





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 right hand search box.

If you have any questions regarding technical issues, accessing Moodle, or Moodle passwords, please contact the Academic Skills Center (ASC) at one of the following numbers: New Bern (252-638-7212 or 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, Dr. Jenifer Marquis (252-638-2039), Senior Administrative Assistant, Diana Dargon (252-638-7327) or Instructional Designer, Suzanne Turcotte (252-638-2890). For technical support or assistance during nights and weekends, please contact the [24/7 Help Desk](#) located on the [CravenCC Online](#) webpage.

Wishing you all the best this semester!

The Distance Learning Team













Adobe	Reader (a.k.a. Acrobat Reader)
Apple	Quicktime
Macromedia	Flash Player
Microsoft	Windows Media Player
RealNetworks	RealOne Player
Sun	Java VM

## 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. 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.

## Student Information

---

### Student Accounts

#### 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 Gmail, 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 search “CravenCC Online” in the search box located towards the upper right corner of the screen.

## Gmail

All students are issued a school Gmail account which serves as their official email for all distance learning courses. You may log-in to your account by clicking on Gmail at the top of the Craven Community College website or by logging in through the Google website.

Your **username** is the same as in WebAdvisor plus “@student.cravencc.edu”.

Your **initial password** will be your birth date: MMDDYYYY.

1. Go to [Gmail login](http://gmail.student.cravencc.edu/) at <http://gmail.student.cravencc.edu/>
2. Enter your username and @student.cravencc.edu  
*example: john.smith@student.cravencc.edu or johnf34567@student.cravencc.edu  
(depending on when you submitted your application)*
3. Enter your initial Password
4. On initial login you will be prompted to change your password.  
When changing your password, it can be any combination of letters and numbers, but it must be at least **(8)** characters in length.
5. You will also be prompted to set up your Password Recovery. [View directions on how to set up Password Recovery](#)

*NOTE: If you do not see the user name and password box click on the add account button and follow steps 2 and 3.*

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

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, drop courses, browse courses for upcoming terms, submit financial aid, pay for courses, and view their grades, transcript, and class schedule.

When students enroll at Craven Community College, a WebAdvisor account is created for them. After approximately 48 post enrollment, students should be able to access their WebAdvisor account.

## What is my User ID?

*Beginning May 1, 2018*

The User ID for applications submitted May 1, 2018 and after will be first name, middle initial and the last five digits of your ID number. You can also find your User ID in WebAdvisor by

Clicking on Current Students on the WebAdvisor screen, Go to Account Information and click on What is my User ID? to find it.

**Example: If your name is John Francis Smith and your 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. [Password Requirements](#)
  - Click Next.
  - You have successfully reset your password. If this is the 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?

Click the “Reset My Password” link at the bottom right corner of the main page of WebAdvisor.

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

Moodle

The Moodle server is located at <http://moodle.cravenc.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 Moodle Username is based on when you submitted your application.

**Beginning May 1, 2018** The User ID for applications submitted May 1, 2018 and after will be first name, middle initial and the last five digits of your ID number. **Example: If your name is John Francis Smith, your user id is johnf34567**

**Prior to May 1, 2018** Your User ID is usually your first name, a period, then your last name. However, if there is more than one person in the system with your name, there may be numbers attached to the end of your name as an identifier. **Example: If your name is John Francis Smith, your user id is john.smith**

**What is my password?** 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.

**Once logged in, Click My Courses in green bar at top to see your courses for the current term.**

### 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 (252-638-7212 or 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>

### 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.

### 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.

### 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 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 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/wp-content/uploads/2014/03/AA-Academic-Honesty-Procedure-12-01.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

The grading and transfer credit policies for online courses are no different than those required for traditional courses. 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.reggroup.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. Acceptable proctors (who must be approved by the college) include:

- School principal or administrator

- School counselor or 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.

## 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 Smart Thinking which does not require a visit to campus.



## Smart Thinking

Smart Thinking 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/](http://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 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. 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 student identification number, or your library card number.

## 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://cravenc.edu/asc/>. The ASC Staff provide FREE services through the:

- Math Lab
- Computer Lab
- Writing Lab
- Smart Thinking

## 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 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

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](mailto: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](http://www.fafsa.ed.gov).
2. Confirm all documents have been received by Admissions.
3. Submit required documents to the Financial Aid Office.
4. Receive notification from Financial Aid on your next step.

Additional financial aid information is available on Craven's website. Go to [www.cravencc.edu](http://www.cravencc.edu) and click on Apply for Financial Aid and Scholarships.

You may review your financial aid information on WebAdvisor.

## 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 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](mailto: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](mailto: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 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.

Director of Distance Learning and Professional Development

Dr. Jenifer Marquis

E-mail: [marquisj@cravencc.edu](mailto:marquisj@cravencc.edu)

Phone: 252-638-2039

Enrollment Specialist-Distance Learning

Diana Dargon

E-mail: [dargond@cravencc.edu](mailto:dargond@cravencc.edu)

Phone: 252-638-7327

Instructional Designer-Distance Learning

Suzanne Turcotte

E-mail: [turcottes@cravenncc.edu](mailto:turcottes@cravenncc.edu)

Phone: 252-638-1388

Administrative Assistant

Kayla Hall

E-mail: [hallk@cravencc.edu](mailto:hallk@cravencc.edu)

Phone: 252-638-2890

## 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://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](#), or see the [Craven Online Degree programs](#) 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.

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@cravencc.edu](mailto:testing@cravencc.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@cravencc.edu](mailto:testing@cravencc.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://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 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

### **24/7 Help Desk**

Toll-free Number: 1-866-834-1339

Website: <https://help.edusupportcenter.com/shplite/cravencc/home>

### **Office of Distance Learning**

Director of Distance Learning

252-638-2039

Enrollment Specialist

252-638-7327

Administrative Assistant

252-638-2039

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.

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 Smart Thinking. Please visit the college's website for details at <http://cravencc.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> . Chat with a Librarian 24/7, and view other library resources available on their website. The library email address is [library@cravencc.edu](mailto:library@cravencc.edu) and the phone number is 252-638-7272.