DISTANCE LEARNING STUDENT HANDBOOK
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Information for Distance Learning</td>
<td>1</td>
</tr>
<tr>
<td>Welcome</td>
<td>2</td>
</tr>
<tr>
<td>What Does Distance Learning Mean?</td>
<td>3</td>
</tr>
<tr>
<td>What is Distance Learning?</td>
<td>3</td>
</tr>
<tr>
<td>Distance Learning Course Definitions</td>
<td>3</td>
</tr>
<tr>
<td>Online Courses</td>
<td>3</td>
</tr>
<tr>
<td>Hybrid Course</td>
<td>3</td>
</tr>
<tr>
<td>The Office of Distance Learning Mission Statement</td>
<td>4</td>
</tr>
<tr>
<td>The Successful Distance Learner</td>
<td>4</td>
</tr>
<tr>
<td>Good Study Habits</td>
<td>4</td>
</tr>
<tr>
<td>Learning Style</td>
<td>5</td>
</tr>
<tr>
<td>Self-Discipline and Motivation</td>
<td>5</td>
</tr>
<tr>
<td>Time Management</td>
<td>5</td>
</tr>
<tr>
<td>Class Communication</td>
<td>5-6</td>
</tr>
<tr>
<td>Computer Requirements</td>
<td>6</td>
</tr>
<tr>
<td>Computer Skills</td>
<td>6-7</td>
</tr>
<tr>
<td>Computer Access</td>
<td>7</td>
</tr>
</tbody>
</table>

Revised 7/26/16
Computer Recommendations

Security

Virus Scanners

Browser Plug-Ins

Privacy and Protection

Student Information

Student Accounts

Gmail

Web Advisor

Moodle

Office 365

Student Orientation

Syllabus

Distance Learning Attendance Policy

Student Identity Verification

Academic Honesty

Revised 7/26/16
Contact Information for Distance Learning

The Office of Distance Learning
Craven Community College
Business Information and Technology 101
800 College Court New Bern, NC 28562 (252)
633-2039

Help Phone Numbers
877-982-2233 (toll free)

New Bern Campus
252-638-7212
252-638-7274

Havelock Campus
252-444-0707
252-444-6117
Dear Distance Learner,

The Office of Distance Learning commends you for choosing online learning at Craven Community College. As a distance learner, you will find your DL classes academically equivalent to the on-campus courses.

Carefully read the material presented in this handbook. The handbook was designed to provide you with information specific to distance learning including:

- How to be a successful DL student.
- How to manage your class in Moodle.
- Where to find your course syllabus.
- Information about proctored exams.
- How to be successful in your course.

Locate and read Craven CC Student Handbook and Planner, as well as the General Catalog. Every student is responsible for observing the rules and regulations for the College as published in these documents. You may review these publications on the college website at www.cravenc.edu.

Engage with your instructor via Moodle if you have questions regarding the course itself. If you have any questions regarding Moodle, technical issues, where to take proctored exams, or questions about any information in this handbook, please call the Academic Skills Center (ASC) at one of the following numbers: New Bern (252-638-7212 or 252-638-7274), Havelock (252-444-0707) or toll free (877-982-2233).

Wishing you all the best this semester!

The Staff of the Office of Distance Learning
What Does Distance Learning Mean?

What is Distance Learning?
In distance learning classes, the instructor and students are apart from one another for some or all of the allotted class time. Distance learning (DL) classes require that students log in on a regular basis to complete course requirements and receive feedback from the instructor. Some distance learning courses require site-based laboratory activities and proctored exams. All DL courses require regular student engagement with the course. Distant learning courses require students to interact through the Learning Management System (LMS) otherwise known as Moodle.

Distance Learning Course Definitions

Online Courses
Online courses are distributed on the Internet through Craven’s Moodle server. Online courses allow students to participate academically from geographically remote locations without the need to come to campus. The tuition for these courses includes a DL fee.

Hybrid Courses
Hybrid courses combine regular classroom meetings with online instruction distributed through Moodle, reducing the number of hours a class meets on campus. Check the course schedules in WebAdvisor to determine when your hybrid course will meet on campus. The goal of hybrid courses is to join the best features of a traditional class with the best features of online learning. Tuition for these courses includes a DL fee.
The Office of Distance Learning Mission Statement

The Office of Distance Learning at Craven Community College seeks to support and assess the development and delivery of distance learning courses for the purpose of providing quality DL programming that reflects continuous review and improvement. The distance learning courses meet all quality standards set forth for traditional on-campus programs and carry out the mission of the college.

The Successful Distance Learner

What makes a person successful at distance learning varies from person to person. The following is based on advice from instructors and students who have had positive distance learning experiences.

Good Study Habits
One of the best ways to be a successful distance learner is to develop and execute good study habits. Some are:

✓ Check your Craven Gmail account at least once a day.
✓ Time management - Don’t let assignments go until the last day.
✓ Use all resources available to you.
✓ Work in a quiet, uninterrupted area as much as possible.
✓ Dedicate at least 3 hours per week for each credit hour your course is worth.
✓ Communicate with your instructor and peers.
✓ Reach out when you need help.
✓ Have a strong sense of self-awareness.

Learners who have a strong sense of self-awareness and good study habits usually have better strategies for understanding new information and are typically more successful in a DL environment.
Learning Style
The way you prefer to learn new information is called your learning style. Assessing your skills and preferences will help you select the type of learning strategies that are most likely to keep you interested and enable you to reach your learning goals. If you don’t already know your individual learning style, it is advised that you take a short self-assessment online.

We recommend http://www.vark-learn.com/english/page.asp?p=questionnaire which is free, and provides you with a detailed explanation of your learning style.

Self-Discipline and Motivation
Another characteristic shared by successful distance learners is self-discipline. This distinguishing feature is usually seen in the learner’s ability to stay current with class assignments, participate on a regular basis in online discussions, and adhere to assignment due dates.

One way to promote self-discipline is to work with a calendar. Schedule time to study for an exam, work on assignments, and complete assigned readings in the calendar as an appointment. Be sure to arrive to your appointment on time and stay for the full allotted time. Your appointment should take place in an area dedicated to your studies; free from distractions, quiet and with enough light and space for you to work properly.

Distance learners need to be self-motivated. Unlike traditional courses in which the students and instructor meet face-to-face, learning activities and communication in DL courses are remote. This arrangement allows you the flexibility to work when it is most convenient for you. It will be your responsibility to remain motivated and engaged to complete the course requirements wholly and on time. You are responsible for knowing when course activities are due.

Time Management
Time management is a commitment; you must set aside a significant amount of time each week for class work. Distance learning classes require as much time and effort as traditional seated classes, if not more. If your class is a 3-credit hour class, which means that the class would meet for three hours each week if it were a traditional seated class, you should schedule nine hours each week to accomplish course work. The rule is 3 hours of work for each credit hour, per week.

If your course is a hybrid course, then use the rule to determine how much time you should be spending on course work outside of class time based on the number of credit hours.

Technical difficulties in software, hardware, internet connections, etc. are to be taken into consideration when you budget your time. Typically, instructors assign a grade of zero for assignments that are not completed on time. Do not leave assignments until the last minute. Using the course syllabus as a guide and the calendar you developed for self-discipline will help you better manage your time.

Class Communication
Distance learning requires communication with instructors and fellow students for course activities. As an online student, effective communication is key, but can be difficult. Without the face-to-face contact a traditional classroom experience provides, what you say carries a lot of weight. Written communication lacks the facial expressions, tone of voice and other non-verbal’s seen or heard during face-to-face communication. The following are useful tips:
• Identify course and section in the subject line of email.
• When asking a question, be specific and provide details about what you are trying to figure out and what you don't understand.
• Always identify yourself in the message.
• Keep it simple. Be clear and concise.
• Avoid using jargon and overusing "big" words.
• Use concrete, specific words rather than vague, general words.
• Write professionally, but as you would talk.
• Avoid “texting” language, foul language or slang.
• Vary your sentence length, but avoid very long (run-on) sentences.
• Write in a positive tone.
• Do not respond in anger.
• Always edit and proofread your work before you send it.
• Check spelling and grammar.

Computer Requirements

Computer Skills

“What kind of computer skills do I need to be a successful online student?” You need basic computer skills. Below are lists of necessary tasks:

Basic Skills
• Create, save, copy, and locate files/folders
• Navigate between two or more applications
• Minimize/maximize Windows

Email Skills
• Send, open, and reply to a message
• Enter a message subject
• Send an attachment
• Open and/or save an attachment

Web Browser/Moodle Skills
• Create, save, copy, and locate files/folders
• Navigate between two or more applications

Revised 7/27/16
- Minimize/maximize Windows
- Go to a specific URL
- Follow a hypertext link
- Conduct a basic search using a search engine
- Download and install plug-ins
- Zip/unzip a file (Compress)
- Update browser as needed
- Upload an assignment file
- Respond to a forum post

**Word-Processor Skills**
- Open a new/existing file
- Save a file
- Rename a file (Save As)
- Cut, paste, format text
- Print a document

If you need assistance with these tasks contact the Academic Skills Center (ASC) at New Bern (252-638-7212 or 252-638-7274), Havelock (252-444-0707), or toll free (877-982-2233).

**Computer Access**
It is recommended that distance learning students have regular access to a personal computer with internet access. A high-speed connection is preferred. If you do not have a computer or internet access there are several locations on the New Bern and Havelock campuses that have computers available for students including the Student Center, Academic Skills Center, and the Library. Public libraries often have internet access as well.

**Computer Recommendations**
The following requirements refer specifically to your computer hardware and software. Please understand that it is acceptable for your computer to exceed the recommended settings. You should check with your instructor for any other hardware/software requirements specific to your course. You can find this information in the course syllabus.

<table>
<thead>
<tr>
<th>Hardware/Software/Platform</th>
<th>Microsoft Windows</th>
<th>Macintosh (Apple)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows 7</td>
<td>MAC OS X 10.6</td>
</tr>
<tr>
<td><strong>Processor Speed/Type</strong></td>
<td>2.0 GHz or higher</td>
<td>2.0 GHz or higher</td>
</tr>
<tr>
<td><strong>CPU Memory</strong></td>
<td>2 GB or higher</td>
<td>2 GB or higher</td>
</tr>
<tr>
<td><strong>Browser</strong></td>
<td>Firefox, Chrome, or Opera (latest version), and the most current version of Java</td>
<td>Firefox, Chrome, or Opera (latest version), and the most current version of Java</td>
</tr>
<tr>
<td><strong>Productivity Software</strong></td>
<td>Microsoft Office and/or Office 365</td>
<td>Office Suite for Mac</td>
</tr>
</tbody>
</table>

**Security**
If you have installed pop-up, cookie, or spam blockers on your personal computer you will experience difficulties connecting to Moodle. Depending on your system’s configuration or where you are working you may have difficulty accessing Moodle or email sites. Changing your browser or Internet access location may fix the problem. If this doesn’t solve your problem, contact the Academic Skills Center (ASC) Help Desk at New Bern (252-638-7212 or 252-638-7274), Havelock (252-444-0707), or toll free (877-982-2233).

Revised 7/27/16
Virus Scanners
You should have anti-virus software installed and running on your computer when connected to the internet. Some of the most popular products include McAfee VirusScan, Norton (Symantec) AntiVirus and Sophos Anti-Virus.

Browser Plug-Ins
For some courses, you may be required to have one or more of these plug-in application programs. These plug-ins are FREE downloads from the vendors and can be found on the internet. If you have any questions or concerns about any of the plug-ins and are unable to download the plug-ins, contact the ASC Help Desk. The following are recommended for your computer:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Plug-in Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe</td>
<td>Reader (a.k.a. Acrobat Reader)</td>
</tr>
<tr>
<td>Apple</td>
<td>Quicktime</td>
</tr>
<tr>
<td>Macromedia</td>
<td>Flash Player</td>
</tr>
<tr>
<td>Microsoft</td>
<td>Windows Media Player</td>
</tr>
<tr>
<td>RealNetworks</td>
<td>RealOne Player</td>
</tr>
<tr>
<td>Sun</td>
<td>Java VM</td>
</tr>
</tbody>
</table>

Privacy and Protection
Craven Community College is committed to the protection of the privacy of students and their education records. The College provides notice to students of their privacy via the Student Educational and Privacy Notice located on the Craven website. Craven also provides students disclosure of information specifically related to Family Educational Rights and Privacy Act, (FERPA) located on the college’s website and within the College Catalog. FERPA is also addressed by the Board of Trustees approved policy – Student Records and Privacy Rights Policy. The College requires all faculty and staff to complete Red Flags Rule Training to ensure they are able to identify the indicators of identity theft.

Additional procedures have been established to protect the privacy of students. The office of Distance Learning and professional development limits system administrative access of the LMS to those who work directly in the management of the LMS. As a measure of security and identity protection, students who request a password reset through the HelpDesk at the Academic Skills Center have their identification independently verified before the password will be reset. The Office of Distance Learning and Professional Development has implemented “gate keeping” measures to limit access to courses by faculty, staff, and students and to prevent third-party vendors from having access to student information. For example, faculty only have access to courses that they teach. Deans only have access to courses in their center of responsibility.

Revised 7/27/16
**Student Information**

**Student Accounts**

**Gmail**

All students are issued a school Gmail account which serves as the student’s official email for all distance learning courses. You may log-in to your account by clicking on Email at the top of the Craven Community College website or by keying in the following address: [http://www.cravencc.edu/gmail/](http://www.cravencc.edu/gmail/)

Your Gmail user name is your **firstname.lastname@student.cravencc.edu**. Your initial password is your birthday using an 8-digit format. For example, if your name is John Doe and your birthday is January 1, 1991; your user name would be **john.doe@student.cravencc.edu** and your initial password would be 01011991. Your email address and user name are one in the same. When changing your password, it can be any combination of letters and numbers, but it must be at least (8) characters in length. Some students may have numbers after their name in their Gmail if there is a duplicate student with the same first and last name. In this case, your Moodle username and your Craven CC email address will both include the same series of numbers. If you are not able to login, the Academic Skills Center can provide your login credentials.

Students are responsible for receiving, responding to and complying with official email communications sent by the College. Since information may be time-sensitive, students are encouraged to check their email regularly (daily) throughout the semester. Students who opt to redirect their college Gmail account to another personal email account do so at their own risk. The College is not responsible for email that is not delivered to a forwarded address or for spam filters that may block email messages. The student’s failure to receive or read email communications does not constitute an excuse for missing Craven Community College communications or meeting deadlines.

**WebAdvisor**

**STEP 1** - New DL students will be issued a WebAdvisor account and will need to log into their account by visiting [http://webadvisor.cravencc.edu](http://webadvisor.cravencc.edu) or by clicking on the WebAdvisor button at the top of the Craven Community College website.

**STEP 2** - To identify your appropriate username, select “What’s My User ID?” from the WebAdvisor main page in the lower right corner. Enter your **Last Name** and either your **Social Security Number**, or your **Student ID**. Click **Submit**. Record your username, then hit **OK** to return to the WebAdvisor Main Page.

**STEP 3** - Click **Reset Password** in the lower right corner of the main page. Select **Enroll**.

**STEP 4** – Follow these steps to enter the username and password.

a) In the **Username** field, enter the **username provided from STEP 2**.

b) You have been given an **INITIAL PASSWORD**. Your initial password will be as follows: **First 2 letters of your last name, first letter capitalized, followed by your birthdate in MMDDYR format**. For example: If your last name is Smith and you were born on August 17, 1982, then your password would be Sm081782.

c) Click **Next**.

**STEP 5** - Select a question from each drop down list and provide an answer for each. Click **Next**.

**STEP 6** - You have now successfully enrolled. Click **Finish**.

**STEP 7** - After successfully enrolling, you **MUST** change your password. Click **Change Password**.

**STEP 8** - Enter your **username, initial password**, and **new password**. **Password rules are as follows:**
a) 8 character minimum.
b) Must include 3 of 4 character types:
   1. Upper case (A, B, C, D, etc.)
   2. Lower case (a, b, c, d, etc.)
   3. Number (1, 2, 3, 4, 5, etc.)
   4. Special Character (symbols and punctuation)

**STEP 9** - You have now successfully changed your password. Click Finish.

If you have questions about your WebAdvisor ID or need assistance, please contact the Academic Skills Center in New Bern (252-638-7274) or Havelock (252-444-0707) or Student Services (252-638-7200). Spring and Fall hours are 8:00 a.m. – 5:00 p.m. Monday – Friday. Summer hours are 8:00 a.m. – 5:30 p.m. Monday – Thursday. Contact ASC for their summer hours.

**Moodle**

The Moodle server is located at http://moodle.cravencc.edu or you may click on the Moodle button on the Craven Community College website. Logging in the first time, click on the Login link in the upper right corner. Your Moodle Username is firstname.lastname (john.doe). Some students may have numbers in their username if there is a duplicate student with the same first and last name. In this case, your Moodle username and your Craven Community College email address will both include the same series of numbers. Your password is your birthday in an 8-digit format. For example, January 1, 1991 would be 01011991. **VERY IMPORTANT - After completing these steps, you will need to change your password.** Navigate and hover over your name located in the upper right hand corner on the front page of Moodle. Hover over Preferences then click on Change password. If you are not able to login, the Academic Skills Center http://cravencc.edu/asc/ can provide your login credentials.

**Office 365**

All Students of Craven Community College have free access to Microsoft Office products. Accessing the products and services is simple and can be completed by clicking on the following link:


**Student Orientation**

First-time distance learning students are required to complete the Orientation to Online Learning prior to the start of classes. Orientation is located on the front home page of Moodle under the Student Help Files Block. The online orientation helps to familiarize students with the Moodle environment and outlines key behaviors of successful online students. The Certificate of Completion you receive when the Orientation has been successfully completed may be required by your instructor within the first two weeks of class. In subsequent semesters, your teachers may require that you send them a copy of your certificate to prove that you have completed the Student Orientation. More information can be found at moodle.cravencc.edu

**Syllabus**

The syllabus defines the boundaries of your course. It is the single most important document you will need for success in your DL course. The syllabus and its associated syllabus quiz is the attendance verification procedure for online courses. It is imperative that you read your syllabus and take the associated quiz before the stated due date. Failure to do so will result in removal from the online course.

The syllabus contains information that identifies assignments, due dates, assessment, and course expectations. It also contains your instructor’s contact information and when and how best to reach them. School and instructor policies, grades, course materials, and other pertinent course information can be found in the course syllabus. The syllabus is your key to success – you should use it as a time management tool. The course syllabus can be found in Moodle at the top of the Course Page of your class. You should print a copy and/or save a copy to your desktop for easy reference.
Distance Learning Attendance Policy

Enrollment is established when a student submits the syllabus quiz to their instructor within the first ten percent of the term. You will see a deadline date for the syllabus quiz in your course. That date is the 10% point of the course. When a student has missed this deadline, he or she will be automatically withdrawn from the course. Refer to the syllabus in each class for the attendance policy.

Distance learning courses have the same learning objectives as traditional seated classes. Students complete examinations, assignments, and homework/class participation as in a traditional class. The internet is used in place of most, if not all face-to-face meetings. Students communicate with instructors on a regular basis. Students are required to “attend” class for at least 80 percent of the course. When a student has failed to submit 20 percent of the assignments for a course, he or she will be withdrawn from the course.

Student Identity Verification

Craven Community College verifies the identity of a student who participates in distance education by using at least one of the two options in all Distance Education courses: a secure login and pass code and/or proctored examinations.

Craven’s Learning Management System (LMS) is Moodle. Moodle is used with all Distance Education courses. This LMS is also used in hybrid and face-to-face classes. The username and password for Moodle is generated automatically using information from the college database. The password must be changed at the initial login. This login and password must be utilized to participate in all distance education courses.

Proctored Examinations may be required for a distance education course. If required, a qualified proctor, which must be approved by the instructor, must verify the identity of the student taking the exam.

Craven also uses a secured login and password scheme for students to access college electronic services which include Gmail and WebAdvisor.

Students are made aware of these procedures in the Distance Learning Student Handbook, the Student Handbook and through a required Distance Learning Orientation.

Currently, Craven Community College does not charge an additional fee for authentication or verification of student identity. A list of all fees is located in the Craven Community College 2015 - 2016 General Catalog. In addition, information about any type of fee is distributed through CCC’s WebAdvisor registration portal and via the college website under Tuition and Fees.
Academic Honesty

The independent nature of distance learning increases opportunities for students to commit acts of academic dishonesty. Students are expected to keep their Moodle log in username and password confidential, submit only original work, and adhere to the college’s policy on academic dishonesty. Any violation will be addressed according to the college’s policy on academic dishonesty which states:

Honesty and integrity are essential to the free exchange of ideas and knowledge at Craven Community College. Students share in the responsibility to develop and maintain an atmosphere where new ideas can be discussed and presented while recognizing the original work of others. Graduates of Craven Community College will pursue professional careers in which people’s lives and the welfare of the environment are in their trust. Therefore, it is critical that students develop and honor the principles of honesty and integrity that they will carry into their future endeavors.

In the age of the Internet, it may appear that the work of others may be freely exchanged; however, this is not the case. Individuals who labor over such creations – whether in physical or virtual worlds – have the right to receive compensation and/or recognition for their use under copyright law in the United States. Students are responsible for ensuring that the work presented as their own is truly their own. When the work of others is presented, it must be properly attributed and cited. This includes information that is in the public domain. To review the entire policy on Academic Honesty see: http://cravencc.edu/about/procedures/aa-academic-honesty-procedure-12-01/

Student Technical Problems & Academic Deadlines

Due to the nature of distance learning, technical issues can arise. Distance Learning faculty will state their policy for late or incomplete work due to technical problems on the syllabus. It is the student’s responsibility to be aware of the policy and to follow it accordingly. Become familiar with the Curriculum Student Handbook on the college’s website at http://cravencc.edu/students/student-handbook/ as it contains additional information concerning this and other college policies.

Admission, Grading, Transfer, and Graduation Policies for Online Students

The grading and transfer credit policies for online courses are no different than those required for traditional courses. Grading, transcripts, and transfer credit policies for students enrolled in distance learning activities, as well as admission or graduation requirements are no different from those students enrolled in seated classes.

Holidays, Breaks, and Weekends

Distance Learning faculty members have the flexibility of scheduling due dates and deadlines as appropriate.

Inclement Weather

In addition to the college’s policy on inclement weather, all instructors will clearly indicate their individual policy concerning inclement weather in their course syllabus. If you miss class time, your instructor will contact you and inform you of the make-up days, times, or assignments.
With respect to hybrid courses, if bad weather forces the college to close, the course will not meet on campus. Announcements will be made on all major radio and TV stations in our area and posted to the College’s website. Students can also sign-up for our emergency notification system called CravenCC Alert - https://cravencc.regroup.com/signup.

During inclement weather, you must continue to meet deadlines for all online course work unless the course involves travel to campus during the weather incident. However, exceptions could be made in the event of a major power outage. You must contact your instructor as soon as possible to discuss make-up times or assignments due to major power outages.

Proctored Exams

Distance Learning courses may require proctored exams. A proctored exam is one that is overseen by an impartial individual, called a proctor, who monitors a student during the exam. The proctor ensures the security and integrity of the exam. All proctored exams and the date they are due will be clearly indicated in the course syllabus at the beginning of the course.

It is the responsibility of the students to schedule their exams and you should do so a minimum of two weeks prior to the scheduled testing date. Students living in Craven County may take a proctored exam in the Academic Skills Center on both the New Bern and Havelock campuses for no charge with a referral from their instructor. Students, who live outside of Craven County, are responsible for arranging for a qualified proctor to supervise the exam. Acceptable proctors (who must be approved by the college) include:

- School principal or administrator
- School counselor
- Certified librarian
- Military educator
- Test administrator at a testing office

A relative, no matter what their position, may not serve as a proctor.

Please be advised that proctors may charge a fee to supervise the exam. Any charge will be the responsibility of the student. Generally proctored exam fees can range from $10 and up. A student can often identify an acceptable proctor by visiting their local library or community college and inquiring about proctors in the area.

Instructors may also require students to use a program called Respondus LockDown Browser and/or Respondus Monitor. These programs further enhance test security by prohibiting web browsing and other computer activity during an online exam. Furthermore, students may be asked to use a webcam during testing if the instructor elects to use Respondus Monitor. Students will be notified of these requirements at the start of the class in the course syllabus.

Moodle

Moodle is the LMS used by Craven Community College to support all distance learning courses. The Moodle server is located at http://moodle.cravencc.edu or you can click on the Moodle button at the top of the Craven website.

Students new to Moodle are encouraged to attend a Moodle Help session which covers Moodle basics. Call the Academic Skills Center (ASC) in New Bern (252-638-7212 or 252-638-7274), Havelock (252-444-0707), or toll free (877-982-2233) to schedule an appointment to review Moodle.

Revised 7/27/16
You can also find Student Help Files on the home page of Moodle at http://moodle.cravencc.edu

Services for Distance Learning Students

All services afforded to on-campus students are available to distance learning students. To access the services described below, the student will need to obtain a referral from their instructor. The referral form is located at http://cravencc.edu/asc/. Services particularly helpful to online students include:

Writing Lab
The Craven Community College Writing Lab is located in the Academic Skills Center (ASC) at the New Bern and Havelock locations, and available to all students. Writing Lab hours vary from semester to semester. Please call New Bern (252-638-7212 or 252-638-7274), Havelock (252-444-0707), or toll free (877-982-2233) for the current semester’s schedule.

The writing lab provides valuable suggestions to students regarding essays, research papers, resumes, and a wide variety of other documents. The ultimate goal is not to “fix” papers, but to empower students with the skills necessary for overall improvement of writing skills. Tutors are permitted to offer generalized feedback, but not to point out all grammatical errors or to make actual corrections for students. Student improvement is the goal, and hopefully, the ultimate outcome of the services provided by the writing lab tutors.

Students may also receive assistance with their writing by utilizing SmarThinking.

SmarThinking
SmarThinking is an online tutoring platform the Academic Skills Center (ASC) offers to curriculum students, and particularly to those who are taking DL courses and cannot make the commute for face-to-face tutoring. Students request a referral from their faculty member. Once submitted, the ASC will contact the student with a password and other details needed to access the system. The referral is good for one semester.

Curriculum Pathways
Another option available for students needing assistance with papers can be found in the Writing Revisor of SAS Curriculum Pathways. Students may log in as a guest at www.sascurriculumpathways.com/portal/ with the campus username of located5questions. There is no required password. This guest option will not allow students to save work and return to it at a later date. Students may wish to create a personal account to be able to save and return to their work. Personal accounts may be created by clicking on the "sign up" link on the SAS Curriculum Pathways homepage. The Writing Reviser link can be found by going to the blue toolbar located at the top of page, then click on Browse Resources, then click on English Language Arts. The Writing Reviser is located at the top of the page, in the middle.

Library
The Godwin Memorial Library located on the New Bern Campus, is available to online students at
Students can chat online with a librarian through NC Knows, learn to use the library catalog, NCLIVE help, learn about journals and magazines, MLS and APA citation help, and internet search tips.

Passwords for NCLIVE and other databases can be requested online.

**Academic Skills Center**

The ASC provides academic support to students who are enrolled in courses at Craven Community College. The mission is to help students reach their academic, personal, social and economic potential by supporting their intellectual growth, directing them to reach for resources and motivating them to become lifelong learners. To access these services students must ask their instructors to complete the referral at [http://cravenc.edu/asc/](http://cravenc.edu/asc/). The ASC Staff provide FREE services through the:

- Math Lab
- Computer Lab
- Writing Lab
- SmarThinking

**TRiO Student Support Services**

Craven Community College’s TRiO program is federally funded to assist qualified and deserving program eligible students by providing fundamental academic support needed to reduce barriers to succeeding in college. Program staff work individually with each student to help achieve his/her academic goals. The goal of TRiO Student Support Services is to help students successfully transition into college, and progress to graduation and/or transfer. Assistance to program participants is provided through a number of free services. Student Support Services offers:

- Academic tutoring
- Advice and assistance in course selection
- Assistance in completing financial aid applications

Student Support Services also provides education designed to improve students’ financial and economic literacy and assist students enrolled in applying for admission to, and obtaining financial assistance for enrollment in four-year programs. Eligibility for Trio Student Support Services is determined by federal regulations. To qualify, a student must be a low income U.S. Citizen or permanent resident and meet one of the following criteria:

- Be a first generation college student (*neither parent has a bachelor’s degree*).
- Have a documented disability.

For additional information, contact New Bern (252-638-1236) or Havelock (252-444-8206).

**Career/Transfer Center**

Revised 7/27/16
The Craven Community College Career/Transfer Center is a college-wide resource that provides comprehensive support to students in areas of career development and transfer planning. Locations on the New Bern and Havelock campuses are designed to foster student development by creating access to career exploration opportunities, job postings, self-assessment, transfer advising, resume and cover letter critique services, mock interviews and a variety of resources and workshops. For additional information, see http://cravencc.edu/students/career-transfer-services/ or email careerservices@cravencc.edu.

**Academic Advising**

At Craven Community College, student advising is a collaborative process between professional and faculty advisors designed to provide students clarity on their academic direction and educational goals. Online students are encouraged to contact First Stop (Admissions) at New Bern (252-638-7200) or Havelock (252-444-2119) or http://cravencc.edu/admissions/advising/. Once a student has completed 12 semester hours, they will be assigned an academic advisor in their program of study. All advising communication can take place using electronic media.

**Financial Aid**

There are two main types of aid for which a student may be eligible: gift aid and self-help aid. Gift aid consists of grants and scholarships. This type of aid generally does not have to be repaid. Self-help aid consists of loans and work programs. These loans must be repaid. To apply for aid:

1. Complete the FAFSA (Free Application for Federal Student Aid). You may apply online at www.fafsa.ed.gov.
2. Confirm all documents have been received by Admissions.
3. Submit required documents to the Financial Aid Office.
4. You will receive notification from Financial Aid on your next step.

Additional financial aid information is available on Craven’s website. Go to www.cravencc.edu and click on Apply for Financial Aid and Scholarships.

You may review your financial aid information on WebAdvisor (https://webadvisor.cravencc.edu/WebAdvisor/WebAdvisor?TYPE=M&PID=CORE-WBMAIN&TOKENIDX=8708078391) which can be accessed on the college’s website.

**Veterans Affairs**

Veterans and dependents of veterans must contact the college’s VA Coordinator to determine necessary documents needed to establish eligibility. All admissions work needs to be completed and you are accepted as a Craven CC student before your VA package can be submitted. This means all transcripts (high school and college) must be received and placement tests taken if needed. Once a VA package is submitted, please allow 60-90 days from the start of the semester before the check arrives.

A copy of your registration form must be given to the VA Coordinator each semester to ensure certification of classes. Remember that all classes taken must meet graduation requirements for your particular program of study.

A student must maintain a 2.0 GPA to receive veteran’s benefits.

*If you have any questions, please contact the Veteran’s Representative at New Bern/ Havelock 252-638-7231.*
You may go to the VA’s website http://www.benefits.va.gov/gibill/ for additional information concerning your educational benefits or call the toll free number at 1-888-442-4551.

**Americans with Disabilities Act (ADA) Accommodations**

Students who feel that they have a disability-related issue that affects their academic progress may voluntarily supply documentation about the disability and its specific impact on their educational experiences to the ADA Coordinator. More information about Disability Accommodations can be found online at [http://cravenc.edu/accessibility-services/](http://cravenc.edu/accessibility-services/)

**Student Grievance Procedures**

Students who wish to file a grievance for a variety of reasons can find procedures in the Craven CC Student Handbook.
Frequently Asked Questions

About Online Learning

1. **How do I know an online course is right for me?**
   
   So you’ve been thinking of taking an online course, but aren’t sure if it’s right for you. Here are a few questions to ask yourself:

   **Do I have access to a reliable computer with internet access?** This is the most important question. You must be able to regularly log-in to your course, check due dates for assignments, submit work, and communicate with your instructor and fellow classmates.

   **Am I comfortable on the internet and confident in my computer skills?** You don’t have to be a “computer whiz” to be successful in an online course, but you will need to be familiar with word processing, accessing online resources, generating and sending documents electronically, file management navigating through a website, and using information and media literacy to critically assess validity of web-based content.

   **Do I have the time to commit to an online course?** Flexibility is one of the most attractive aspects of online learning. Although the **time of day** may not be important as to when you work on your studies; **how much time** you spend on your studies is. Plan on spending 3 hours of study time for each credit hour your course is worth (Ex: A 3 semester hour course would require 9 hours per week of study and preparation time).

   **Am I a good manager of my time?** Flexibility = freedom which can lead to procrastination. Just like a seated class, staying on top of your studies and not allowing yourself to fall behind is essential to student success.

   **Am I self-motivated?** With online learning, the instructor is only there to guide you in your studies. There are no lectures to tell you what to do. Therefore, much of what is learned in an online course is on your own.

   Still not sure…try an elective course as your first online class to see how you do. If you like it and do well, then you should have your answer. Good Luck!

2. **How do I succeed in an online course?**

   As with all courses, managing your time and employing good study skills are keys to being successful. Online courses require additional skills as well:

   - **Completing assignments on time** – Assignments have specific due dates in online learning. Failure to turn in assignments on time will result in poor or failing grades.

   - **Balancing personal obligations** – Many online learners have family and work
responsibilities. Making sure one schedules enough time for coursework is crucial.

- **Participation** – Be sure to post, and comment on classmate’s posting, as this is an essential part of online learning.
- **Proofread** – Since nearly all assignments will be typed, be sure to proofread carefully to ensure you are sending your best work to the instructor.
- **Print and follow the syllabus** – Following the syllabus will help you manage your time, assignment due dates, and personal commitments.

3. **Can I take an online course without enrolling in a degree program?**
   Absolutely! However, if you wish to earn a degree or receive a certificate, you must enroll in that program. Speak to an admissions representative at 252-638-7200 (New Bern) or 252-444-2119 (Havelock) for more information, or visit admissions at [http://cravenc.edu/admissions/](http://cravenc.edu/admissions/).

4. **Can I transfer my online course credits to another school?**
   Yes, all online courses that are not specific to a certificate program can transfer to another institution providing they meet the requirements of that institution. Courses with the following statement in the course description are automatically transferable to any of the North Carolina University System Schools: *This course has been approved to satisfy the Comprehensive Articulation Agreement for transferability.*

5. **Can I earn my degree online?**
   Yes, currently Craven Community College (CCC) offers various degree programs, diplomas, and certificate programs completely online. Additional information can be found at [http://cravenc.edu/distance-learning/programs-available-completely-online/](http://cravenc.edu/distance-learning/programs-available-completely-online/).

6. **Are online degrees accredited?**
   Yes, all degrees conferred by Craven Community College are accredited by the Southern Association of Colleges and Schools (SACS).

7. **Which classes and degree programs are available online at Craven Community College?**
   For a complete list of online classes; and certificate, diploma, and degree programs available at Craven please visit [http://cravenc.edu/distance-learning/programs-available-online/](http://cravenc.edu/distance-learning/programs-available-online/).

8. **I don’t live in North Carolina; will I have to pay out of state tuition for online classes?**
   All CCC tuition requirements apply to distance learning courses. Please visit the college’s website at [http://cravenc.edu/admissions/](http://cravenc.edu/admissions/) for more information.
out-of-state tuition rates are extended to active duty service members wishing to take
distance learning courses.


Enrolling in Online Learning

1. **How do I enroll in an online class or program?**
   Enrolling in a degree program online at Craven Community College is the same as
   enrolling for a seated degree program. Go to [http://cravenc.edu/admissions/](http://cravenc.edu/admissions/) for
details.

2. **Is a placement test required?**
   The placement test is free, and aids in determining the appropriate English, Reading, and
   Math courses for you to take at Craven. Schedule and take the placement testing
   [http://cravenc.edu/admissions/placement-testing/](http://cravenc.edu/admissions/placement-testing/), if needed.

   To schedule your test, please call the Admissions Office in New Bern at 252-638-7200 or Havelock at 252-444-2119, or email testing@cravenc.edu. After
   completing your placement test, return to Student Services to meet with an
   Academic Advisor and review your test scores.

   **NOTE:** Students may be exempt from taking the placement test if they meet certain
   requirements. Ask for more details by calling 252-638-7200 or email
   testing@cravenc.edu.

3. **Will I be required to come to campus?**
   Most online courses at Craven Community College do NOT require attendance on
   campus. Some courses may include a laboratory or proctored exam which will be held on
   campus or other designated location. Review your instructor’s syllabus for specific details
   on any required meeting dates and times.

4. **How much does it cost to take online classes at Craven Community College?**
   Tuition for online classes is the same for seated classes. Please visit the college’s website
   at [http://cravenc.edu/admissions/](http://cravenc.edu/admissions/) for the current tuition pricing. There is also a Distance
   Education Fee of $25 per course for all on-line and hybrid Curriculum courses.

5. **Are online students eligible for financial aid?**
   Yes, online students are eligible for financial aid if applicable. Visit the college’s website at
   [http://cravenc.edu/financialaid/](http://cravenc.edu/financialaid/) for all your financial aid questions. It is recommended to
   set up an appointment with a financial aid advisor for specific questions or concerns.

**Getting Started in Your Online Class**

Revised 7/27/16
1. **Do I have to sign in at a particular time and place?**
   Yes. Log-in to your online course the first day of the semester. Enrollment is established when you submit the syllabus quiz, which must be done within the first ten percent of the class. Look for the deadline date to submit your syllabus quiz at the top of your online course. Failure to submit your syllabus quiz by the deadline will result in you being automatically withdrawn from the class. Once you have established enrollment, you will need to regularly log-in to complete assignments, communicate with your instructor and classmates, and receive feedback and grades for work completed. Follow the syllabus and submit assignments on time to receive credit.

2. **How do I get my books and course materials?**
   All course materials can be purchased in person or online through the College Bookstore at [http://cravencc.edu/bookstore/](http://cravencc.edu/bookstore/). If you need to speak with someone call (252) 638-7259.

3. **How long do I have to finish an online course?**
   Distance learning courses run in a variety of ways—Semester (16 weeks), A-Term (8 weeks), B-Term (8 weeks) or Flex Start (Late Start-12 weeks)—and all coursework must be completed in the designated time frame. Please see your course syllabus for the duration of your course.

4. **Can I work at my own pace in an online course?**
   You can…provided all materials are completed and turned in to your instructor by the assigned due dates.

5. **If I have a question, how do I get in touch with my instructor?**
   Your instructor will identify their contact information at the top of their syllabus. That information will include e-mail, phone number, office hours and location, as well as the best times to reach them. You can reach any full-time instructor as well using the campus directory on the college’s website at [http://cravenc.edu/faculty-and-staff-directory/](http://cravenc.edu/faculty-and-staff-directory/).

6. **How many students will be in the class?**
   Just like a seated class, each distance learning course has a set number of seats available, and varies from class to class. As online classes are growing in popularity, it is recommended that you register for your classes as soon as you are able.

7. **Will we have group projects in an online class?**
   Your instructor will determine the course of study for each class and will identify any
projects in their syllabus. As a rule, online instructors will offer both individual and group projects as graded assignments in order to provide you with the best educational experience possible.

Working in Your Online Class

1. **What is the attendance requirement for an online class?**
   Students log-in to their course and submit the syllabus quiz (prior to enrollment deadline indicated on the home page of the course) to confirm their enrollment, and to be counted on the class roster. Enrollment is established when a student submits the syllabus quiz.

2. **How will I submit assignments and take tests?**
   Submission of assignments and tests will take place in a variety of ways. Typically, assignments can be submitted as an attachment to an email, a posting in a course chat room, a response to a fellow classmates posting, or participation in an online discussion. Refer to your syllabus for full details on submission of assignments and tests.

3. **Will there be a final exam?**
   Please refer to your course syllabus for specific details on assessments.

4. **When an assignment indicates its due date is Sunday, April 15, at midnight, does that mean it is due at 11:59 p.m. on Saturday night or 11:59 p.m. on Sunday night?**
   Good question! Please obtain clarification from your instructor on their interpretation of the due date. Typically, when an assignment indicates its due date is Sunday, April 15, at 12:00 midnight, it is expected the assignment will be received by 11:59 p.m. on Sunday April 15.

General Questions

1. **Who do I contact if I have questions?**
If you have questions that are technical in nature or otherwise, you can contact:

Academic Skills Center (ASC) Help Desk

Toll Free
877-982-2233

New Bern Campus
252-638-7212
252-638-7274

Havelock Campus
252-444-0707
252-444-6117

2. Who monitors online courses?
   Each course has a designated instructor who will proctor the course. You should contact your instructor if you have any questions or concerns about the content of the course. Your instructor's contact information is located on their syllabus.

3. Do students who take online classes get the same information as students who take seated classes?
   Each course has a dedicated instructor who will facilitate the learning experience through a variety of online techniques, making the online class academically equivalent to on-campus classes.

4. What kind of academic support services are available to online students?
   There are many support services and resources for Distance Learning students such as a writing lab within the Academic Skills Center, Curriculum Pathways and SmarThinking. Please visit the college's website for details at [http://cravenc.edu/distance-learning/distance-learning-student-resources/](http://cravenc.edu/distance-learning/distance-learning-student-resources/) for more information.
5. **What kinds of library resources are available to online students?**

The Godwin Memorial Library is located on the second floor of Baker Hall on the New Bern campus and is open to all students. You can also access the library online at [http://cravencc.libguides.com/library](http://cravencc.libguides.com/library). Chat with a Librarian 24/7, and view other library resources available on their website. The library email address is library@cravencc.edu and the phone number is 252-638-7272.