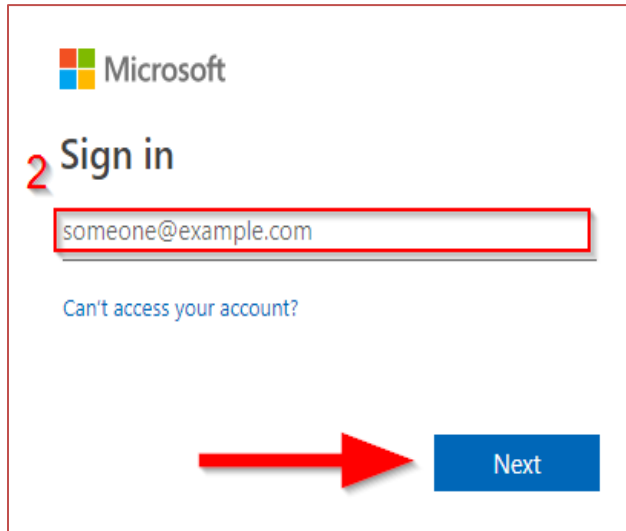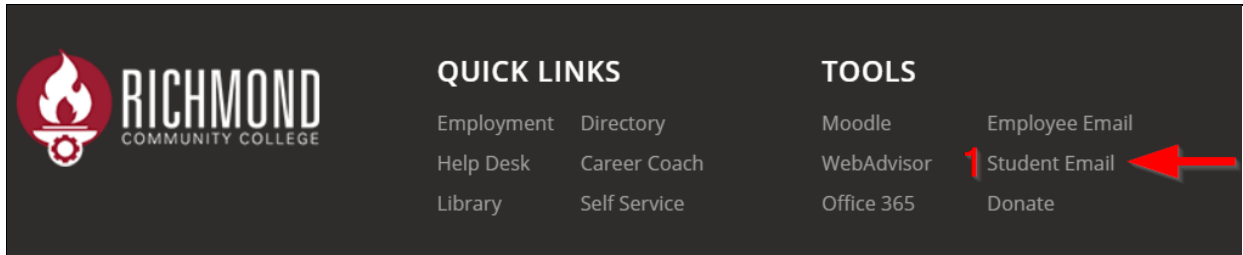- 💬 Messages
- 🔧 Preferences
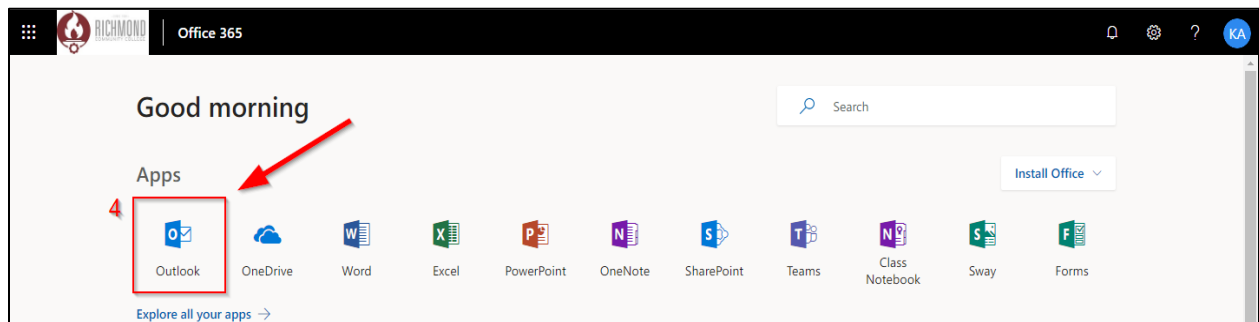- 🚪 Log out
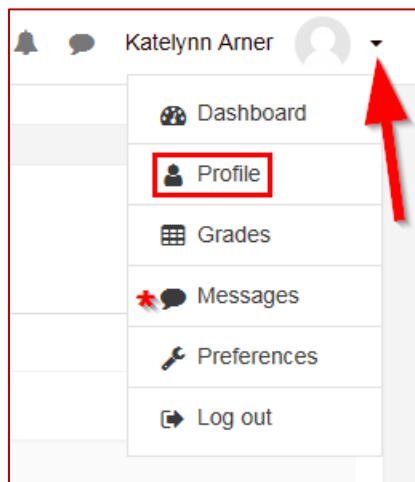
Student Email Orientation

Student email is powered by Microsoft Exchange through Office365.

Logging in & Getting Started

1. Navigate to the student email page by clicking on "Student Email" at the bottom of the RichmondCC homepage (www.richmondcc.edu).

QUICK LINKS

		TOOLS	
Employment	Directory	Moodle	Employee Email
Help Desk	Career Coach	WebAdvisor	1 Student Email
Library	Self Service	Office 365	Donate

Microsoft

2 Sign in

someone@example.com

Can't access your account?

Next

← kdarner@student.richmondcc.edu

3 Enter password

Password

Forgot my password

Sign in

To RESET PASSWORD please go to:
****
** To RESET PASSWORD please go to:
https://rccpassword.richmondcc.edu/
****
**

*Email is username + @student.richmondcc.edu

Office 365

Good morning

Search

Apps

Install Office

4 Outlook   OneDrive   Word   Excel   PowerPoint   OneNote   SharePoint   Teams   Class Notebook   Sway   Forms

Explore all your apps →

Self Service Orientation

Self Service is mainly RichmondCC's online registration tool. Self Service also gives confidential access to student's class schedule, grades, financial aid information, transcripts, account status, and more.

Logging in & Getting Started

1. Navigate to the Self Service page by clicking on "Self Service" at the bottom of the RichmondCC homepage (www.richmondcc.edu).