

**NEW RIVER COMMUNITY COLLEGE**

**DISTANCE EDUCATION**

**STUDENT GUIDE**



<http://de.nr.edu>

# TABLE OF CONTENTS

Getting Started .....	4
Course Delivery Method .....	4
Course Materials .....	4
Textbooks .....	4
Media Check-Out.....	4
Technology .....	4
Class Meetings .....	5
Course Withdrawal .....	5
Evaluations .....	5
Assignments .....	5
Submission .....	5
Reviewing (Hard-copy) Graded Work.....	5
Testing .....	6
Proctored Testing .....	6
Inclement Weather/College Closed .....	7
Student Services .....	7
New River Valley Mall Site .....	7
Library Service for Distance Learners .....	7
Academic Assistance .....	7
Learning Enrichment Achievement Program (LEAP).....	7
Diversity and Disability Statements .....	8
Offices/Locations .....	9

## WELCOME

Welcome to Distance Education at New River Community College! Distance Education (DE) courses provide the same content and quality as traditional courses taught on campus; however, they provide a flexible alternative if you have a varied schedule. Many of our students have told us that successfully completing a distance education course requires several important steps.

1. Start right away. Read this guide and course materials in their entirety now.
2. Understand course requirements.
3. Communicate with your instructor. Your instructor is your first line of contact.
4. Comply with course deadlines. Mark due dates on a calendar for all of your courses now. 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 yourself plenty of time.
5. Be successful! Begin the course with a positive attitude and work to make that success a reality.

While we cannot guarantee success, as that is ultimately up to you, we can guarantee that if you follow these steps your chances of success are much greater.

# 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 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 or assignments.

## **Course Materials**

On or after the first day of classes visit Blackboard (<http://learn.vccs.edu>) to access course materials. Make sure your current address and phone number are updated in Student Information System.

**Course materials and media are not available until the first day of the semester. You can visit “DE Student – CLICK HERE!” in Blackboard to request media be mailed. Mailed media will be arrive before first day of classes.**

## **Textbooks**

Textbooks are required for all DE courses and are not included in tuition costs. They may be purchased at the on-campus bookstore in Martin Hall, via fax (540-674-5596), or online at <http://www.nrbookstore.com>.

## **Media Check-out**

Many Distance Education courses include video programs. Some programs are available to students for home use through library checkout, or they may be streamed through the online course. All programs are also available at the Library Circulation Desk on campus and at the New River Valley Mall Site for on-campus viewing. Photo I.D. is required to check out media materials from NRCC library.

Your account may be flagged and a fee will be charged for material 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](mailto:dviers@nr.edu), with questions about overdue media or if you have any problems viewing media.

## **Technology**

Many courses include computer or Internet-based activities 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.

### **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 web-based courses. Your responses are anonymous 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 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. Inform staff at either location where you wish to have graded worked stored. 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 exams or tests. 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. Test grades will be distributed via the procedures listed in your course material.

### **Grades cannot be distributed by DE staff.**

Students must adhere to the following testing guidelines:

1. Present photo I.D. each time you request a test.
2. 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. Leave all materials outside the testing room. NRCC is not responsible for any material left during test taking.
5. 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.
6. Refrain from bringing children into the testing room.
7. **No test will be given out in the last hour at any testing center.** Please refer to the hours listed for the Distance Education Testing Center and the New River Valley Mall site on the second page of your course material. All tests will be collected at closing time.
8. Bring and/or purchase appropriate materials. Scantron forms may be required and can be purchased in the bookstore or at 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://de.nr.edu/de/proctoring.pdf> or in your course material. **Proctors must be requested by the end of the first week of each semester.** 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. 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, and our testing centers are open between 50 and 60 hours a week depending on the location you choose, proctor requests based on work schedule conflicts are unlikely to be approved. If your request is not approved, you will be notified immediately. 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 or assignments are due, then the tests/assignments will be due on the next FULL day the College is open. Check the first page of this course plan 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
- DE media on-site viewing (equipment available on a first-come, first-served basis)
- Computer access
- Course registration, drop/add, payment services (check, money order, or credit card)
- Library resources

### **Library Services for Distance Learners**

Martin Hall

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

Alison Cockram, (540)674-3600, ext. 4331, [acockram@nr.edu](mailto:acockram@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://nr.edu/library>). Contact the librarians listed above for help with your research or email your request to [nrccref@nr.edu](mailto:nrccref@nr.edu); a librarian will reply within 24 hours, except during weekends or holidays. LRC Live, <http://library.vccs.edu/reference/lol.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

**New River Community College**  
5251 College Drive, Dublin, VA 24084  
(540) 674-3600  
(866) 462-6722 (toll free)  
<http://nr.edu>

### Distance Education Main Offices

Martin Hall, inside library  
(540) 674-3600 Phone Ext. 3614  
Fax: (540) 674-3626  
Email: [de@nr.edu](mailto:de@nr.edu)

### Testing Centers

**Main Campus (Dublin)**  
Martin Hall, inside Library  
(540) 674-3600  
Phone Ext: 4439, 4476, 4376  
Fax: (540) 674-3643  
Email: [amercer@nr.edu](mailto:amercer@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: [chopkins@nr.edu](mailto:chopkins@nr.edu)

### Help/Support

**Account/Access Questions**  
NRCC Help Desk  
Phone Ext. 4400  
Email: [nr4help@nr.edu](mailto:nr4help@nr.edu)

**DE Media Problems**  
Phone Ext. 4341  
Email: [dviers@nr.edu](mailto:dviers@nr.edu)

**General DE Questions**  
**Blackboard Support**  
<http://de.nr.edu>  
Phone Ext: 3614  
Email: [de@nr.edu](mailto:de@nr.edu)

**Library Information**  
Phone Ext. 3627  
Email: [acockram@nr.edu](mailto:acockram@nr.edu)