Richmond Community College Distance Learning Student Manual

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Introduction

This manual provides information for Richmond Community College students regarding distance learning, student accounts, and various resources for students 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 programs through convenient online, hybrid, blended, and virtual formats to students through high-quality instruction. RichmondCC's distance learning will strive to foster student learning by providing personal and secure learning environments that support meaningful and consistent engagement with highly trained instructors, support services, and all other student resources.

Distance Learning Contact

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Distance Learning Location

J.R. Conder Building, Office 201B, Hamlet 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.

Online Student Orientation

Students wishing to enroll in distance learning courses for the first time are required to complete RichmondCC's Online Orientation. Completion of the online orientation will demonstrate students have a minimal proficiency needed to take courses through a distance learning format. Students must speak with an advisor prior to registering for a course.

The online orientation is designed to introduce students to RichmondCC. Information in the orientation and more detailed information can be found in the RichmondCC Student Handbook.

Student Services

RichmondCC provides distance learning students with full access to all student support services, regardless of their location. For more information regarding student support services, visit RichmondCC's Student Services web page.

Learning Resources Center

The Learning Resources Center (LRC) consists of two departments – the Library and the Academic Success Center (ASC) – dedicated to providing a diverse population with instructional assistance through quality resources and services that support RichmondCC's mission and goals. The LRC's services are available on campus and online to meet each student's needs.

Library

All students, including those taking distance learning courses, have access to library materials and services. For more information regarding the library, visit RichmondCC's Library web page.

Academic Success Center

The Academic Success Center houses:

- the Oral and Written Communication Center (OWCC)
- the Math Lab
- tutoring services
- proctoring services

For more information regarding the Academic Success Center, visit RichmondCC's Learning Resources Center web page.

Test Proctoring

All online courses at Richmond Community College that involve students taking online exams require that at least one of the exams be proctored. The online instructor will inform their online students exactly which exam(s) are required to be proctored in the Instructor's Course Requirements (ICR), posted in each course. RichmondCC students have several options available in having their online exams proctored: online with ProctorU, on campus in the Academic Success Center (Hamlet or Scotland County Campus), or in class with the instructor (if offered by the instructor). For more information regarding test proctoring, visit RichmondCC's Proctoring Services web page.

Student Identity

Richmond Community College takes all possible measures to protect the identity of students by requiring a secure and unique username and password for accessing any web-based college supported learning environment, such as Self-Service, 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 web-based accounts, students also have access to the RichmondCC web-based Help Desk and live telephone support. To maintain security, students are required to provide at least two forms of identification before any student account information is released:

- date of birth,
- home address listed with the college, and/or
- seven-digit RichmondCC student identification number.

Additionally, students are advised that if a password reset is needed, they must complete the RichmondCC Password Reset found on the RichmondCC website. For assistance with the RichmondCC Password Reset, students may request action from authorized personnel through the Help Desk. To maintain security, students are required to provide verification of identity before account information is released to change the password through entering their seven-digit RichmondCC student identification number or username, first and last name, date of birth, and last four digits of their social security number.

Student Authentication

RichmondCC uses a secure and unique username and password to ensure 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 in the Acceptable Use Guidelines through the Computer Policy in the RichmondCC Student Handbook not to share their unique username and password with any other persons to protect their personal information and privacy while using the college's supported web-based systems.

For additional verification, test proctoring is required for online courses. Prior to test proctoring, students are required to provide picture identification.

Student User Accounts

Once students are accepted to Richmond Community College, they receive their username and student email address in an acceptance letter along with step-by-step instructions on how to set their password. All students must create a password before accessing Self-Service, Moodle, and student email. The procedure for creating a password is the same as when resetting a password. Students can access RichmondCC's Password Reset web page to create or reset a password.

In addition, all RichmondCC accounts require two factor authentication. Two factor authentication is a security practice that requires the user to provide two different authentication factors to verify themselves. In our case, the two factors will be a username and password in addition to a randomly generated number from an authenticator application. This requirement adds an additional layer of security to help ensure only the student can access their account.

Self-Service

Richmond Community College uses Self-Service for students to confidentially access their school records and account. Student Self-Service accounts are created when students are accepted to RichmondCC. Students will log in to their Self-Service account using their student email address and the unique password they created using RichmondCC's Password Reset. Students should access RichmondCC's Self-Service website to view their class schedule and grades, register for a course, make a payment, and check financial aid information, transcripts, and more.

Moodle

Richmond Community College uses Moodle as its only Learning Management System (LMS). Student Moodle accounts are created at the beginning of each semester. Students will be enrolled in their Moodle courses by 8 am on the first day of each semester. Students will log in to their Moodle account using their student email address and the unique password they created using RichmondCC's Password Reset. Students should access RichmondCC's Moodle website to view their current courses. Within Moodle, students can also view and complete assignments, check grades, edit their profile, read and respond to messages, and more.

All course withdrawals and additions should be reflected in Moodle by the end of each business day. If a student has been withdrawn but is still visible as a participant or in the course's grade book by the end of the day, please contact the distance learning department immediately. In addition, if a student has been added, but is still not visible as a participant or in the course's grade book by the end of the day, please contact the distance learning department immediately.

Student Email

Richmond Community College uses Outlook through Microsoft 365 for student email. Student email accounts are created when students are accepted to RichmondCC. Students will log in to their student email account using their student email address and the unique password they created using RichmondCC's Password Reset. Students should access RichmondCC's Student Email website to read and send emails.

Help Desk

Students have access to Richmond Community College's web-based help desk for technical assistance. Students will log in to the help desk using their username and the unique password they created using RichmondCC's Password Reset. Students should access RichmondCC's Help Desk website to request technical assistance.