NEW RIVER COMMUNITY COLLEGE ONLINE

STUDENT GUIDE

Online Learning Webpage

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WELCOME

Welcome to NRCC Online at New River Community College!

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. Online courses are for those who need to pursue academic goals outside the traditional classroom setting. These courses are a convenient alternative to courses taught on campus, providing the same quality and content as on-campus courses. Online courses have specific qualities that equal or exceed direct classroom instruction in many ways but call for strong student commitment and motivation.

The Online Learning 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 (540) 674-3614 or visit the NRCC's Online website.

Online Learning Staff

GETTING STARTED

Throughout the year NRCC offers several different choices for online classes: 14, 10, 7, and 5 week sessions. On the first day of classes visit Canvas or My Accounts on the New River Community College website. to access course materials (course plan, course schedule, etc.). **The course will not be available on Canvas before the first day of classes.**

Many courses include computer activities, Internet-based activities, and/or require the use of a word processing program. Computers are available for student use on campus and at the Christiansburg Site as well as many public libraries and other locations.

It is important that you get started on your course requirements right away. The Online Learning Office recommends that students use Chrome or Mozilla Firefox as your web browser. These browsers are more compatible with Canvas. In addition, it is suggested that students use a wired connection while taking tests in Canvas. Internet Explorer, Microsoft Edge, and Safari are **NOT** recommended.

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.

To obtain your VCCS username, set your password, and access all student systems, visit the VCCS Login page. To correspond with faculty and staff, students must use their VCCS-assigned e-mail account. Students are responsible for any information sent to this account by college faculty/staff.

If you forget your account password, contact the Helpdesk at ext. 4400 or nr4help@nr.edu

NRCC is not responsible for any damage to student equipment resulting from the use of college provided material. Some courses may have additional fees for software.

Materials:

Textbooks = Textbooks may be required for online courses. Textbooks may be purchased at the on-campus bookstore in Martin Hall or online at the bookstore's website.

OER = Open Educational Resources (OER) are freely accessible, openly licensed documents. Some Professors may provide these resources instead of a textbook.

Z = Z courses will either be low cost or no cost materials.

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.

DELIVERY MODES

The current options for delivering courses at a distance are:

- **Asynchronous Online courses**
  - Course materials are presented via the internet, through the learning management system Canvas and other third-party software. Face-to-face interaction between students and with the instructor is limited although opportunities for online interaction are plentiful.
- **Synchronous Online courses**
  - Course materials are presented via the internet, through the learning management system Canvas and other third-party software. Synchronous meetings are held through Zoom, the frequency and timing chosen by the professor.
- **Hybrid Online/In-Person courses**
  - Course materials are presented through multiple means, including:
    - Face-to-face classes
    - In-person proctored testing
    - Synchronous classroom participation through Zoom
    - Online content through Canvas or other third-party websites
  - Presentation of course material is determined by the course and professor.

POLICIES

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:

a) 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.
b) 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."
c) 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. The last date of attendance for an online course will be the last date that work was submitted.

A grade of withdrawal implies that the student was making satisfactory progress in the course at the time of withdrawal, or that the withdrawal was officially made before the deadline date published in the college calendar, or that the student was administratively transferred to a different program.

Students requesting a late withdrawal due to documented mitigating circumstances should contact the Coordinator of Admissions and Records.

No-Show Policy

A student must either attend face-to-face courses or demonstrate participation in online courses by the last date to drop for a refund. Course attendance requires the student's active participation in an instructional activity related to the course, such as attending a class lecture or lab, or by participating in an online class with an assignment submission, completion of a test or exam, or other substantial course activity. 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.

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.

TESTING

General Information

Most online courses require some form of testing. The number and method of testing (paper-based or online) varies depending on the course and instructor. Any questions related to test content, grading, and deadlines should be directed to your instructor. Testing grades will be distributed via the procedures listed in your course material.

Grades cannot be distributed by Online Learning staff.

Some online courses require students to take tests at an approved testing site. Students can take tests at the Testing Center on main campus in Martin Hall or at the Christiansburg Site. Students must adhere to the following testing guidelines:

1. Children are not allowed in the testing room.
2. Present photo I.D. each time you request a test. Complete an "Online Testing" form (available at testing centers) for each test requested.
3. Know your instructor's name, course number, and test number.
4. Include your name, course number, and test number on all answer sheets.
5. Only the required materials are allowed in the testing room.
6. Students should not bring books, paper materials, electronic media (such as: smart watches, cell phones, any type of device with headphones, laptop computers) and wallet/purses or personal items to the Testing Center.
7. If you bring any extra materials, you will be asked to leave all materials outside the testing room. NRCC is not responsible for any material left during test taking.
8. Remain in the testing room once you have started a test. Tests must be completed once distributed and may not be removed from the testing room.
9. **No test will be given out two hours prior to closing at any testing center.**
10. All tests will be collected at closing time even if the test is not complete.
11. Bring appropriate test materials. Student may not click outside of test or open another Internet site, Window or Tab while testing.
12. Students are required to have Multi-Factor Authentication (MFA) set up before testing.

If you live outside NRCC's service area please see next section on Proctored Testing.

The Testing Center's hours of operation can be found at the bottom of the NRCC Online learning webpage.

Reviewing (Hard-copy) Graded Work

Some Online course instructors will return graded work for on-site student review at the Testing Center locations on-campus or at the Christiansburg Site. **You will be contacted by an Online Learning Staff member through e-mail requesting that you choose the location of your graded class work folder for the current semester.** Your course materials will detail if you are eligible to remove any items from your student folder. Only the student may access returned material in person upon presenting photo I.D.

Proctored Testing

Proctored Testing is in-person testing supervised by a proctor to verify the identity of the test taker and ensure academic integrity. Check the course SIS profile, your course plan, or ask your professor to determine if your course requires proctored testing.

Proctored testing is a service provided by the NRCC Online Learning department for eligible students. This service is provided for students who live **OUTSIDE** the service region. If you live in Floyd County, Giles County, Montgomery County, Pulaski County or Radford City, you are considered within the service region and need to test at one of the two Testing Centers, either on campus or our Christiansburg site. If you think you may be eligible for this service, please fill out and submit a Proctor Request form available on the Proctor Request webpage.

For Fall and Spring 14-week Semesters, proctors must be requested by the end of the second week of each semester. **For the two 7-Week Semesters** it will be one week at the beginning of each session and for 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.

Any requests after this time may be denied. This ensures that your tests will not be delayed and that you receive your grades in a timely fashion.

Proctors **must** be college/university or public library personnel **in an educational setting** with a work-related email address. Proctors **cannot** be relatives, coworkers, or students (regardless of their position) in residential settings or with a personal email address. Proctors are responsible for providing a quiet environment with no interruption and for returning the completed tests to the NRCC Testing Center promptly. They are also responsible for protecting the integrity of the tests by safely housing the tests before they are administered. A proctor will certify in writing that a student has completed the tests according to instructions. The honor code at NRCC is a top priority.

Previous approval of a proctor does not guarantee ongoing services. NRCC reserves the right to reject a proctor request for any reason. Proctor requests based on work schedule conflicts are unlikely to be approved since we provide testing services at our Christiansburg site and our main campus to accommodate students who need to test in the evening or on weekends. Our testing centers are open between 50 and 60 hours a week depending on the location you choose. If your request is not approved, you will be notified in a timely fashion. If you have any questions about the proctoring process, contact the testing center at 540-674-3600 ext. 4341.

Proctored students are responsible for abiding by test deadlines 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. The purchase of Scantron forms, any fees for testing services, and/or the return of tests to NRCC (cost of fax, U.S. Mail or UPS) are the responsibility of the student.

Inclement Weather/College Closed

If the College should be closed due to inclement weather on a date that tests are due, then the tests will be due on the next FULL day the College is open. Check the Online Learning Website for Testing Center hours at both the Dublin campus and the Christiansburg Site.

STUDENT SERVICES

Online Student Support

Charles Black
236 Martin Hall
Phone: (540) 674-3614
E-mail: cblack@nr.edu or online@nr.edu

If you need assistance with Canvas or have other online difficulties, email, phone, or stop by and see Charles Black in the online learning department in Martin Hall at the Dublin campus.

Library Services for Online Learners

226 Martin Hall
Phone: (540) 674-3627
E-mail: libraryhelp@nr.edu

If you need assistance researching a particular topic for a course assignment or utilizing any of the library's online resources, click on the "Ask A Librarian" link from the NRCC Library Webpage or email libraryhelp@nr.edu. A librarian will reply within 24 hours, except during weekends or holidays. LRC Live allows you to chat online with a reference librarian 24/7.

Academic Success Center (Tutoring)

NRCC offers free tutoring in every subject through the Academic Success Center, our one-stop campus resource for help with coursework. In addition to course-specific tutoring, the Academic Success Center houses the NRCC Writing Center, where students may work with tutors on issues specific to writing, whether for a course, a resume, a job application, or for pleasure.

Students may receive tutoring and/or writing assistance on an as-needed basis (walk-in), or via scheduled appointments. Students unable to come to campus may participate in online sessions by appointment. In addition, online tutorials for many courses are available on the website or through the Canvas portal "NRCC Tutoring Services" that students will find under "My Organizations."

Tutoring is available during the week Monday-Friday. To schedule an appointment or meet with a tutor, visit the Academic Success Center in Martin Hall (226), Inside the NRCC Library on the Dublin campus, or the Christiansburg site (C202). Students may also call (540) 674-3664 or complete an online tutor request form. For more information, including hours, visit the Academic Success Center webpage, or contact Adam Lawson at alawson@nr.edu or (540) 674-3600 ext. 4221.

Christiansburg Site

Support provided to online learning students at the Christiansburg site includes the following:

- Academic Advising
- Academic Success Center (tutoring)
- Computer access
- Course registration, drop/add, payment services
- Financial Aid assistance
- Online Learning testing support

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.

Inquiries concerning Title IX (sexual harassment, sexual assault/domestic violence/dating violence, and stalking) may be directed to Tammy Smith (Title IX Coordinator for Students), Dean of Student Services, 268 Rooker Hall, 540-674-3600, ext. 4203. For employees, Stacie Whitlock, Human Resources Manager, is the Title IX Coordinator for Employees, 13 Godbey Hall, 540-674-3600, ext. 4310.

Inquiries concerning ADA and Section 504 may be directed to Jack Watkins, Manager of Student Accessibility, Activities, and Resources, Godbey Hall 53, 540-674-3600, ext. 4408.

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.

CONTACTS/LOCATIONS

ONLINE LEARNING

New River Community College
5251 College Drive, Dublin, VA 24084
Martin Hall 236, inside library
Phone: (540) 674-3614
Fax: (540) 674-3626
Email: online@nr.edu
Online Learning Website

Testing Centers

Campus (Dublin)	**Christiansburg Site**
Martin Hall 226a, inside library	782 New River Road, Suite 400 Christiansburg, VA 24703
(540) 674-3600, ext. 4341	(540) 674-3610
Fax: (540) 674-3643	Fax: (540) 381-7128
E-mail: onlinetesting@nr.edu	E-mail: mall@nr.edu
Testing Center Website	Christiansburg Site Website

Help/Support

Account/Access Questions	**General Online Learning Questions**
NRCC Help Desk	Canvas Student Support
Phone: (540) 674-3600 ext. 4400	Phone: (540) 674-3614
E-mail: nr4help@nr.edu	E-mail: cblack@nr.edu / online@nr.edu
Proctor Questions	**Reference/Library Information**
Testing Center	NRCC Library
Phone: (540) 674-3600 ext. 4341	Phone: (540) 674-3627
E-mail: dviers@nr.edu	E-mail: libraryhelp@nr.edu