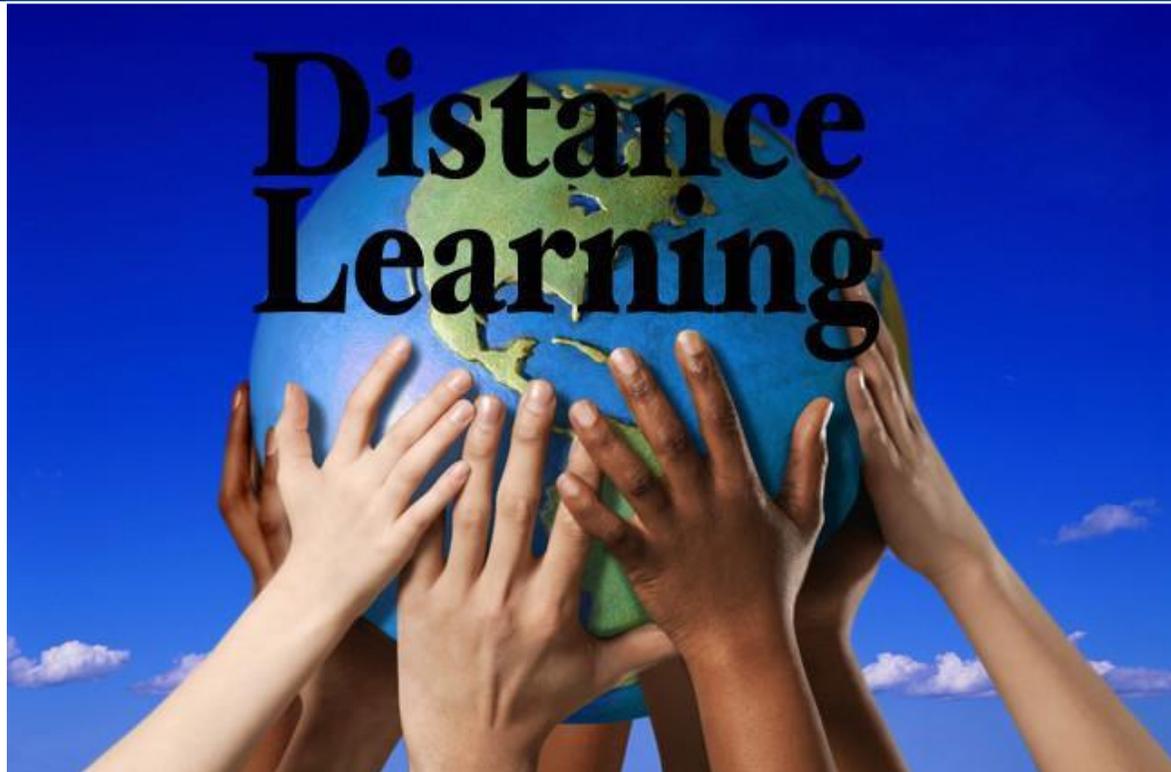


2017-2018

**DISTANCE LEARNING STUDENT HANDBOOK**



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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 learner, you will find your DL classes academically equivalent to the on campus courses.

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

- how to be a successful DL student
- how to manage your class in Moodle
- where to find your course syllabus
- information about proctored exams
- how to be successful in your 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, Moodle passwords, or where to take proctored exams, please contact the Academic Skills Center (ASC) at one of the following numbers: New Bern (252-638-7212 or 252-638-7274), Havelock (252-444-0707) or toll free (877-982-2233). 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), Enrollment Specialist, Diana Dargon (252-638-7327) or Administrative Assistant, Kayla Hall (252-638-2890). For technical support or assistance during nights and weekends, please contact the [24/7 Help Desk](#) that can be located on the [CravenCC Online](#) webpage.

Wishing you all the best this semester!  
The Office of Distance Learning Team

## **The Office of Distance Learning Mission Statement**

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

## **Introduction to Distance Learning**

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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**

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### **Online Courses**

Online courses are distributed 100% through the Internet and the Moodle Learning Management System (LMS). Distance education students are able to participate academically from geographically remote locations without the need to come to campus. The tuition for these courses includes a DL fee.

### **Hybrid Courses**

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

## **The Successful Distance Learner**

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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 Gmail 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 a DL environment.

## Learning Style

The way you prefer to learn new information is called your learning style. Assessing your skills and preferences will help you select the type of learning strategies that are most likely to keep you interested and enable you to reach your learning goals. If you don't already know your individual learning style, it is advised that you take a short self-assessment online.

We recommend the [VARK Questionnaire](#), which is free and provides you with a detailed explanation of your learning style.

## Self-Discipline and Motivation

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

One way to promote self-discipline is to 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 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

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## 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 (252-638-7212 or 252-638-7274), Havelock (252-444-0707), or toll free (877-982-2233).

## Computer Access

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

## Computer Recommendations

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

Hardware/Software/Platform	Microsoft Windows	Macintosh (Apple)
	<b>Recommended</b>	<b>Recommended</b>
<b>Operating System</b>	Windows 7	MAC OS X 10.6
<b>Processor Speed/Type</b>	2.0 GHz or higher	2.0 GHz or higher
<b>CPU Memory</b>	2 GB or higher	2 GB or higher
<b>Browser</b>	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
<b>Productivity Software</b>	Microsoft Office and/or Office 365	Office Suite for Mac

## Security

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

## Virus Scanners

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

## Browser Plug-Ins

For some courses, you may be required to have one or more of these plug-in application programs. These plug-ins are FREE downloads from the vendors and can be found on the internet. If you have any questions or concerns about any of the plug-ins and are unable to

download the plug-ins, contact the ASC Help Desk. The following are recommended for your computer:

Vendor	Plug-in Name
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

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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

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### 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, WebAdviosr, 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 Gmail user name is your [firstname.lastname@student.cravenc.edu](#). Your initial password is your birthday using an 8-digit format. For example, if your name is John Doe and your birthday is January 1, 1991; your user name would be [john.doe@student.cravenc.edu](#) and your initial password would be 01011991. Your email address and user name are one in the same. When changing your password, it can be any combination of letters and numbers, but it must be at least (8) characters in length.

\*Some students may have numbers after their name in their Gmail if there is a duplicate student with the same first and last name. In this case, your Moodle username and your Craven CC email address will both include the same series of numbers (e.g. john.doe762@student.cravenc.edu). 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.

Use the following information to successfully login to WebAdvisor.

- To access, navigate to Craven Community College's [home page](#) and click on "[WebAdvisor](#)" located on the top banner of the screen.

- To login into WebAdvisor, select the “Log In” option at the top right of the WebAdvisor home screen.
- Once selected, the student will be prompted to enter their User ID and Password.
  - The User ID should be the firstname.lastname – the same format used to log into the other college issued accounts. Some students may have numbers at the end of their User ID, ie.firstname.lastname##.

If a student does not know their User ID, they can use the [What's My User ID?](#) link in the bottom right corner of the screen to find out. Students will need their last name, and either their social security number or student ID to successfully submit this request.

- After entering the User ID, students need to enter their password.
  - The initial password format is the first 2 letters of last name - first letter capitalized, followed by birthdate in MMDDYY format. For example: If your last name is Smith and you were born on August 17, 1982, then your password would be Sm081782.

Once you have successfully logged into WebAdvisor, it would be beneficial to “Enroll” into the system. This can be completed by clicking “Reset Password” at the bottom right of the WebAdvisor Main Menu. Enrolling into the WebAdvisor system allows you to set up security questions in case you need a password reset.

## 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 log in, click on the login link in the upper right corner. Your Moodle username is firstname.lastname (john.doe).

\*\*Some students may have numbers in their username if there is a duplicate student with the same first and last name. In this case, your Moodle username and your Craven Community College email address will both include the same series of numbers.\*\*

Your password is your birthday in an 8-digit format. For example, January 1, 1991 would be 01011991. If you are not able to login, the Academic Skills Center can provide your login credentials, and reset your password. The [24/7 Help Desk](#) can also reset passwords and assist with Moodle technical issues. The link for the [24/7 Help Desk](#) can be located on the [CravenCC Online](#) webpage.

## 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.

You can also find a Student Help Files block on the home page of Moodle at <http://moodle.cravenc.edu>

### 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://cravenc.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 is located on the front page of Moodle under the Student Help Files Block and it 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/about/procedures/aa-academic-honesty-procedure-12-01/>

## 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. 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**

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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://cravenc.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 Reviser link can be found by going to the blue toolbar located at the top of page, then click on Browse Resources, then click on English Language Arts. The Writing Reviser is located at the top of the page, in the middle.

## Library

The Godwin Memorial Library located on the New Bern Campus, is available to online students at <http://cravencclibguides.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://cravencclibguides.com/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

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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@cravencc.edu](mailto:turcottes@cravencc.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

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### About Online Learning

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

So you've been thinking of taking an online course, but aren't sure if it's right for you. Here are a few questions to ask yourself:

- **Do I have access to a reliable computer with internet access?** This is the most important question. You must be able to regularly log-in to your course, check due dates for assignments, submit work, and communicate with your instructor and fellow classmates.
- **Am I comfortable on the internet and confident in my computer skills?** You don't have to be a "computer whiz" to be successful in an online course, but you will need to be familiar with word processing, accessing online resources,

generating and sending documents electronically, file management navigating through a website, and using information and media literacy to critically assess validity of web-based content.

- **Do I have the time to commit to an online course?** Flexibility is one of the most attractive aspects of online learning. Although the time of day may not be important as to when you work on your studies; how much time you spend on your studies is. Plan on spending 3 hours of study time for each credit hour your course is worth (Ex: A 3 semester hour course would require 9 hours per week of study and preparation time).
- **Am I a good manager of my time?** Flexibility = freedom which can lead to procrastination. Just like a seated class, staying on top of your studies and not allowing yourself to fall behind is essential to student success.
- **Am I self-motivated?** With online learning, the instructor is only there to guide you in your studies. There are no lectures to tell you what to do. Therefore, much of what is learned in an online course is on your own.

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

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

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

- **Completing assignments on time** – Assignments have specific due dates in online learning. Failure to turn in assignments on time will result in poor or failing grades.
- **Balancing personal obligations** – Many online learners have family and work responsibilities. Making sure one schedules enough time for coursework is crucial.
- **Participation** – Be sure to post, and comment on classmate's posting, as this is an essential part of online learning.
- **Proofread** – Since nearly all assignments will be typed, be sure to proofread carefully to ensure you are sending your best work to the instructor.
- **Print and follow the syllabus** – Following the syllabus will help you manage your time, assignment due dates, and personal commitments.

## 3. **Can I take an online course without enrolling in a degree program?**

Absolutely! However, if you wish to earn a degree or receive a certificate, you must enroll in that program. Speak to an admissions representative at 252-638-7200 (New Bern) or 252-444-2119 (Havelock) for more information, or visit admissions at <http://cravenc.edu/admissions/>

## 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/programs-available-completely-online/>

**6. Are online degrees accredited?**

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

**7. Which classes and degree programs are available online at Craven Community College?**

For a complete list of online classes; and certificate, diploma, and degree programs available at Craven please visit 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://cravenc.edu/faculty-and-staff-directory/>

**6. How many students will be in the class?**

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

**7. Will we have group projects in an online class?**

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

### **Working in Your Online Class**

**1. What is the attendance requirement for an online class?**

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

**2. How will I submit assignments and take tests?**

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

**3. Will there be a final exam?**

Please refer to your course syllabus for specific details on assessments.

**4. When an assignment indicates its due date is Sunday, April 15, at midnight, does that mean it is due at 11:59 p.m. on Saturday night or 11:59 p.m. on Sunday night?**

Good question! Please obtain clarification from your instructor on their interpretation of the due date. Typically, when an assignment indicates its due date is Sunday, April

15, at 12:00 midnight, it is expected the assignment will be received by 11:59 p.m. on Sunday, April 15.

## **General Questions**

### **1. Who do I contact if I have questions?**

If you have questions that are technical in nature or otherwise, you can contact:

#### **Academic Skills Center (ASC) Help Desk**

##### **Toll Free**

877-982-2233

##### **New Bern Campus**

252-638-7212

252-638-7274

##### **Havelock Campus**

252-444-0707

252-444-6117

### **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://cravenc.edu/distance-learning/distance-learning-student-resources/> for more information.

5. **What kinds of library resources are available to online students?**

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