

Student Guide to Distance Education – 2018/2019

BASIC INFORMATION: IS ONLINE LEARNING FOR YOU?

Learning online may be a new experience for you, but it is a method that is on the increase as more schools, colleges, and organizations use the internet for education and the transmission of information. This exciting environment for the delivery of course material is not for everyone. Some students are more successful than others. Certain attitudes, study work habits, and skills are needed along with the flexibility to learn in a new environment. **Distance Education readiness quiz helps determine if Distance Education is for you.**

IMPORTANT CONSIDERATIONS

- Do you feel comfortable with technology? Distance Education students must be able to use email, save and attach files, cut and paste from one document to another, and download software.
- Are you a mature learner? You will need to take responsibility for your own learning. This includes being able to plan your time and follow deadlines. It is your responsibility to carefully read all of the course instructions and materials in order to complete assignments as presented by your instructor.
- Can you devote the time needed? In many cases, an online course requires more time and commitment than a face to face course. You will need to devote at least 10 hours per week for a three credit course. Students should be logging into their course at least three times per week to be aware of any new assignments or instructions.
- Are you comfortable seeking assistance? Students may need to seek help from their instructor, the Distance Education office, or online support. All of these are available to every Distance Education student.

REGISTERING FOR AN ONLINE COURSE

- Read the technical requirements on the Distance Education website.
- View the general information section of the website for further information.
- Get admitted to the college by following instructions on admissions tab at www.ccm.edu
- See your CCM advisor for help with planning your classes or contact advisement services at 973-328-5168.
- Find the list of online and hybrid courses by clicking on the semester link on the website.

- Check Web Advisor/Titans Direct and/or the course information listings to see if you need to complete prerequisites for the class you want to take and seat availability or have on campus requirements.
- Register for the class through the CCM registration process. Registration assistance is available at 973-328-5200.
- Be sure to pay your bill on time or you will be dropped.
- Purchase your books at the Campus Store either online or in the student center. Be sure to buy the book(s) designated for online courses.

DISTANCE EDUCATION COURSE TYPES

- There are several different types of Distance Education Courses available for college credit at CCM. Read each definition to make sure that you understand the difference and are choosing the best possible class for you.
- **ONLINE COURSES (O)** take place via the internet using a software tool called Blackboard. Blackboard provides a way for faculty to provide course content to students. Only those students enrolled in the class are given access (**on the first day of the term, only current term course(s) will appear**). Students use their home computers to obtain and complete assignments, view lecture materials, and participate in discussions with the instructor and fellow students. Online courses are not self-study. They are structured with strict deadlines for assignments, projects, and tests.
- **ONLINE WITH SOME CAMPUS ACTIVITY (ONLC) (beginning Spring 2019)** - An almost fully online course (less than 25% on campus), in which you are required to come onto the CCM campus for particular activity/activities. Dates and times are scheduled in advance, and provided in the course description and in WebAdvisor/Titan Direct.
- **HYBRID COURSES (H)** offers a good alternative for students who find it difficult to come to campus several times a week but may benefit in a classroom environment combined with online learning. Students complete a portion of their course work online, while spending another portion of time in the classroom. Specific meeting times are listed in WebAdvisor/Titan Direct. **Students should log on to Blackboard the first day of the term (for the online portion and not wait until the first meeting time).**
- **VIRTUAL CAMPUS (VIR) (beginning Spring 2019)** - Courses, certificates, or programs are designed to provide you quality distance education consistent with the Virtual Campus' mission.

- **CCM VIRTUAL CAMPUS - COMING SPRING 2019**...an all encompassing college experience without the need to access a physical campus, with a commitment to foster a “learning without borders” environment that provides opportunities for our students and faculty's to engage in
- Learning about the global Community.
- Connect your learning with real-world applications.
- Gain **Mastery** of the principles and skills needed for the workforce.

FINDING INFORMATION ABOUT YOUR ONLINE CLASS

- Information on technical requirements, course information, special announcements, tutorials and more can be found on the Distance Education website at www.ccm.edu/vclassrooms.
- Just prior to the beginning of the semester, you should receive an email from the Distance Education office **in your CCM email box (all registered students have a CCM email account)** with all of the information you will need to begin.

STUDENTS NEED TO:

- Read the letter sent to your CCM email account by the Distance Education office. The letter contains the formula for your username and password on how to login for the first time. If you do not receive your letter prior to the first day of class, please call 973-328-5184 for assistance. The general letter is also available on the website.
- Look at the Distance Education website and read through course information for special instructions which may include course specific orientations.
- Read the computer requirements on the website.
- Check the Distance Education website for any special announcements. Throughout the semester the “important information” section will contain up-to-date information on system issues, specific course problems, and updates.

SPECIAL NOTES

- **ONLINE COURSES:** Some faculty require students to come to campus for course specific orientation and/or testing.
- **HYBRID COURSES:** Be sure to check for on campus meeting dates via web advisor/Titan Direct. **The online portion begins the first day of the term, not the first meeting date on campus.**
- **ITV COURSES:** Be sure to check your class schedule for day, time and room number. Please note that the semester calendar may vary from the CCM academic calendar.
- **Web Advisor/Titan Direct is where you will find the most current information re: seat availability in your course and on-campus requirements.**

ORIENTATION FOR ONLINE COURSES

- Getting started information for all Distance Education courses can be found at www.ccm.edu/vclassrooms. Please note that some instructors have their own orientation with required attendance. If you cannot attend the orientation session that is required for your course, contact your instructor. In addition you can [view helpful video tutorials](#).

COMPUTER REQUIREMENTS

- To participate in a Distance Education class at County College of Morris, students are expected to be familiar with their own computer and the internet. Students are responsible for purchasing and loading their own hardware and software. It is recommended that students not install new system upgrades during the semester. Changes to your computer configuration can affect your ability to accomplish course work. Contact your instructor immediately if your computer is down during your course. It is your responsibility to find an alternate way to submit your work. Computers are available in the Learning Resource Center or Sheffield Hall 200 at CCM during working hours. Students should write down the email address and telephone number of their professor and keep it in a safe place. Remember, you will not be able to access this information from your online class if your computer is down.

NECESSARY HARDWARE & SOFTWARE

- A PC running at 3.0 GHz CPU or greater with minimum of 4GB RAM or better with Windows 7 or higher OR on Apple Macintosh system 10.10 or higher.
- We recommend a high speed cable broadband/high speed internet service for viewing of audio and video clips, participating in chat sessions, and downloading/uploading assignments.
- An internet browser such as Firefox, Google Chrome, Microsoft Edge (Google Chrome versions 42+ and Microsoft Edge do not support NPAPI-type plug-ins, including Java plug-ins and many media browser plug-ins. Blackboard doesn't support these browsers for use with the Virtual Classroom and Lightweight Chat tools, the multiple-file upload interface, or embedded media that require NPAPI plug-ins for viewing.) & Safari. **Firefox is the preferred browser** [Download Firefox](#) . For Apple Macintosh Firefox or Google Chrome is recommended. Many of the Distance Education courses use video, audio, and multimedia presentations. You will not be able to view these materials if you are using an old browser. Supported browsers can be downloaded for free from the Distance Education website on the technical requirements page. To determine your browser capability complete the [browser checker](#).
- Word processing software, preferably Microsoft Word. **Please note that Microsoft Works is not supported for online course work. Please note several courses are now using MS Office 2016.**
- A sound card and speakers for audio files.

PREPARING YOUR COMPUTER

WEB BROWSERS

Access to your course is achieved through the use of a web browser. The most widely accepted and used browser program is Firefox and Google Chrome or Safari for Apple Macintosh. These are supported browsers by Blackboard. Browser software comes loaded on most computers. **Internet Explorer and Microsoft Edge has many known issues and is not fully supported.** To determine your browser capability complete the [browser checker](#).

Web browsers can be downloaded for free from the technical requirements page on the Distance Education website. Updates are available for free online.

COMPUTER OPERATING SYSTEM

Microsoft Windows 7, Windows 8, Windows 10 and Apple Macintosh (10.8 or higher) are supported operating systems for online courses. Students should be sure to update their browsers before classes begins. Once your course has started you should avoid installing or updating software.

ACCESSING YOUR ONLINE COURSE

IN THE WORK PLACE

Some employers may have a firewall in place that blocks you from accessing your course online while in the workplace. You may want to speak with your employer for permission to access your class on your work computer. Your network technician should be able to configure access for you

TABLETS/MOBILE DEVICES

Do not ONLY rely on a tablet or a smartphone to use Blackboard. **Bb Student** is available now in iOS, Android and the Windows app stores for free. Please note the app may not mirror the full-version of Blackboard that you access via the Internet. View more information [here](#).

POP-UP BLOCKERS

Your online course contains features such as email, discussions, and quizzes that require secondary window “pop ups” for access. If you are having problems with these extra windows, it may be due to a program that you have installed on your computer which blocks pop-up windows. To disable pop-up blockers, search your computer for any software with “pop-up” in the name. Pop-up blocking functions are also included as part of many other software packages such as anti-virus software (Norton for example), internet security, toolbars (Yahoo and Google for example), personal firewalls, and browser programs.

JAVA SCRIPTING

Java is a technology that allows your computer to run small “programs” that reside inside of web pages. They are commonly used for pop-up windows and features that allow users to interact with the software. This technology is used in your online course for tests, quizzes, email, and discussions.

Usually, upgrading to a supported operating system and browser version will take care of this automatically. [Download Java](#) for free here.

PLUG-INS FOR YOUR COMPUTER

Plug-ins are software programs that extend the capabilities of your internet browser and allow you to access and view many of the materials and multimedia presentations in your online course. Each of these programs can be downloaded directly to your personal computer for free from the technical requirements page on the Distance Education website or the links provided.

REQUIRED PLUG-INS

- [JAVA](#) allows you to run small “programs” that reside inside of web pages. They are commonly used for pop-up windows and features that allow users to interact with the software.
- [ADOBE ACROBAT READER](#) is used to view documents that were saved in the PDF file format by the author or course instructor. This format is used frequently to present articles and documents in their original format and is common on the Internet.
- [ADOBE FLASH PLAYER](#) is used by web developers to add animations, sound and interactivity to web pages. Not all online classes have Flash components but many of the Distance Education classes that use materials supplemented by a book publisher do. The Flash plug-in is probably already on your computer. All of the newest versions of browsers have the Flash plug-in included.
- [WINDOWS MEDIA PLAYER](#) is used to store and view digital media. It is for use only with Microsoft Windows applications.
- [QUICKTIME](#) is also used to store and view digital media. Both Macintosh and Windows versions are available.
- [REAL PLAYER](#) is another program that allows you to listen to audio or view video files on your computer. “Streaming” files can be viewed without waiting for the entire video or audio to load on your computer, reducing the time you wait for files to load. If the streamed file was saved in Real Player format, you must have the Real Player plug in to view it. A number of Distance Education courses use Real Player clips.

OPTIONAL PLUG-INS

- [MICROSOFT WORD VIEWER](#) is used for opening documents created in Microsoft Word for students who do not have Microsoft Word on their computer. It is not for creating documents.

[POWERPOINT ONLINE](#) is a free alternative that provide some of the same benefits of PowerPoint Viewer and can display some newer features. If you have a Microsoft account (hotmail.com, outlook.com, live.com, msn.com) or an Office 365 work or school account, you can view and edit a presentation for free in a web browser by saving the file to OneDrive or Dropbox and using

[PowerPoint Online](#) to open it. This allows you to open Microsoft PowerPoint presentations when you do not have PowerPoint on your computer. It is not for creating presentations.

BLACKBOARD BASICS and LOGIN

Blackboard is the course management system that CCM uses for all Distance Education courses

Students should begin by logging on to Blackboard through the Distance Education website at www/ccm.edu/vclassrooms. Each student is assigned a unique username & password. Simply click the [LOGIN](#) icon. You will be directed to a page requiring your login information (see below). You will be asked to enter a username and password as explained below.

REMEMBER: YOU CANNOT LOGIN TO YOUR CLASS BEFORE THE OFFICIAL START DATE

USERNAME

Enter your username using this format: **lastname.firstname** (do not use spaces, apostrophes, hyphens or capitals) – Your username is the same as Web Advisor.

NOTE: Usernames cannot be longer than 17 characters. If your name is longer, simply use your last name (up to 11 characters) plus the period, and then as much of your first name as will fit to a total of 17 characters.

PASSWORD: For all students your password is **ccm plus your student ID number**. If you change it through the [Student Password Maintenance Site](#) that becomes your password for all CCM systems. Remember to keep your password confidential.

ACCESSING YOUR COURSE

Once you have logged in, a list of the class(es) you are enrolled in for the current term should appear. Simply click on the class that you would like to access. Once you are in your course click around through the links and familiarize yourself with where things are.

NAVIGATING YOUR COURSE

Once you have opened your course, you will most likely see icons on the left side of the page and a course menu on the left side. Click on the icons and links to maneuver through the course information. Here are a few things to keep in mind:

- Be sure to read “my announcements” or “what’s new.”
- The Course Calendar will let you access your calendar quickly and see a compiled version of the calendar for all of your online courses.
- Campus Announcements is an area where you can view important messages from the CCM Solution Center.

PUBLISHER ACCESS CODES

- A Student Access Code allows you to access course content, called an e-Pack, selected by your instructor. An access code may be needed to view publisher content. Payment is required to view the content. An access code is bundled with your book upon purchase from the campus book store. Not every course will require an access code. Be sure when you purchase your books that you buy the book that is specifically published for the online section of the course. A temporary access code may be requested, but is only good for 15 days and cannot be renewed.
- An additional step may require you to enter a “course code”. This information will be provided by your instructor, usually in their welcome page or course introduction. Additional help can be found on the Distance Education webpage

HELP

Help is available for all online students. Do not wait if you are having a problem, resolve it right away!

- The Distance Education Office is available at 973-328-5184 to assist students with technical issues or check the website at www.ccm.edu/vclassrooms.
- If you have forgotten your password, you can have it reset by contacting the CCM Solution Center at 973-328-5600.
- **Blackboard Student Help is available through the link on the [Distance Education website \(Learning Tutorials\)](#) or by viewing [Blackboard Help](#).**
- Your instructor is your resource for help with course content issues. He or she is the only person who can help you with questions about the course materials or assignments within your course.

TESTING INFORMATION

- If your instructor requires that you take a test on campus, you must schedule your appointment in advance at www.ccm.edu via the “testing center” quick link and online registration system. Questions? Call them at 973-328-5362 with any questions. Be sure to bring a photo ID plus your user name and password on the day of your test. **View [testing tips](#).**

BLACKBOARD TOOLS

- Blackboard uses a series of tools that are necessary for emailing, submitting assignments, and taking tests within your course. [Blackboard Help](#) is available for assistance. Just type a description of what you need help with in the search tool and follow the instructions. **You may also view [short videos for common tools](#).**

IMPORTANT PHONE NUMBERS

- DISTANCE EDUCATION SERVICES (973) 328-5184
- VIRTUAL CAMPUS COORDINATOR (973) 328-5184
- CCM SOLUTION CENTER (973) 328-5600
- TESTING CENTER (973) 328-5362
- CCM MAIN NUMBER/ SWITCHBOARD (973) 328-5000
- CCM RECORDS & REGISTRATION OFFICE (973) 328-5200
- CCM ADMISSIONS OFFICE (973) 328-5101
- CCM ADVISEMENT & ENROLLMENT SERVICES (973) 328-5168
- CCM BOOKSTORE (973) 328-5151
- CCM CENTER FOR ACADEMIC SUPPORT & ENRICHMENT (CASE) (973) 328-5284

ACADEMIC INTEGRITY STATEMENT

- In order to maintain academic integrity at County College of Morris, the college community does not tolerate any forms of academic dishonesty. Examples of unacceptable forms of dishonesty include but are not limited to cheating, copying, fabrication, plagiarism, unauthorized collaboration, submitting someone else's work as one's own; dishonesty through the use of technology such as sharing disks, files, or programs; access to, modification of, or transfer of electronic data, system software or computing facilities. The intent of this policy is to maintain academic integrity, and to arrest all forms of academic dishonesty and misrepresentations as one's own submission, the work product and academic proficiency of another person.
- When incidents of academic dishonesty occur and the faculty member chooses to submit a formal complaint of the incident to the office of the Vice President of Student Development and Enrollment Management, the Vice President will refer the complaint to the Academic Integrity Review Board, which is composed of faculty, academic administrators, and the Vice President of Student Development and Enrollment Management. The Academic Integrity Review Board will review the circumstances surrounding the incident and make a recommendation of appropriate disciplinary action. Penalties imposed on the student who violates this policy may vary from failing the unit of work to expulsion from the college.
- **www.ccm.edu/vclassrooms • • • 973-328-5184**