Richmond Community College
Manual for Distance Learners

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- Self Service

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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 Contact

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

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.

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: online with ProctorU, on campus in the Academic Success Center, or in class with the instructor (if offered by the instructor).

ProctorU

ProctorU allows RichmondCC students to take exams online in the comfort of their own home on demand. To utilize ProctorU, students must go to www.proctoru.com.   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 throughout their exam and will be available for technical support.

Academic Success Center

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 (student ID card or state issued ID). **To utilize the Academic Success Center on campus in Hamlet, appointments are to be scheduled 24 hours in advance by using the schedule an appointment calendar at** http://richmondcc.edu/proctor-scheduling.

Contacts:

> Mrs. Shevonne Lockhart, Day Coordinator
>> Phone: (910) 410-1755 & Email: smlockhart@richmondcc.edu
> Mrs. Teresa Caballero-Meehan, Evening Coordinator
>> Phone: (910) 410-1896 & Email: tacaballero-meehan@richmondcc.edu

To utilize proctoring services on campus in Laurinburg, contact Mr. Don Smeigh at (910) 410-1832 or drsmeigh@richmondcc.edu to schedule a testing date and time. Please provide at least two days' notice so availability 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
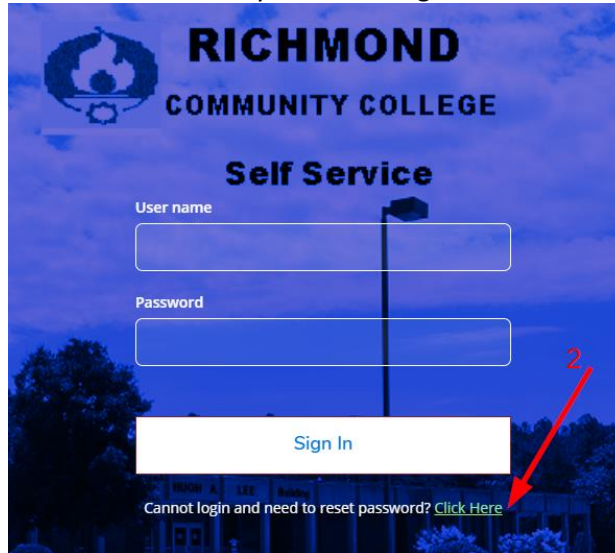
All students create a password before using Moodle, Self Service, and student email. The procedures for setting a password are the same as when resetting a password and are detailed below.

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).
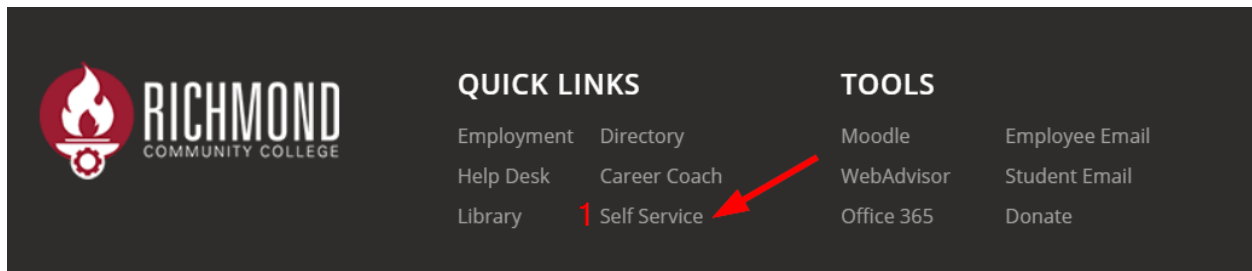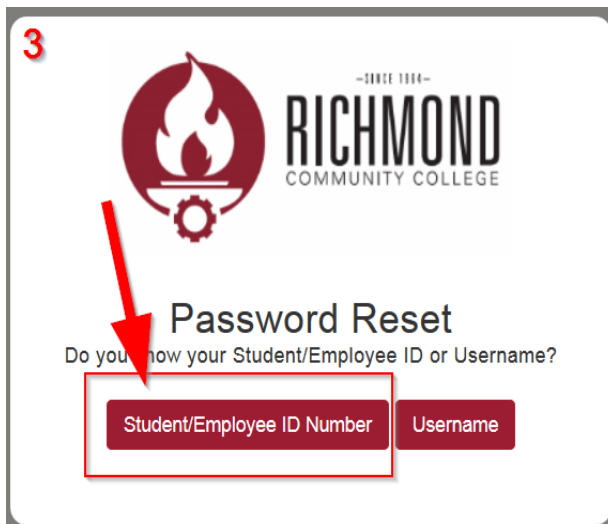
2. Click on the *"Click Here"* when asked if you cannot login and need to reset password.
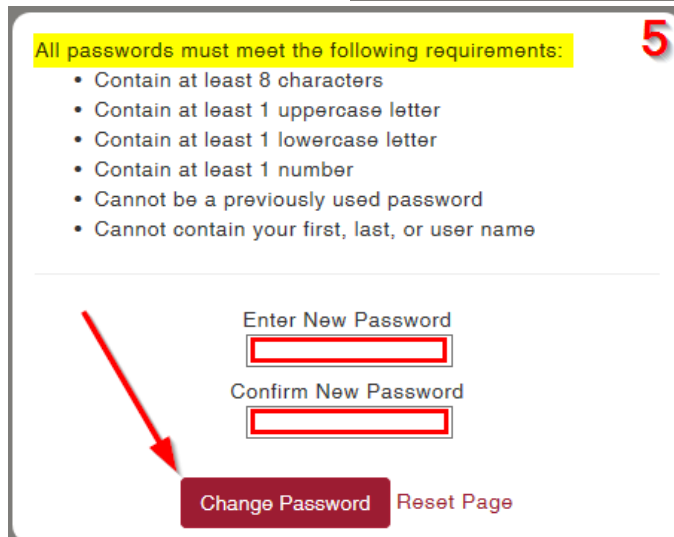
3. Choose Student/Employee ID Number and enter the requested information. Note that you need to know your student ID number and the last four digits of your social security number in order to set or reset your password. After submitting, enter a new password following the requirements provided.
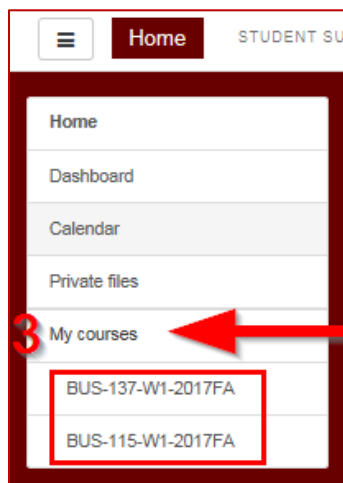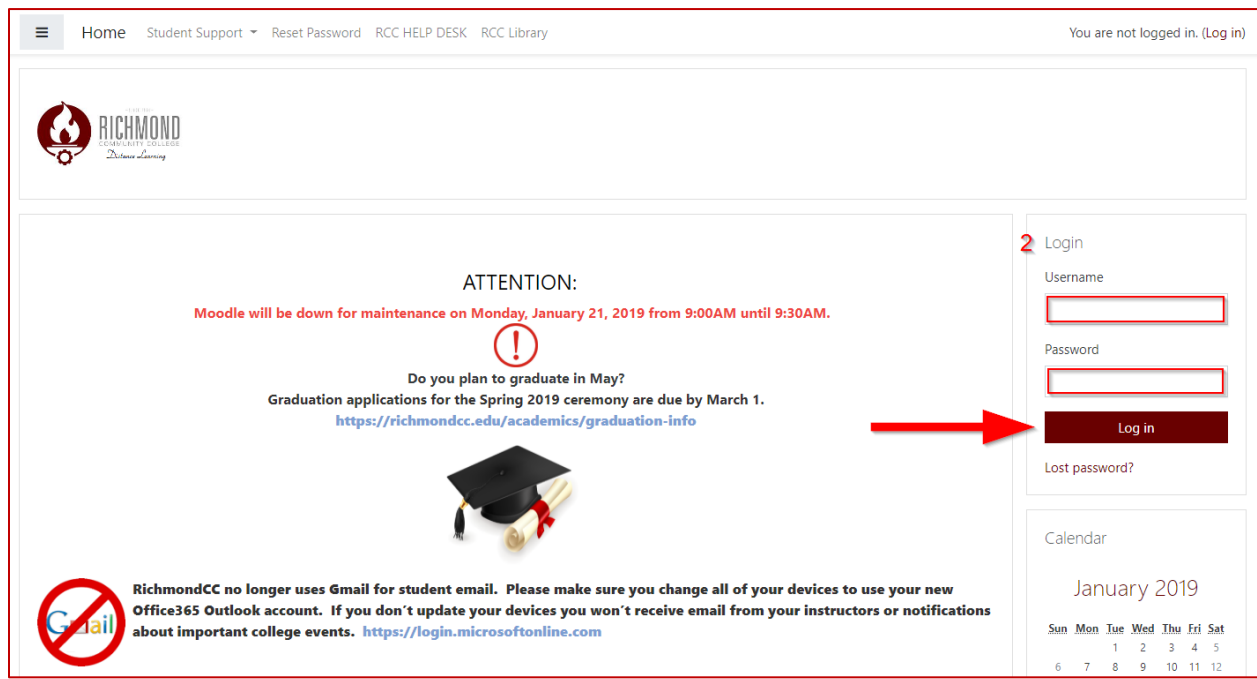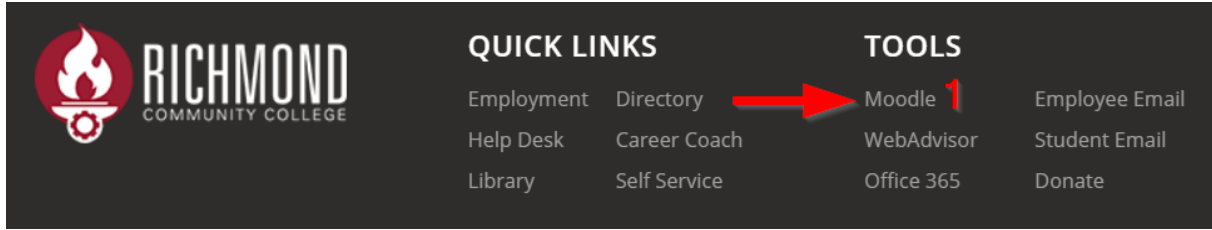
Moodle Orientation

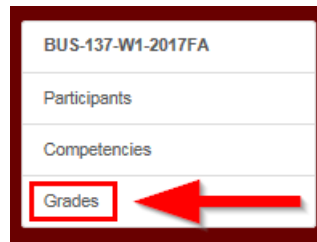Moodle is an online program used to access student's courses and assignments.

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.

**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.
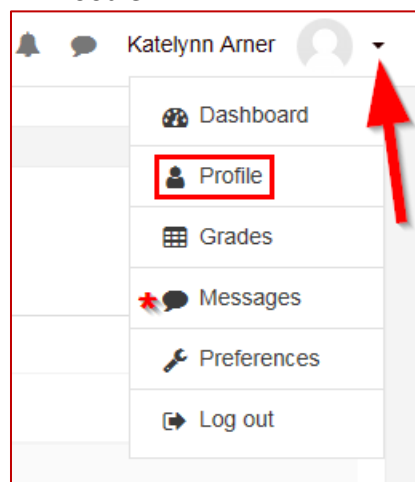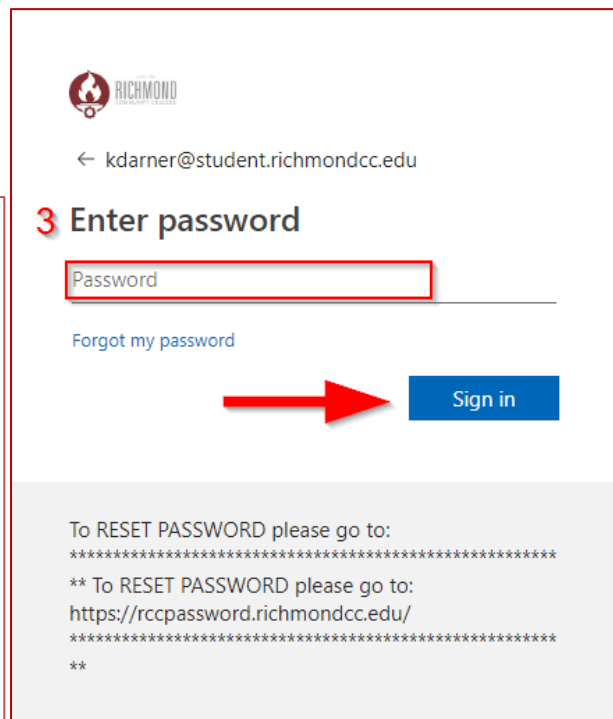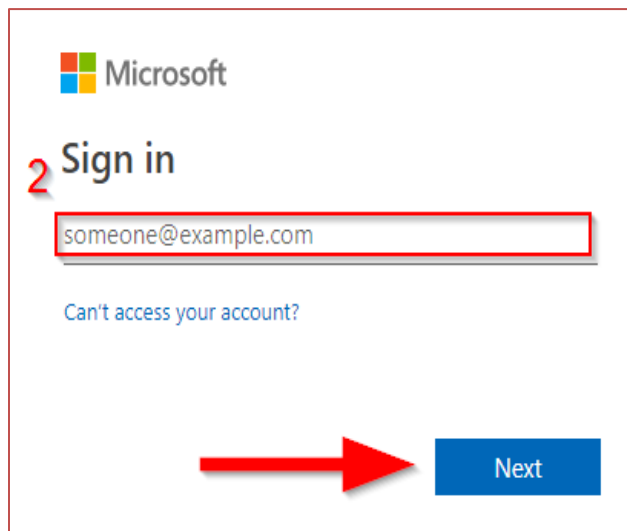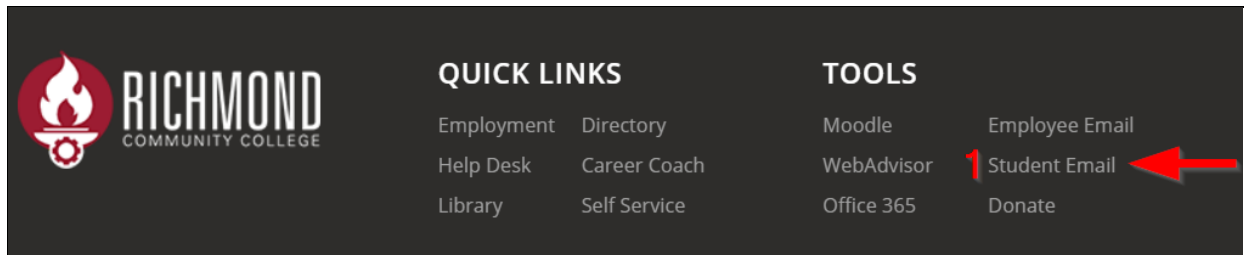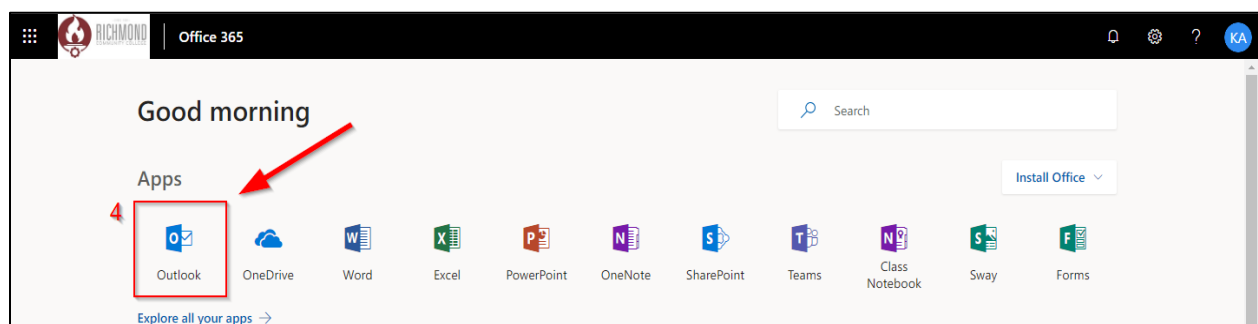
Student Email Orientation

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

Employment   Directory
Help Desk   Career Coach
Library   Self Service

TOOLS

Moodle   Employee Email
WebAdvisor 1 Student Email
Office 365   Donate

← 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/
****
**

Microsoft

2 Sign in

someone@example.com

Can't access your account?

Next

*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
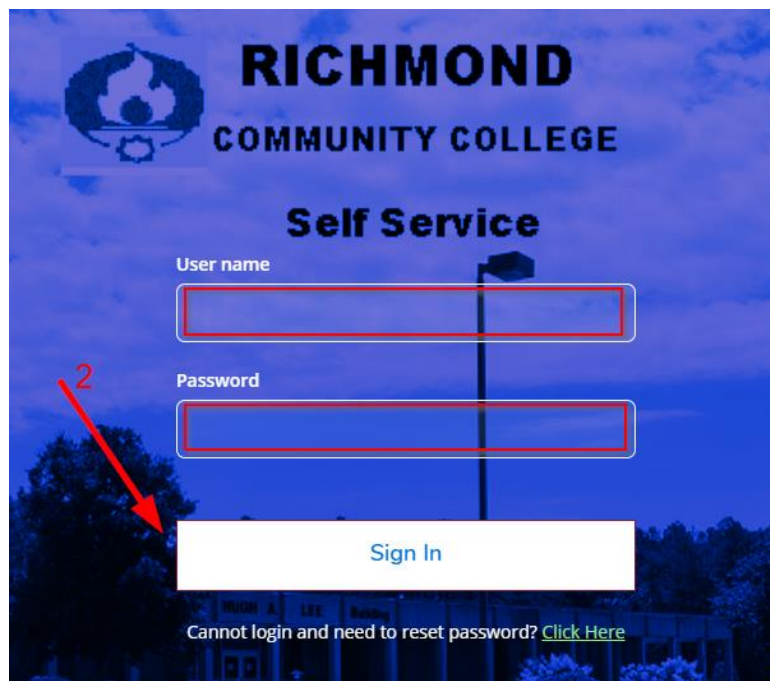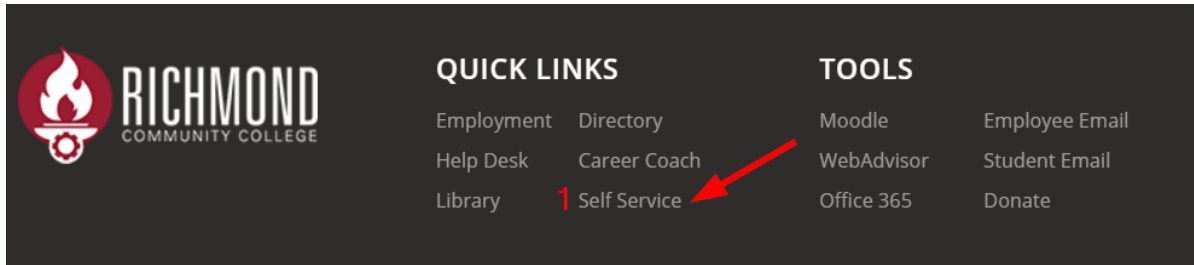
Explore all your apps →

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).