



NEW RIVER
COMMUNITY COLLEGE

O N L I N E

FACULTY GUIDE

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What is Online Learning?

Online courses are part of New River Community College's efforts to increase educational access by bringing education to people instead of people to education. This alternative to courses taught on campus provides the same quality and content as on-campus courses. Online courses are for those students who need to pursue academic goals outside the traditional classroom setting and require strong student motivation.

The NRCC Online program enables students to achieve educational goals by delivering academically sound courses and educational support services that are responsive and innovative. For additional information, contact ext. 3614 or visit the Web site at <http://www.nr.edu/online>.

Success in Online Learning

A Successful Online Student. Considering these various constraints, students need to be dedicated to their academic career in order to be successful. Students are encouraged to do the following in order to succeed as an online learner:

1. Start right away by reading the *Student's Guide to Online Learning* and course materials in their entirety. Located on the NRCC's Online website, <http://www.nr.edu/online>.
2. Be familiar with course requirements.
3. Communicate with the instructor. Unlike a traditional course, regularly scheduled face-to-face contact with the instructor is not inherent. It is important to establish good communication with the instructor from the beginning. Call or e-mail the instructor with content related questions. The Online Learning staff can answer questions or address problems related to accessing course material.
4. Comply with course deadlines. Mark due dates on a calendar for all courses at the beginning of the semester. Deadlines vary depending on the course and the instructor, yet all courses must be completed by the end of the semester. Work ahead and allow plenty of time for assignment completion.
5. Be successful! Begin the course with a positive attitude and work to make that success a reality.
6. The recommended browsers to use with the current version of Canvas is **Chrome and Mozilla Firefox**. Other browsers are inconsistent in their performance with Canvas. When taking tests or quizzes, **use a wired connection**. Internet Explorer, Microsoft Edge, and Safari are **NOT** recommended.
7. Check your VCCS email regularly and respond/keep in touch with your instructor.

Successfully Managing Online Courses

Regardless of the delivery mode, managing online courses can be just as challenging as traditional classes. Based on research and practical experience, the Online Learning staff offers these suggestions for success.

- Appreciate the needs/constraints of the online learner. Build in flexibility where possible.
- Present course work in a clear, complete, and concise manner.
- Plan the entire semester in advance. Schedule assignments and tests around your traditional course load.
- Let students know your expectations of them and what they can expect from you. Model these expectations!
- Build in many interaction opportunities (discussion boards, virtual meetings, announcements).
- Communicate frequently and let students know the best way to communicate with you.

Delivery Modes

The current options for delivering courses at a distance are:

- **Online courses.** Course materials are presented via the internet, through a learning management system. Face-to-face interaction between students and with the instructor is limited although opportunities for online interaction are plentiful.

NRCC Online Overview. The goal of the Online Learning Department at New River Community College is to provide students with success and the opportunity to continue their academic careers regardless of their personal constraints. We strive to provide world-class support to faculty in the development, deployment, and management of their courses.

Christiansburg site. The Christiansburg site is an off-campus facility for NRCC that features an open learning area where faculty, students, and the general public may use internet-accessible computers. In addition, a testing center is located at the Christiansburg site for students completing online, make-up, and placement tests. Students requiring additional resource materials can have those items checked out through the campus library online and sent by courier to the Christiansburg site.

Degree Programs

Online courses can apply to any of the programs of study offered by NRCC. More than 180 courses are currently offered in the Online Learning program, although each course may not be offered each semester. The following degrees and certificates can be completed at a distance:

Associates of Arts and Sciences

- Business Administration
- Education
- General Studies
- Liberal Arts
- Science

Associates of Applied Science

- Administrative Support Technology
- Administrative Support Technology with Specialization in Medical Administrative Support
- Administrative Support Technology with a Specialization in Paralegal Admin. Support
- Business Management

Career Studies Certificates

- Accounting/Keyboarding
- Accounts Receivable/Accounts Payable
- Administrative Assistant
- Cost Accounting Clerk
- Cyber Security + Networking Foundations II
- Health Professions Preparation
- Management Practices
- Human Resource Practices
- Medical Coding Foundations I
- Medical Coding Foundations II
- Medical Office Assistant
- Paralegal Assistant
- Payroll Clerk

Certificates

- Accounting
- Uniform Certificate of General Studies
- Word Processing

Orientation

All faculty teaching online courses at New River attend an orientation led by the instructional designer. Academic deans inform new hires of this orientation.

The purpose of the orientation is to highlight support and course resources, generate interest in instructional technologies that enhance the teaching/learning process, provide personal contact, and assist in developing courses that deliver high-quality materials and model best practices. Faculty are also informed of the characteristics of the online learner, in general, their needs, expectations, and limitations.

The purpose and flow of the department's course quality assurance process are described (see quality checklist in appendix page 17). Semester start up procedures including course plan distribution and online course availability are also detailed.

Additional meetings are scheduled between the Instructional Designer and faculty members as needed.

Faculty are provided with the following documentation:

- NRCCs Online Faculty Guide
- NRCCs Online Student Guide
- Copy of existing course plan
- Quality checklist
- Other timely and relevant resources

Course Development

Course Proposal. Faculty who are interested in developing online courses must seek approval from their division dean. A completed course development proposal form will detail how and when the course will be delivered and must be submitted at least one year prior to course launch. The Online Learning Department reserves the right to schedule course launch in accordance with other pending development projects. Faculty are responsible for confirming that online sections are listed appropriately in each semester schedule.

Developmental Plan. During subsequent development meetings, the Instructional Designer and faculty will work together to draft a development plan. This plan will identify textbook(s), media, as well as any other supplemental materials. Faculty are responsible for submitting textbook orders each semester. All course materials must abide with current copyright laws.

The objectives of the course will be identified and addressed via course assignments, activities, and assessments. The nature and delivery of objectives will be in consideration of various learning styles, dictated by the discipline, and at the discretion of the instructor.

The Instructional Designer and faculty will continue to meet as necessary to prepare the course for deployment. A quality assurance (QA) check of the course will be performed after the course is prepared and each subsequent semester offered. Results are shared with faculty by the Instructional Designer before the beginning of the semester.

Students not able to retrieve materials online or who have general questions may visit Online Learning offices for eLearning student support.

Online Course Preparation.

1. The Instructional Designer will e-mail faculty to remind them to copy their course.
2. The Instructional Designer will perform a functional Quality Assurance review (QA).
3. The eLearning Student Support contact will e-mail faculty their course plan for updates.
4. The faculty will be enrolled in their new courses based on assignment in SIS.
5. The faculty will return updated course plan to the eLearning Student Support contact.
6. The Online Learning department will perform a QA on the course plans.
7. The course plans will be posted to Canvas by the Online Learning staff.
8. The faculty will inform the Online Learning department when they have finished modifying their Canvas courses.
9. The Instructional Designer will perform a final QA on the courses.

Course Distribution. Courses should be made available by 8 a.m. on the first day of classes. After 8 a.m., Online Learning staff will set any remaining unavailable online courses available to students unless directed otherwise by the instructor. Courses **should not** be made available before 8:00 a.m. on the first day of classes due to the Quality Assurance Review. Students gain access to newly added online courses within 8 hours of registration.

Online Learning Roles and Responsibilities



Linda Claussen
Director

Director. Oversees the Online Learning Department including online learning courses, testing services, and faculty/staff development.

ELearning Student Support. Assists in the day-to-day operations of the online learning program. Provides program support for NRCC Online which includes course plan collection, report preparation, and providing customer assistance to students and faculty. Serves as main contact for student support.

NOVA (Northern Virginia Community College) Shared Services Liaison. This program is a Partnership that allows New River Online students to take classes taught by a NOVA professor. Students register for these classes through an NRCC advisor. Classes included in this program are marked with an 'N' in the class schedule and are all online. This position is point of contact for students participating in the NOVA program.

Testing Center staff. Provides testing opportunities for faculty and students in online learning and face-to-face classes (non-Online). Proctored tests are conducted both on main campus and Christiansburg site. Assists Nursing department and Student Service area with additional testing needs.



Charles Black
ELearning
Student Support
Specialist



Abigayle Craft
NOVA Shared
Services Liaison



Diane Viers
Testing Center
Manager



Kasey Adamo
Testing Center
Assistant



Jessica Hall
Testing Center
Assistant

Testing

Testing. Full-service testing centers are provided on campus (Dublin) and at the Christiansburg site. The services of these centers include:

- Online Proctored Testing – A test transmittal form must be completed for each test regardless of delivery mode.
 - Testing –All online tests must be password protected and that password shared with the Testing Center staff only. The Testing Center staff will check in students and ask that they navigate to the appropriate test in the webpage or learning management system. Staff will enter the password thus giving the student access to the test. If students cannot complete the test due to network issues, the professor will be notified.
- Paper Tests –Will be stored in a course folder in the locked testing vault. Faculty are encouraged to pick-up, grade, and return in a timely fashion and according to policies stated in the course plan. Students may pick up and/or view their graded work.
- Make- Up Tests – The Testing Center will administer **individual** make-up tests only for Face-to-Face classes. Due to space constraints, testing for an entire section is not possible. A Make-up test for Face-to-Face transmittal form must accompany ample print copies of the test along with a list of students who will be testing. Please indicate if tests need to be forwarded to the Christiansburg site Testing Center.
- Self Service Scantron Grading – A Scantron grading machine is located on campus in Dublin and the Christiansburg site that faculty may use to grade tests.

Christiansburg Courier Service. NRCC hosts a courier service to and from the campus in Dublin and the Christiansburg site Monday through Friday. This service is offered to faculty/staff but NOT for students. Items to be delivered by courier to the Christiansburg site must be in the Online Learning office no later than 11 a.m. daily. The mailbox for this service is located in the Online Learning office – Martin Hall. Items to be delivered to the Dublin campus should be submitted to the Christiansburg site by noon. Items dropped off at either location on Friday afternoon will arrive at their destination in Monday's courier drop.

Proctor Requests

Proctor Requests. In a case where a professor designs a course with proctored testing, the location of the proctoring is determined by whether or not the student lives within NRCC's service region. Students who live in Floyd County, Giles County, Montgomery County, Pulaski County, or Radford City are considered within the service region and are required to test at one of the two Testing Centers. If the student lives outside the service region, they may request a proctor. Contact 540-674-3614 ext. 4341 for further information.

The proctor request process is initiated by the student, who identifies a proctor and returns the completed request form via online to the office. For **Fall and Spring 14-week Semesters**, proctors must be requested by the end of the second week of classes. For the two **7-Week Semesters** and the **10-Week Semester**, it will be one week at the beginning of the session.

For Summer Semesters, the 10-Week and the First 5-Week session, proctors must be requested by the end of the first week of the session. **For Summer Second 5-Week session**, proctors must be requested by the end of the first week of the session.

After reviewing the request, the Testing Center Manager contacts the proctor via e-mail or phone to verify their willingness to act in such a capacity. Upon approval, confirmation is e-mailed to the proctor and the student. Faculty will also receive via e-mail, the names of their proctored student(s). If a proctor is not approved, the student will be contacted by e-mail or phone and asked to arrange another more suitable proctor or proctoring environment.

The Testing Center Staff will send test packets to proctors beginning the second week of classes. **It is imperative that all passwords and paper-based tests be submitted to the Testing Center within the first week of classes by the professor** so proctored students have tests available to them by their first due date. For more information concerning the proctoring process, see appendix, page 22.

Technical Support

Technical Support – Faculty. Training opportunities on a variety of technologies are available throughout the academic year in the form of group sessions and informal one-on-one demonstrations. Support tutorials are available within the NRCC Faculty Support Module on the NRCC tab in Canvas. Canvas-specific tutorials can be found on your Canvas Dashboard Faculty Resources and at <https://community.canvaslms.com/community/answers/guides/>. Training sessions will be ongoing, please contact Pam Hanks for dates and times.

Technical Support – Student. The *Student's Guide to Online Learning* is available on the online website, <http://www.nr.edu/online/pdf/studentguide.pdf>. Support topics are available on the Homepage of each course in Canvas. Phone and walk-in support is also available for non-content related matters, contact Charles Black for more information.

Student Privacy Protection. To ensure student privacy, Canvas is the system-wide learning platform used to deliver online content. Access to the Learning Management System (LMS) requires a unique username, password, and digital certificates or Multi-Factor Authentication (MFA). NRCC's internal intranet for testing center proctored requests has restricted access only to select Online Learning Staff. No fees are assessed for verification of student identity.

Semester Start-up Meeting. All faculty who teach online learning classes, will be contracted during the start-up of each semester. Required meetings may be requested.

Appendix

COURSE TITLE
XXX xxx-xx
(X-Week Course)

INSTRUCTOR INFORMATION

Name:
Email: @nr.edu
Office:
Office Phone: (540) 674-3600, ext:
Office Hours:

IMPORTANT:

- The recommended browser to use with the current version of Canvas is Mozilla Firefox or Google Chrome. Other browsers are inconsistent in their performance with Canvas. When taking tests or quizzes, use a wired connection.
- Check your VCCS email regularly and respond/keep in touch with your instructor.
- Students are responsible for addressing and overcoming any technology-related issues that are affecting their ability to participate or complete their college course work. If you are having problems meeting this requirement, please contact your instructor, your student services advisor, or the college's help desk.
- Please note that cell phones may be inadequate to manage and complete online assignments and are not recommended as students' primary device for course work.

REGULAR AND SUBSTANTIVE INTERACTION:

I will support your learning throughout the semester by communicating and collaborating with you on a regular basis. This communication may be in the form of participation in office hours, direct course instruction, response to questions, email messages, discussion board posts, announcements posted in Canvas, or providing content specific feedback on graded work.

COURSE DESCRIPTION

Description:
Credits:
Prerequisite: None
Submissions:
Assessments:
Online Activities: Required

COURSE MATERIALS

Required Textbook:

Note: NRCC assumes no liability for virus, loss of data, or damage to software or computer when a student downloads software for classes.

The Student's Guide to Online Learning is available at <https://www.nr.edu/online/pdf/studentguide.pdf>.

COURSE INFORMATION

Prepared By:

Approved By:

I. INTRODUCTION

This is an online course designed specifically for students whose learning styles are best served by providing instructional opportunities beyond the traditional classroom setting.

II. COURSE OUTCOMES

At the conclusion of this course a student should be able to:

III. GENERAL EDUCATION STUDENT LEARNING OUTCOMES INCLUDED IN COURSE

IV. COURSE CONTENT

V. GRADING/EVALUATION

The final grade for the course will be determined as follows:

| Description | Percent of Grade |
|--------------------|-------------------------|
| | |
| | |
| | |
| | |
| | |
| | |

Grading Scale:

| Grade | Percent |
|--------------|----------------|
| A | |
| B | |
| C | |
| D | |
| F | |

VI. WITHDRAWAL POLICY

Student Initiated Withdrawal Policy

A student may drop or withdraw from a class without academic penalty during the first 60 percent of a session. For purposes of enrollment reporting, the following procedures apply:

- If a student withdraws from a class prior to the termination of the add/drop period for the session, the student will be removed from the class roll and no grade will be awarded.
- After the add/drop period, but prior to completion of 60 percent of a session, a student who withdraws from a class will be assigned a grade of “W.” A grade of “W” implies that the student was making satisfactory progress in the class at the time of withdrawal, that the withdrawal was officially made before the deadline published in the college calendar, or that the student was administratively transferred to a different program.
- After that time, if a student withdraws from a class, a grade of “F” or “U” will be assigned. Exceptions to this policy may be made under documented mitigating circumstances if the student was passing the course at the last date of attendance

A retroactive grade of “W” may be awarded only if the student would have been eligible under the previously stated policy to receive a “W” on the last date of class attendance. The last date of attendance for an online course will be the last date that work was submitted.

Late withdrawal appeals will be reviewed and a decision made by the Coordinator of Admissions and Records.

Instructor Initiated Withdrawal

A student who adds a class or registers after the first day of class is counted absent from all class meetings missed. Each instructor is responsible for keeping a record of student attendance (face-to-face classes) or performance/participation (online classes) in each class throughout the semester.

When a student’s absences equal twice the number of weekly meetings of a class (equivalent amount of time for summer session), the student may be dropped for unsatisfactory attendance in the class by the instructor.

Since attendance is not a valid measurement for online, a student may be withdrawn due to non-performance. A student should refer to his/her online course plan for the instructor’s policy.

When an instructor withdraws a student for unsatisfactory attendance (face-to-face class) or non-performance (online), the last date of attendance/participation will be documented. A grade of “W” will be recorded during the first sixty percent (60%) period of a course. A student withdrawn after the sixty percent (60%) period will receive a grade of “F” or “U” except under documented mitigating circumstances when a letter of appeal has been submitted by the student. A copy of this documentation must be placed in the student’s academic file.

The student will be notified of the withdrawal by the Admissions and Records Office. An appeal of reinstatement into the class may be approved only by the instructor and dean.

No-Show Policy

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

VII. CHEATING/PLAGIARISM POLICY

A grade of "F" will be awarded for the semester to any student caught cheating. This includes plagiarism, which is defined as "To present another's words or ideas as one's own or without attribution" (American Heritage Dictionary, 2019). Remember that plagiarism includes using words or ideas from Internet sites, as well as copying from print sources.

VIII. NON-DISCRIMINATION STATEMENT

This College promotes and maintains educational opportunities without regard to race, color, national origin, religion, disability, sex, sexual orientation, gender identity, ethnicity, marital status, pregnancy, childbirth or related medical conditions including lactation, age (except when age is a bona fide occupational qualification), veteran status, or other non-merit factors. The following person has been designated to handle inquiries regarding the college's non-discrimination policies: Dr. Mark C. Rowh, Vice President for Workforce Development and External Relations and Equal Opportunity Officer, 217 Edwards Hall, 540-674-3600, ext. 4241.

IX. DISABILITY STATEMENT

If you are a student with a disability and in need of accommodations for this course, please contact the Center for Disability Services (CDS) for assistance. CDS is located within the Advising Center in Rooker Hall. For more information about disabilities services, see Center for [Disability Services Policies and Procedures](#).

New River Community College

General Health Guidelines and Student Expectations

Fall 2023 Term

In guarding against the transmission of infectious illnesses, it is imperative that we follow specific health-related best practices.

As a condition for attending class or otherwise using NRCC facilities, I, as a student, agree to the following conditions:

1. I will follow all CDC, state, and local guidelines pertaining to diseases and health conditions. More information can be found at the links below.
 - a. CDC Diseases and Conditions: <https://www.cdc.gov/DiseasesConditions/>
 - b. Virginia Department of Health: <https://www.vdh.virginia.gov/>
 - c. New River Health District: <https://www.nrvroadtowellness.com/>
2. In the event of health threats or changes in guidelines, I understand in-person classes may be moved online, fully or partially, and I will need to be prepared to access technology and the internet with as little as 24 hours' notice.

By continuing my enrollment in class(es), **I agree to meet each of the expectations outlined above.**

New River Community College encourages all students to fully vaccinate against transmissible illnesses. Information about vaccinations can be found on the Virginia Department of Health website at www.vdh.virginia.gov.

Double Check: Is Your Course Ready?

Course Copy/Updates

- Old announcements have been removed or made unavailable.
- Links (internal and external) and files have been validated. **DO NOT DELETE** the Course Plan Link.
- Dates have been updated (including due dates for items, class schedule, and grade center)
- Old discussion posts have been deleted and the Netiquette document is posted.

Content Development

- All graded items are included in the Grade Center with accurate points possible and current semester due dates.
- Content availability settings are correct (open and close dates/times).
- Settings for assessments have been applied (availability, due dates, timers, etc.).
- If weighting grades, categories are correct (no duplicates), weighted properly and assigned to the correct category.

Course Information

- Instructor information is accurate (double check office hours). **Include** email response time and grading response time.
- Students are reminded about NRCC testing center and proctors if proctored assessments are being given.
- Canvas course Homepage points to the links to the Academic Success Center, Library, Technical Support, Online Learning Website and Software Resources.

First Day of Class

- A Welcome Announcement is posted and directs students where to start.
- An icebreaker activity is available (introduction discussion, etc.).
- Information is included outlining student responsibility for regular substantive interaction.

Unique and Innovative

- Are you using collaborative learning tools? (Discussion, Studio)
- Are you using interactive tools? (video, media, and others)

Accessibility

- The use of "alt tags" to describe an image
- Color text is used minimally.
- Captions are available with recorded lectures.
- Hyperlinks within a phrase clearly describe the purpose and/or location of the hyperlink.

Publish

- Is the Course published?
- Is each item in the course published?

Test Transmittal Form

ONLINE TEST TRANSMITTAL FORM

FACULTY INFORMATION:

Instructor Name: _____

Semester/Year: _____ Course Name/Number: _____

Test Number/Form: _____ Due Date _____

TEST INFORMATION:

How should the test be administered? Online Paper

- **If online**, please indicate password: _____
- **If paper test**, list the number of copies based on class enrollment:

Dublin _____ Christiansburg Site _____

MATERIALS FOR STUDENTS: (Check all that apply)

- Scratch Paper Formula Sheet Testing Center Calculator ONLY
 Student Provided Formula Sheet Student Calculator

ADDITIONAL INSTRUCTIONS:

Instructor Signature: _____ Date: _____

E-mail Address: _____ **Phone Ext.:** _____

TESTING STAFF INFORMATION:

Initials of Staff receiving tests and **Date** tests are filed

Dublin _____ **Christiansburg Site** _____

**Make-Up Tests
For Face-to-Face Class**

INDIVIDUAL CLASSROOM TESTS

FACULTY INFORMATION:

Instructor Name: _____

Semester/Year: _____ Course Name/Number: _____

Test Number/Form: _____ Due Date _____

TEST INFORMATION:

Student Name _____

- **If online**, please indicate password: _____
- **If the test is on paper**, write the student's name on the test paper as well as this form.

TESTING INSTRUCTIONS FOR STUDENTS: (Check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Scantron | <input type="checkbox"/> Scratch Paper |
| <input type="checkbox"/> Student Calculator Allowed | <input type="checkbox"/> Formula Sheet |

OTHER TESTING INSTRUCTIONS:

Instructor Signature: _____ Date: _____


E-mail Address: _____ **Phone Ext.:** _____

TESTING STAFF INFORMATION:


Initials of Staff receiving tests and **Date** tests are filed

Dublin _____ **Christiansburg Site** _____

Test/ Assignment Receipt

| | | |
|--|---|------------------------------------|
|  | NEW RIVER COMMUNITY COLLEGE ONLINE | Test/Assignment Receipt |
| Print Clearly | | |
| Student Name: _____ | | |
| Course Number: _____ | | |
| Test Number: _____ | | |
| Instructor Name: _____ | | Date: _____ |
| TESTING PLEDGE: I am aware that I must complete this test once I have begun and cannot leave the testing area. I am taking only instructor approved materials with me into the testing area and will follow all course and college policies regarding testing. I agree not to communicate information regarding this test during or after taking the test. I pledge the work on my assignment is my own. | | |
| Student Signature: _____ | | |
| <hr/> White—File Copy Distribution Yellow—Faculty Pink—Student <hr/> | | |
| STAFF USE ONLY: | | |
| Start (Date/Time/Initials) _____ | Location <input type="checkbox"/> Dublin <input type="checkbox"/> NRCC Mall Site | |
| End (Date/Time/Initials) _____ | Receipt Type <input type="checkbox"/> Test <input type="checkbox"/> Assignment | |
| Faculty Pick Up Date: _____ | | |

Make-up Test Blue Receipt

| | | |
|---|---|---|
|  | NEW RIVER COMMUNITY COLLEGE ONLINE | <div style="background-color: #333; color: white; padding: 5px; display: inline-block;">Test Receipt</div> Print Clearly |
| Student Name: | | |
| Course Number: | | |
| Test Number: | | |
| Instructor Name: | | Date: |
| <p>TESTING PLEDGE: I am aware that I must complete this test once I have begun and cannot leave the testing area. I am taking only instructor approved materials with me into the testing area and will follow all course and college policies regarding testing. I agree not to communicate information regarding this test during or after taking the test. I pledge the work on my assignment is my own.</p> | | |
| Student Signature: _____ | | |
| Blue—File | Copp Distribution Yellow—Faculty | Pink—Student |
| STAFF USE ONLY: | | |
| Start (Date/Time/Initials) | Location <input type="checkbox"/> Dublin <input type="checkbox"/> NRCC Mall Site | |
| End (Date/Time/Initials) | Receipt Type <input type="checkbox"/> Test | |
| Faculty Pick Up Date: | | |

TESTING AND PROCTOR REQUEST INFORMATION

IMPORTANT: Not all professors require proctored testing in the Testing Center, check the course SIS profile, course plan, or ask the professor to determine if proctored testing is required. Proctored testing is a service provided by the NRCC Online program for eligible students who live **outside the service region**. Please check course announcement and vccs email for important information concerning proctor request deadlines. Any request received after deadlines may be denied.

A. PROCTORED TESTING OPTIONS

Proctored tests can be taken by a variety of methods.

- In the Online Learning Testing Center located within the library, Martin Hall, Dublin.
- In the Testing Center located at the Christiansburg site.
- With an approved test proctor for students who live outside the service region.
- With the instructor

If you are able to come to one of the Testing Centers, you do not need to fill out this form. Please familiarize yourself with the testing procedures found in *The Student's Guide* available online at: <http://www.nr.edu/online/pdf/studentguide.pdf>. You will be responsible for knowing these procedures.

B. PROCTORING SERVICES

- If you live in Floyd County, Giles County, Montgomery County, Pulaski County, or Radford City, you are considered within the service region and are expected to test at one of the two Testing Centers.
- If you are taking any classes on-campus (in Dublin or the Christiansburg site) then you are considered within the service region and are expected to test at one of the two Testing Centers.
- **If you live outside the service area you may request a proctor. (A Proctor must be a college/university or public library personnel with a work related email.)**

C. PROCTOR REQUEST GUIDELINES

- If you think you may be eligible for this service, please fill out and submit a Proctor Request form.
- Proctor Request forms are available online at <http://www.nr.edu/online/proctoring.php> or in your course material.
- If your request is not approved, you will be notified in a timely fashion. If you have any questions about the proctoring process, contact 540-674-3600 ext. 4341.
- Previous approval of a proctor does not guarantee ongoing services. NRCC reserves the right to reject a proctor request for any reason.

D. AN INDIVIDUAL QUALIFIES AS A PROCTOR IF THEY ARE:

- A testing center staff member/administrator, or faculty member at a university or college
or

- A professional test administrator at a professional testing center, such as an adult education center, technical college, or other appropriate official (e.g., public library personnel) **or**
- An education officer on a military base

All proctors must be verifiable with their organization or institution and have a work related email address.

E. THE FOLLOWING INDIVIDUALS CANNOT PROCTOR:

- Related to you
- Your co-worker
- Your immediate supervisor
- Your friend or a friend of your family

F. YOUR TESTS:

- Must be administered in the testing center or private faculty office area of a university, college, professional testing center or military base education office during normal business hours

G. STUDENT REQUIREMENTS

- **Proctored students are responsible for abiding by test due dates and contacting their proctor to set up appointments for testing.**
- Tests are sent to approved proctors within a week of the request or as soon as they are made available by the instructor.
- Students should keep in touch with their designated proctor at the start of and throughout the semester to ensure that tests are available prior to due dates.
- If, for some reason, the proctor does not have tests on file, please contact the Testing Center Office to inquire about their status. It is not the responsibility of the proctor to notify the Testing Center if tests have not been received 540-674-3600 ext. 4341.
- If a student withdraws from a course that is proctored, the student is responsible for informing the proctor and the Testing Center Manager.

Contact Information

New River Community College

5251 College Drive

Dublin, VA 24084

Phone: (540) 674-3600

Website: <http://www.nr.edu>

Online Learning Main Office

Martin Hall 236, inside library

Phone: (540) 674-3614

Fax: (540) 674-3626

E-mail: online@nr.edu

Website: <http://www.nr.edu/online>

Testing Centers

Main Dublin Campus

Martin Hall 226a, inside library

Phone: (540) 674-3600 ext. 4341

Fax: (540) 674-3643

E-mail: onlinetesting@nr.edu

Christiansburg Site

782 New River Road, Suite 400

Christiansburg, VA 24703

Phone: (540) 674-3610

Fax: (540) 381-7128

E-mail: mall@nr.edu

Hours of Operation: Check website or call for the most up-to date information.

NO tests will be given out during the last two hours of operation.

Help/Support

Canvas Faculty Support

Pam Hanks

Phone: (540) 674-3600 ext. 4371

E-mail: phanks@nr.edu

Canvas Student Support

Charles Black

Phone: (540) 674-3614

E-mail: cblack@nr.edu

Online Testing

Diane Viers

Phone: (540) 674-3600 Ext. 4341

E-mail: dviers@nr.edu

Accounts/Access Questions

NRCC Help Desk

Phone: (540) 674-3600 Ext. 4400

E-mail: nr4help@nr.edu