

Frequently Asked Questions- NRCC Online/Canvas

Why can't I see my courses?

Courses cannot be seen or accessed before the first day of classes at 8:00am. If you are having trouble locating your courses, the [Trouble finding you courses guide](#) on the [Canvas tutorials webpage](#) can help. If, after reviewing the before mentioned guide, you still cannot access your courses contact the office of Online Learning for assistance.

I am enrolled in an online course; do I need to come to campus?

Check course requirements using the [link to the course profiles](#).

Do I need a computer?

Yes. Because students access their course through a web browser and the Internet, it is best to have your own computer with a high-speed Internet connection. However, you may come to campus and use one of the many computers available for students. These are located in the library on the Dublin Campus and the main hallway at the Christiansburg site.

How do I set up MFA (Multi-Factor Authentication)?

MFA has to be set up in order to access your myVCCS page, and thus your Canvas courses. You can find tips and setup instructions on the [myVCCS Support webpage](#). You can also contact the helpdesk (nr4help@nr.edu) / (540) 674-3600 ext.4400) for further assistance.

What browser should I use to access my courses in Canvas?

Mozilla Firefox or Chrome **must** be used rather than Safari, Internet Explorer, or Microsoft Edge. Tests/quizzes should be taken using a “wired” connection – a wireless connection is not recommended.

What is a proctor?

Some professors require students to take exams/tests at an approved testing site; refer to your course plan in Canvas or visit the [course profiles webpage](#). Proctored exams/tests can be completed at either of our two testing centers (Martin Hall on campus in Dublin or our Christiansburg site) or through an approved proctor if you live outside the college's service region. Proctors are approved at the beginning of each semester. You can access the proctor request form be [visiting the proctoring webpage](#). *The proctoring service will not be available until the 1st day of classes each semester.*

How do I know if I am outside of the college's service region to have my exams proctored?

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.

How do I know what materials are required for my courses?

Before classes begin, you can [visit the Bookstore website](#) to determine books and materials needed for your classes. Once classes start, your course plan will list required books and materials. Check the bookstore website for business hours. Books can be purchased on campus or through the Virtual Bookstore website.

What does it mean if my course is labeled as Z?

Materials for a Z courses will be less than \$40.00 or no cost.

When can I access my materials and start the course?

On the first day of classes at **8:00am**, visit Canvas to access course materials. Also, check you school Gmail account (located under "My Accounts") for information from instructors Courses and course materials are not available before the first day of classes.

If you experience problems with publisher software (Cengage, Pearson, SAM, etc.), please direct all questions to your instructor, the bookstore, or the support center for that software.

How do I contact my instructor?

Instructor information is listed in Canvas, in the course plan, and the [online employee directory](#).

Can I be dropped from my course for non-participation?

Yes. Refer to the Instructor Withdrawal Policy in your course plan in Canvas.

When will my instructor grade my work?

Grading schedules vary with each instructor. Contact your instructor if you have specific questions about your assignments and/or tests.

I was just kicked out of my test in Canvas; what do I do?

Contact your instructor immediately if you are kicked out or unable to access a test. Do not leave the exam once you have started it. If you click away from your exam in Canvas, it is possible that Canvas will auto submit it.

I completed my test but don't see a grade?

If your test had essay, short answer or fill-in-the-blank questions, you may need to wait for your professor to grade the exam. The instructor may also hide your grades, ask your professor if you have any questions regarding your grades.

How do I get my grades?

Grades for most courses are posted in Canvas under Grades. Check your course plan or check with your instructor if you have questions about grades during the semester. Final semester grades are accessible online through the Student Information System (PeopleSoft).

Where do I find my Canvas Account?

Log into “My Accounts” in the top right of the [New River Community College webpage](#). using MFA (Multi-Factor Authentication) then click on the ‘Canvas’ tile on the screen.

What if I am having trouble logging in?

If you are having login or password problems, contact the NRCC Help Desk at nr4help@nr.edu or phone 540-674-3600, ext. 4400

Where do I find my assignments for my course?

Assignment location can vary by course. If the assignments are located in Canvas, they will often be placed under the “Modules” page of the course. If your course uses a third-party software (i.e. MyOpenMath, Macmillian Achieve, etc.) your assignment may be listed within the third-party software. Check the “announcements” for messages from your instructor on how to access assignments, and contact the instructor with any questions regarding your assignments.

How do I get help with Canvas?

By email: online@nr.edu

By phone: Contact the eLearning Student Support Specialist, Charles Black at (540) 674-3614

In person: Visit the Online Learning Office, Martin Hall 236 (inside the Library).

What if I need tutoring for one of my online courses?

Free tutoring is available to all NRCC students. For more information go to the [Academic Success Center website](#). You can also contact them by phone at (540) 674-3664.

How do I know if the college is closed due to inclement weather?

Sign up for NRCC Alert, which will call, text, or email you depending on your preference. Go to the [NRCC Alert webpage](#) to sign up. A notification will be posted on the NRCC home page (nr.edu) to alert the campus community of closings or delays. The staff at NRCC are unable to inform of potential closures or delays due to weather.

I am interested in a course, where do I get more information?

NRCC has great advisors that can help you review your options and choose the best classes for you. You can email advising@nr.edu, call 540-674-3609, or come into the Rooker Hall Office or the Christiansburg site between 8:00 am – 5:00 pm to get more information. Hours may vary. Please call the location you are interested in visiting to ensure someone will be available to help you.

What are NOVA classes?

NOVA classes are courses provided by NRCC but taught by a NOVA (Northern Virginia Community College) professor. They are all online and marked with an 'N' in your class schedule. Sign up for these classes through an NRCC advisor.