

NEW RIVER COMMUNITY COLLEGE

DISTANCE EDUCATION

STUDENT GUIDE



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

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WELCOME

Welcome to Distance Education at New River Community College!

Distance Education courses are part of New River Community College's efforts to increase educational access by bringing education to people instead of people to education. Distance Education courses are for those students 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 of on-campus courses. Distance Education courses have specific qualities that equal or exceed direct classroom instruction in many ways, but call for strong student commitment and motivation.

Distance Education courses take advantage of a variety of teaching and learning formats and components including: telecourses, teleweb courses, streaming video, DVD/CD Roms, computer software and Internet-based formats. The learning format used depends on the individual course and instructor's design.

The Distance Education 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 Web site at <http://www.nr.edu/de>.

GETTING STARTED

Course Delivery Methods

The delivery method employed by each distance education course is at the discretion of the instructor. Courses may feature a mix of assignment submission and testing methods.

Print-based: requires paper-based assignments and/or tests submitted to a testing center or proctor. Print-based courses do not require Internet access but may include optional online assignments.

Online: requires Internet access for assignment submission and testing. Instructors may require on-campus meetings and/or proctored tests.

Course Materials

On or after the first day of classes visit Blackboard (<http://learn.vccs.edu>) to access course materials.

Course Media

If your course requires media, it will be mailed to you within the first week of classes. Make sure your current address and phone number are updated in the Student Information System (Peoplesoft). **Mailed media will be checked out in your name for the semester and must be returned at the end of the semester.**

Your student account may be flagged and a fee will be charged for material not returned or not returned in good condition at the end of the semester. Refer to your course plan for more information. Contact Diane Viers, dviers@nr.edu, with questions about overdue media or if you have any problems viewing media.

Textbooks

Textbooks are required for most DE courses and are not included in tuition costs. Textbooks may be purchased at the on-campus bookstore in Martin Hall, via fax (540-674-4900), or online at <http://www.nr.edu/bookstore>.

Technology

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 New River Valley Mall Site as well as many public libraries and other locations.

To obtain your VCCS username, set your password, and access all student systems, visit <https://my.vccs.edu>. All correspondence with faculty and staff should use the VCCS-assigned email account. Students are responsible for any information sent to this account by college faculty/staff.

NRCC is not responsible for any damage to student equipment resulting from the use of college provided material.

Class Meetings

Check your course material for any meetings that you may need to attend.

Course Withdrawal

You may withdraw from the course and receive a grade of “W” any time before the last withdrawal date listed in your course material. In addition, your instructor may withdraw you from the course if you have not met specific course deadlines by the withdrawal date. Your course material contains specific information regarding instructor initiated withdrawal. Information concerning college policies is also available from the Admissions Office. You are eligible for a refund if you withdraw from the course by the refund date.

No-Show Policy

A student must demonstrate participation in distance 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.

Evaluations

Your input is needed as we attempt to provide the highest quality learning experience possible and to meet the needs of distance learners like yourself. Evaluations are part of our continuous improvement plan and are made available online within the last few weeks of the semester for online courses. Your responses are confidential and will not affect your grade. DE courses follow the college’s guidelines for course evaluation.

ASSIGNMENTS

It is important that you get started on your course requirements right away. You will be required to complete an initial introductory assignment. This assignment provides your instructor with some information about you and what you hope to accomplish in the course. This assignment is typically due within the first two weeks of class. If you do not submit this assignment, you will be withdrawn.

Submission

Refer to your course material for assignment submission procedures. If you are required to submit assignments, submit according to your course material. **Do not leave assignments in instructor mailboxes or mail assignments directly to the instructor.** Your instructor will grade the assignment and post your grade or return graded material to you as stated in your course material.

Reviewing (Hard-copy) Graded Work

Some DE instructors will return graded work for on-site student review at one of the two testing center locations. **You will be contacted by a DE Staff member through email requesting that you choose the location of your graded class work folder.** 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., others (e.g., spouse, sibling, roommate) may not access material for the student.

TESTING

Most Distance Education courses require some form of testing. The number and method (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 DE staff.

If you live outside the service area please see next section on Proctored Testing.

If the instructor is requiring proctored tests, 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 an test. Complete a "Test/Assignment Receipt" form (available at testing centers) for each test requested.
3. Know your instructor's name, course number, and test number. Include your name, course number, and test number on all answer sheets.
4. Only the required materials are allowed in the testing room. If you bring any extra materials, you will be asked to leave all materials outside the testing room. **MP3 players and other electronic devices with personal music are not allowed inside the testing centers.** NRCC is not responsible for any material left during test taking.
5. Remain in the testing room once you have started an test. Tests must be completed once distributed and may not be removed from the testing room.
6. **No test will be given out two hours prior to closing at any testing center.** Refer to the hours listed for our testing centers on our DE Website. (<http://www.nr.edu/de>) All tests will be collected at closing time even if the test is not complete.
7. Bring appropriate test materials. Scantron forms may be required and can be purchased in the bookstore or at the testing centers.

Proctored Testing

Proctored testing is a service provided by the NRCC Distance Education program for eligible students. This service is provided for students who live **outside** the service region or are physically unable to come to one of our Testing Centers due to a documented disability. 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/de/proctoring.php> or in your course material. **For Fall and Spring semesters, proctors must be requested by the end of the second week of each semester. For Summer session, proctors must be requested by the end of the first week of the session.** This ensures that your tests will not be delayed and that you receive your grades in a timely fashion.

A proctor is an individual who administers and monitors testing in an educational or professional setting. Residential settings are not appropriate. 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 Distance Education Proctor Administrator 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 mailed 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 DE Website (<http://www.nr.edu/de>) for Testing Center hours at both the main campus and the NRV Mall site.

STUDENT SERVICES

Off-Campus Site (New River Valley Mall)

Support provided to Distance Education students at New River Valley Mall includes the following:

- DE testing
- Computer access
- Course registration, drop/add, payment services (check, money order, or credit card)
- Virtual Library resources

Library Services for Distance Learners

Martin Hall

Alison Cockram, (540)674-3600, ext. 4331, acockram@nr.edu

Naydine Shenk, (540)674-3600, ext. 4336, nshenk@nr.edu

Sandy Smith, (540) 674-3600 ext. 4345, ssmith@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 (<http://www.nr.edu/library>). Contact the librarians listed above for help with your research or email your request to nrccref@nr.edu; a librarian will reply within 24 hours, except during weekends or holidays. LRC Live, <http://library.vccs.edu/reference/ol.htm>, allows you to chat online with a reference librarian.

Academic Assistance

Martin Hall Room 109, (540) 674-3600, ext. 3644

The Academic Assistance program provides free individual tutoring services in every subject for all students enrolled at NRCC (single or on-going sessions).

Learning Enrichment Achievement Program (LEAP)

Rooker Hall Room 271, (540) 674-3600, ext. 4357

Students who require accommodations due to a documented disability should register with LEAP for assistance in developing a plan to address your academic needs. LEAP offers a comprehensive schedule of academic, tutoring, and counseling support services tailored to the needs of students with documented learning disabilities/differences. Students with special needs or circumstances should meet with their instructor to arrange appropriate accommodations as well.

Diversity Statement

The NRCC community values the pluralistic nature of our society. We recognize diversity including, but not limited to, race, ethnicity, religion, culture, social class, age, gender, sexual orientation and physical or mental capability. We respect the variety of ideas, experiences and practices that such diversity entails. It is our commitment to ensure equal opportunity and to sustain a climate of civility for all who work or study at NRCC or who otherwise participate in the life of the college.

Disability Statement

If you are a student with a documented disability who will require accommodations, register with the Disability Services Office located in the Counseling Center in Rooker Hall for assistance in developing a plan to address your academic needs.

OFFICES/LOCATIONS

Distance Education
New River Community College
5251 College Drive, Dublin, VA 24084
(540) 674-3600 ext. 3614
(866) 462-6722 (toll free)
Fax: (540) 674-3626
Email: de@nr.edu
<http://www.nr.edu/de>

Testing Centers

Main Campus (Dublin)
Martin Hall, inside Library
(540) 674-3600
Phone Ext: 4439, 4476, 4376
Fax: (540) 674-3643
Email: det@nr.edu

New River Valley Mall (Christiansburg)
400 New River Road
Christiansburg, VA 24703
(540) 674-3600
Phone Ext: 4350, 3610, 3620
Fax: (540) 381-7128
Email: ocas@nr.edu
<http://www.nr.edu/mall>

Help/Support

Account/Access Questions
NRCC Help Desk
Phone Ext. 4400
Email: nr4help@nr.edu

General DE Questions
Blackboard Support
<http://www.nr.edu/de>
Phone Ext: 3614
Email: de@nr.edu

DE Media Problems
Proctor Questions
Phone Ext. 4341
Email: dviers@nr.edu

Library Information
Phone Ext. 3627
Email: acockram@nr.edu