
DISTANCE LEARNING STUDENT HANDBOOK 2020-2021



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Dear Distance Learner,

The Office of Distance Learning commends you for choosing online learning at Craven Community College. We are dedicated to providing high-quality online courses taught by supportive teaching faculty. As a distance learning (DL) student, you will find your online and hybrid 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 navigate Moodle
- where to find your course syllabi
- information about proctored exams
- how to be successful in your courses.

At the beginning of the semester, it is important to orient yourself to important information about the College by reading the [Student Handbook](#), 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 [Craven Community College](#) website by typing “Student Handbook” or “General Catalog” in the upper righthand search box.

If you have any questions regarding technical issues, accessing Moodle, or Moodle passwords, please submit a help desk ticket through the Panther Help portal <https://help.cravencc.edu/> or call (252) 638-7212. Any other questions, contact the Academic Skills Center (ASC) at one of the following numbers:

- New Bern (252)638-7274 or Havelock (252)444-0707

If you have any issue or questions about any information in this handbook, Moodle courses, or distance learning, please contact one of the Distance Learning team members:

- Director of Distance Learning and Professional Development, Dr. Jenifer Marquis (252)638-2039
- Assistant Director of Distance Learning and Professional Development, Kristi Reed (252)638-1388
- Senior Administrative Assistant, Diana Dargon (252)638-7327.

For technical support or assistance during nights and weekends, please contact the [24/7 Help Desk](#) located on the [CravenCC Online](#) webpage.

The Office of Distance Learning Vision and Mission Statements

Vision – We are Craven County’s premier online educational institution.

Mission – Craven Community College’s Office of Distance Learning will provide quality training and support for faculty and will facilitate the creation of high quality online, blended and hybrid courses accessible to all students.

In order to meet the growing needs of on-campus and off-campus online students, the office will:

- Provide innovative and practical pedagogical and technological training for faculty in order to improve the design and delivery of courses.
- Ensure flexible and convenient access to asynchronous, online courses and programs for all students.
- Foster growth by supporting the expansion of our distance learning presence throughout all programs.
- Empower faculty and staff to provide a learning environment that is innovative, accommodating, and supportive of student success.

Introduction to Distance Learning

Distance learning (DL) is a powerful option for students who wish to study and learn in their own time and place. Many students have schedules that do not fit with the traditional on-campus course offerings and DL provides a viable avenue to a quality education. Distance learning is ideal for students who want to get an education, but do not live near one of the Craven Community College campuses. Distance learning at Craven Community College offers quality and convenience for today’s hectic lifestyle without the need to come to campus.

Distance Learning Course Definitions

Online Courses

College curriculum or continuing education course in which 100% of the instruction is delivered via the Internet/online. Courses may have proctored testing, but instruction is delivered completely online.

Hybrid Courses

College curriculum or continuing education course in which >50% but <100% of instruction is delivered when the student and the instructor are separated by distance. Instructional delivery methods may include, but are not limited to: Internet, LMS, licensed instructional video, CD, TV, DVD, instructional software, or other media.

Blended

College curriculum or continuing education course in which $\leq 50\%$ of instruction is delivered when the student and the instructor are separated by distance. Instructional delivery methods may include, but are not limited to: Internet, LMS, licensed instructional video, CD, TV, DVD, instructional software, or other media.

The Successful Distance Learner

Qualities of successful distance learners vary. 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 including:

- checking your Craven email account at least once a day
- time management - don't let assignments go until the last day
- use all available resources
- work in a quiet, uninterrupted area as much as possible
- dedicate at least 3 hours per week for *each* credit hour of your course
- communicate frequently 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 an online environment.

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 organize your time using a calendar. Schedule an appointment time on the calendar to study for an exam, work on assignments, and complete assigned readings. 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 and free from distractions. Select an area that is quiet and has 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. 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, you should schedule a minimum of 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.

It is important not to leave assignments until the last minute. Plan your time to include any potential technical difficulties in software, hardware, or internet connections. Typically, for assignments that are not completed on time, instructors assign a grade of zero or reduce the grade by a percentage. These details will be posted in the course syllabus. Using the course syllabus as a guide and the calendar you developed for self-discipline will help you better manage your time.

Class Communication

Successful distance learners interact frequently with instructors and fellow students during course activities. As an online student, effective communication is key, but can be difficult. Without the face-to-face contact of a traditional classroom, written communication becomes paramount. Since written communication lacks the facial expressions, tone of voice and other non-verbal cues seen or heard during face-to-face communication, the following tips are recommended:

- 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

You need basic computer skills to be a successful online student. Below are lists of necessary skills:

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
- 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)638-7274 or Havelock (252)444-0707).

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 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.

Hardware & Software Platform	Microsoft Windows	Macintosh (Apple)
	Recommended	Recommended
Operating System	Windows 10	MAC OS X 10.6
Processor Speed/Type	2.0 GHz or higher	2.0 GHz of higher
CPU Memory	2 GB or higher	2 GB or higher
Browser	Firefox, Chrome, or Opera (latest version) and the most current version of Java	Firefox, Chrome, or Opera (latest version) and the most current version of Java
Productivity Software	Microsoft Office 365 is available free through student office 365 account	Microsoft Office 365 is available free through student office 365 account

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 Help Desk at New Bern (252-638-7212), Havelock (252-444-0707) or submit a help desk ticket through the Panther Help Portal - <https://help.cravencc.edu/>.

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) Anti -Virus 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 Academic Skills Center. The following are recommended for your computer:

Software	Plug-in
Adobe	Acrobat Reader
Apple	Quicktime
Macromedia	Flash Player
Microsoft	Windows Media Player
RealNetworks	RealOne Player

Sun	Java VM
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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 FERPA training and 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. 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.

Student Information

CravenCC Online

Distance learners can visit [CravenCC Online](#) to access various information and resources that would enhance the distance learning experience. At CravenCC Online, links will be available for Moodle, WebAdvisor, and the 24/7 Support Help Desk. In addition, students can find further information pertaining to student information, student resources, technology requirements, and technical support. To access CravenCC Online, visit the College's [webpage](#), and click on CravenCC Online located in the toolbar on upper page or use the search box in the upper right corner of the screen by typing CravenCC Online.

Student Accounts

Outlook/E-Mail

Craven Community College now provides all registered students with an Outlook account. This Web portal offers students the following benefits:

- Connect with your friends, classmates, and family.
- Personalize your calendar.
- Interact with classmates, friends, and faculty.
- Access e-mail assignments and resources.

The Outlook username (like WebAdvisor) will be created from your first name, middle initial and last 5 numbers from your Panther ID.

- For Example: johnm23456@my.cravencc.edu.

Your password is the same password as Webadvisor.

To learn more about how to access Outlook, see the Craven Community College Web site at: <http://cravencc.edu/pantherid/student-email/>. The Panther Help Portal <https://help.cravencc.edu/> offers personalized assistance for students needing help with their account.

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. Student who opt to redirect their college Outlook 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

WebAdvisor is an interface that allows students to access registration information from CCC's database. It contains up-to-date information on schedules and classes. Students can use WebAdvisor to register for courses on line.

What is my User ID?

<http://cravencc.edu/pantherid/>

The User ID will be first name, middle initial and the last five digits of your Panther ID number.

Example: If your name is John Francis Smith and your Panther ID number is 1234567, your User ID is johnf34567

How do I log in to WebAdvisor?

1. Go to [WebAdvisor](#)
2. Before logging in for the first time, you will set up your password. Follow the directions below or view [Active Directory/WebAdvisor Password Setup/Reset Tutorial with screenshots – PDF](#)
 - Click Reset Password in the lower right corner of the main page
 - Select Reset Your Password
 - Enter your username. If you do not know your username, view **What is my User ID?**
 - Click Next
 - Answer all of the challenge questions
 - Click Next
 - Enter your new password
 - Click Next
 - You have successfully reset your password. If this is first time you have used the reset portal, you will be asked to add additional security questions (optional).
 - Click Finish to proceed
3. Once you've finished setting up your password and security questions, click Login at the top right side of the WebAdvisor main page
4. Enter your User ID and Password
5. Click Submit
6. Click Students

How do I reset my password?

If you need to reset your password, please visit -
<https://reset.cravencc.edu/PasswordReset>

- You will need your Panther ID number or social security number to reset your password
- If you do not know your Panther ID number email Admissions at admissions@cravencc.edu
- In the body of the email, provide your full name, date of birth, address, your last high school of attendance and let them know, if you are in need of your Craven CC Panther ID number in order to reset your password

View [WebAdvisor Frequently Asked Questions](#) for more information about WebAdvisor.

Moodle

Moodle is located at <http://moodle.cravencc.edu> or you may click on the Moodle button on the Craven Community College website. To login for the first time, click on the Login link in the upper right corner.

What is my User ID?

Your first name, middle initial and the last five digits of your Panther ID #.

Example: If your name is John Francis Smith, your user id is johnf34567

What is my password?

Your password is the same one you used to access your WebAdvisor account.

Getting Started with Moodle

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 (252-638-7274), Havelock (252-444-0707), or toll free (877-982-2233) to schedule an appointment to review Moodle.

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:

<http://cravencc.edu/wp-content/uploads/2014/07/Accessing-Office-365-Products.pdf>

DL Student Orientation

First-time distance learning students are required to complete the [DL Student Orientation](#) prior to the start of classes. The orientation will also show up in your class list under 'My courses'. 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 DL Student Orientation.

Course Availability

All distance learning courses become available to students at 12:01 A.M. on the first day of the term. Students who are enrolled in a course will automatically become active and be able to “see” the course at that time.

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 are 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.

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 Outlook 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 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

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 elements of academic endeavors, including the free exchange of ideas and knowledge. Students share in the responsibility to cultivate and maintain an environment where the pursuit of new knowledge is deeply valued in a way that always acknowledges prior original works this knowledge builds upon.

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/wp-content/uploads/admin/procedures/Academic-Honesty.pdf>

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 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

Grading, transcripts, and transfer credit policies, as well as admission and graduation requirements are the same for online and seated courses and programs.

Holidays, Breaks, Weekends, and Inclement Weather

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

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. There are [Testing Centers](#) locations on both the New Bern and Havelock campuses. 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.

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. 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 activities 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.

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 a referral at <http://cravencc.edu/asc/>. The ASC Staff provide FREE services through the:

- Math Lab
- Computer Lab
- Writing Lab
- Smarthinking

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 (252-638-7274), 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 which does not require a visit to campus.

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. Under **How do you want to sign up?**, select Microsoft. Under username, type in the campus username of '**located5questions**'. The Writing Revisor 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 & Reading. The Writing Revisor 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 <http://cravenc.libguides.com/library>. 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.

The password to access NCLIVE is your Panther identification number, or your library card number.

TRiO Student Support Services

Craven Community College's TRiO program is federally funded. TRiO Student Support Services at Craven Community College encourages academic excellence and student success by providing intrusive and proactive academic services designed to empower students to address and overcome access challenges to higher education and gain an understanding of how to be successful in the college environment. The program focuses on meaningful and continual educational planning, goal setting initiatives that position students for transfer/graduation pathways and career success.

- Academic, Career & Personal Advising
- Financial Literacy, FAFSA Assistance & Scholarships
- Tutoring & Supplemental Instruction
- Transfer Assistance & College campus visits
- Admission & Financial Aid planning for transferring from Craven to a 4-year institution
- All services are provided at no cost to TRiO students

Eligibility for Trio Student Support Services is determined by federal regulations. Students must be:

- Highly motivated to graduate from Craven and/or transfer to a 4-year institution
- Committed to their academic success
- Enrolled as a student in a program of study at Craven Community College
- First generation college student – **OR** – Meet federal income guidelines – **OR** - Have a documented disability

For more information visit TRiO Student Support Services Website:

<http://cravencc.edu/about/trio-student-support-services/>

Academic Skills Center

The ASC offers peer tutoring, online tutoring, embedded tutoring, and a variety of helpful workshops.

Scheduling an Appointment: Face-to-Face or Online

The ASC offers free assistance by appointment and on a walk-in basis. Please note that walk-ins are subject to tutor availability. Tutoring is available face-to-face on the New Bern and Havelock Campus, and online with a campus Tutor. Students may choose to tutor through either Havelock Bookings site/portal or New Bern Bookings site/portal, regardless of which courses they are taking.

Schedule an Appointment with the New Bern Academic Support Center -

<http://cravencc.edu/students/academic-support/asc-appointments/>

Schedule an Appointment with the Havelock Academic Support Center –

<http://cravencc.edu/students/academic-support/asc-appointments-havelock/>

For additional information, contact New Bern Campus (252-638-1236).

Career/Transfer Center

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 advise@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.

Our academic advisors are here to assist in schedule planning and course management in order to facilitate your academic success, and allow you to meet your educational goals at your own pace. During our office hours, our staff will see students on a walk-in basis, however, if you prefer to schedule an appointment with a specific advisor please email them directly - <https://cravencc.edu/admissions/advising/#contact>

To make an appointment with Military Affairs view the Active Duty, Active Duty Dependent, Veteran and Veteran Dependent Advising Scheduler.

Financial Aid

The purpose of all financial aid awarded at Craven Community College is to provide monetary assistance to students who, without the receipt of aid, would be unable to begin or continue their studies at this institution.

Our school FAFSA code is 008086

2020 – 2021 FAFSA Opened October 1, 2019. The 2020 – 2021 FAFSA uses 2018 taxes.

Complete the Free Application for Federal Student Aid (FAFSA). You may apply online at www.fafsa.ed.gov. This must be completed in order to receive any Federal and State aid, and some scholarships. You will need a **FSA ID and password** to sign your FAFSA online. If you have to include your parent's information on the FAFSA, your parents will need a FSA ID and password. **Craven's priority deadline is June 1 of each year** to ensure aid is available for Fall semester.

Once Craven receives your processed FAFSA, we will send an email to your student email account letting you know if any additional information is needed to complete your financial aid file. You will need to **schedule an appointment**:

<https://cravencc.edu/financialaid/appointments/>

<https://cravencc.edu/veterans-advising/>

- Submit any required documents to the Financial Aid Office during your appointment. Please respond promptly to requests for information.
- Ensure all documents have been received by admissions. Admissions will need to be completed in order to receive Federal or State aid.
- You will receive notification from Financial Aid on your next step.
- You may review your financial aid information on WebAdvisor (your student web account for registering, checking grades and viewing financial aid information). For general questions about Financial Aid, please visit Craven CC Financial Aid TV.
- You may review your financial aid information on WebAdvisor.
- Additional financial aid information is available on Craven's website. Go to www.cravencc.edu and click on Apply for Financial Aid and Scholarships.

Veterans Affairs

Our VA offices will see students on a first-come, first-serve basis. You can also make an appointment by following the link below.

<https://cravencc.edu/veterans-advising/>

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 and Web Accessibility

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, Jennifer Bumgarner at bumgarnerj@cravencc.edu. More information about Disability Accommodations can be found online at <http://cravencc.edu/accessibility-services/>.

Craven Community College is also dedicated to providing fully accessible web content to all students. If you find web or digital content on our website or in your Moodle course that is not accessible, contact your instructor or Dr. Jenifer Marquis at marquisj@cravencc.edu.

Student Grievance Procedures

Students who wish to file a grievance for a variety of reasons can find procedures in the CravenCC Student Handbook - <https://cravencc.edu/wp-content/uploads/admin/studentHandbook.pdf> or on the [CravenCC Online](#) website under the Student Resources heading.

Contact Information for Distance Learning

The Office of Distance Learning is located on the Craven Community College's New Bern Campus, Business and Information Technology (BIT) Building, Suite 101.

Dr. Jenifer Marquis
Director of Distance Learning and Professional Development
E-mail: marquisj@cravencc.edu
Phone: 252-638-2039

Kristi Reed
Assistant Director of Distance Learning and Professional Development
E-mail: kristia00760@cravencc.edu
Phone: 252-638-1388

Diana Dargon
Senior Administrative Assistant – Distance Learning
E-mail: dargond@cravencc.edu
Phone: 252-638-7327

Frequently Asked Questions

About Online Learning

1. How do I know an online course is right for me?

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 commitment.

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://cravencc.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://cravencc.edu/distance-learning/online-programs/>

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 the [CravenCC Online website](#).

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://cravencc.edu/admissions/> for more information. Special 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://cravencc.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://cravencc.edu/admissions/placement-testing/> if needed.

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://cravencc.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://cravencc.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

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/> 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://cravencc.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 class mates 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?

<http://cravenc.edu/distance-learning/>
24/7 Help Desk, Toll-free Number: 1-866-834-1339

2. Who monitors online courses?

Each course has a designated instructor who will teach 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.

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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.

5. 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 Smart Thinking. Please visit the college's website for details at <http://cravenc.edu/distance-learning/distance-learning-student-resources/> for more information.