

NORTHEAST ALABAMA COMMUNITY COLLEGE

STUDENT HANDBOOK FOR DISTANCE EDUCATION COURSES



“Education Available Anytime and Anywhere”

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Welcome to Distance Education

Welcome to distance education at Northeast Alabama Community College (NACC). Through distance education, you are offered accessible and affordable classes with quality instruction that can lead to attaining your educational goals. The purpose of this handbook is to guide you through enrolling in and completing a distance education course so that you can succeed in your academic endeavors.

Distance Education Computer Requirements

To complete distance education courses at NACC, you must access a computer that will connect to the Internet at broadband speeds, execute a browser compatible with the Canvas Learning Management System, and have the appropriate software and browser plugins necessary for each course. Technical requirements for Canvas can be found in the [Distance Education Student Guide](#) on the NACC website. These requirements are revised frequently as updates to available software are made. Therefore, you should check these before every term.



DISTANCE EDUCATION
STUDENT GUIDE

Distance Education: Important Facts

- Internet connections may be unavailable without warning due to technical issues, weather, etc. Canvas comprises a robust set of highly integrated cloud-based learning products, so **DO NOT WAIT UNTIL THE LAST MINUTE TO COMPLETE YOUR ASSIGNMENTS.**
- Software requirements for a course should be noted in the course information at the beginning of the term. It should be found in your Syllabus. If you are not clear on these requirements, ask your instructor.
- If your computer or Internet connection fails, there are ample resources available on campus that you may use. The Technology Learning Center in Harry Campbell Business Education Building in room 107 is a great example.
- Make sure that you complete your assignments using Microsoft 365 Suite provided to you by NACC. This is a cloud-based set of programs you can access from any computer if logged into your MyNACC account. Microsoft is integrated into Canvas and will allow you to easily upload your papers, presentations, and projects from Microsoft OneDrive.

Canvas Information

You will access Canvas by logging into your MyNACC account. Once logged in, click on the Canvas LMS App Icon and look for the course on your dashboard within Canvas. Once you find the course you need to work on, click on that course and follow the directions from the instructor. For more information on How to log in and use Canvas, visit the [Canvas page](#) on the NACC Website.



CANVAS HOW TO GUIDE

The First Few Days of Class

- It is essential to start working in your class as soon as the semester begins. Your instructor should have an assignment due very soon after the semester starts. You must complete it so you do not get dropped from the course for not participating.
- It is also essential to check and make sure that all the classes you have listed on your Banner SSB registration page are showing up in Canvas. If they are not, please get in touch with Judith Lea at leaj@nacc.edu.

Canvas Orientation

For additional help, you may attend an on-campus Canvas Orientation (this is not the first student orientation you attended before registration). These on-campus orientations for Canvas are held the first week of every semester in Harry Campbell Business Education Bldg. room 207. Please see the [Canvas Instructions page](#) on the NACC website for a schedule. You can also contact Judith Lea.



Judith Lea
Harry Campbell Business Education Bldg. (BE 107)
Technology Learning Center
Phone: 256-638-4418, ext. 2309
Email: leaj@nacc.edu

Submitting Assignments in Canvas

The use and availability of assignment tools will vary depending on the instructor. You will generally click the Submit button for your assignment, giving you the available options. Always refer to course materials for complete instructions on submitting work on Canvas. Most assignments will be submitted as an attachment using an assignment link. Instructors may use the Turnitin tool to prevent plagiarism. Please see Judith Lea in the TLC (BE 107) for detailed instructions on submitting coursework.

Proctored Exams

All distance education classes will require at least one proctored exam. Secure Exam Proctor (Proctorio) Monitor is a licensed product within Canvas to provide this service. The use of Proctorio helps to ensure the student taking the exam and completing coursework is the same student enrolled in the course. Students using Proctorio must produce either a NACC-issued student identification card or a state-issued driver's license or identification card in order to participate in the proctored assignment/test. Proctorio prompts the student to snap a picture of themselves along with a picture of their approved identification using the built-in software/tools prior to the start of the proctored assignment/test. In addition, Proctorio will record each session and highlight any irregularities that

may occur. Students should always use this tool in the Chrome Browser and download the Proctorio plug-in. You can do this by clicking on the Proctorio option on the left-hand control panel in Canvas, and it will guide you through the installation steps. The Technology Learning Center (TLC) Director will serve as a proctor for students who are unable to take exams via the online monitoring service Proctorio Monitor. Students should email the director of the TLC at leaj@nacc.edu with their name, course information, exam to be taken, and at least two options for dates and times when they can attend campus to test. A photo ID must be presented before the exam can be taken.

Email Communication

All registered students have access to Microsoft Outlook Email in their MyNACC account. Log in to your MyNACC account and click on the Outlook App. It will open your NACC email account. Please check this account regularly for important information. When emailing your instructor or others on campus about a class, include the course name, the course number, and your instructor's name. You can also access email inside Canvas LMS by clicking on the Inbox tab on the left side of the Canvas home screen. Canvas uses your NACC email account, and messages generated within Canvas will be delivered to your NACC email and your Canvas inbox. For assistance with your NACC Outlook email account, please get in touch with Technical Support at etshelp@nacc.edu.

Library Resources

All NACC students have a Canvas course entitled "Library Resources." This course contains information concerning the library's resources and services. To access the class:

Step 1: Log in to your MyNACC account.

Step 2: Click on the Canvas App

Step 3: Select the "Library Resources" course on your student Canvas dashboard.



Additionally, [library services](#) may be accessed through the NACC website.

Online ENG 101 (English Composition I) and SPH 107 (Fundamentals of Public Speaking) Students

Online ENG 101 and SPH 107 students also have a library orientation course specific to their instructor. For example, "Library Orientation – Ragsdale" or "Library Orientation – Phillips." To access this class:

Step 1: Ensure the course appears on your dashboard. If not, contact a librarian or Judith Lea for instructions (see Support below).

Step 2: Click on the Modules link.

Step 3: Read the instructions and view the tutorials.

Step 4: On the days specified, complete the Library Scavenger Hunt assessment. Once completed, submit the scavenger hunt. (Note: The scavenger hunt will be available only on specified days.)

On-Campus Library Resources

Distance education students may also come to campus to access library resources in the Cecil B. Word Learning Resources Center. Library hours are published at [library services](#) (QR code above). For library assistance, please get in touch with one of the following librarians: Dr. Julia Everett at everettj@nacc.edu, Lacinda Woodall at woodalll@nacc.edu, Blake Wilhelm at wilhelmb@nacc.edu, or call the library at 256-228-6001 ext. 2326. Please get in touch with Judith Lea at leaj@nacc.edu or ext. 2309 for general Canvas assistance.

Student Services

Students can access a course called Canvas Orientation for Students when logging into Canvas. This course contains additional information about each of the following:

Advising

Each distance education student is assigned an advisor. Upon admission to the college, a student must meet with their advisor to register for courses. The distance education student can schedule an appointment with their advisor through AdvisorTrac®. The appointment can be in person, by telephone, or through Zoom. The advisor will provide information about the student's chosen academic field, requirements to complete the program successfully, transfer (Alabama Transfer Guide) information, and other aspects as needed. For advising/registration, NACC students must meet with their assigned advisors every semester. After that time, some advisors (depending on the programs of study) may permit their students to register themselves online. To register themselves through Self-Service Banner, a student must have the approval of their advisor and must be familiar with the requirements for their program of study. Also, students should consider consulting their advisor before dropping, adding, or changing courses. Registration periods begin early in the semester.

Career Services

The College and Career Planning Center offers career/academic advising, transfer advising, and job placement services. The Center provides career advising and uses the EMSI Career Coach, alongside other career planning tools, for post-secondary students, alumni, and others needing assistance. The transfer advisor maintains current information about four-year institutions, attends advisor programs at transfer institutions, assists with on-campus college days, and organizes individual college visits. The Center prepares and trains students for job-search activities, presents workshops and seminars on job-related topics (i.e., résumé writing, job interview skills, etc.), and promotes job openings to students and graduates. Services provided by the Center are also accessible via the Student Support Services Course in Canvas and the Northeast Alabama Community College website. The course and website explain information about the services, including career advising, transfer advising, and job placement.

The College and Career Planning Center is in the Wallace Administration Building in Room 112. To schedule an appointment, you may contact Lizeth Gonzalez or Alexa Bailey directly or use AdvisorTrac®.

Lizeth Gonzalez, Career and Transfer Advisor

Email: gonzalezl@nacc.edu, Phone: 256-638-4418 Ext. 2315

Alexa Bailey, Career and Transfer Advisor

Email: baileya@nacc.edu, Phone: 256-638-4418 Ext. 2316

Disability Services/Accessibility

NACC is committed to providing reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, and all other applicable regulations. Instructions for requesting accommodations, along with the college [ADA Grievance Procedure](#), are published in the [Student Handbook](#) section of the Catalog/Student Handbook, both in print and online. Records of accommodation for student disabilities are maintained in applicable individual student files, the content of which is confidential. These files are maintained in the Disability Services Office, located within the area of the Office of Admissions and Student Services.

Further information on [ADA Accommodations](#) can be found on the NACC website under [Disability Services](#) and in the Canvas Orientation for Students in Part 6: Student Services under ADA Accommodations. If you have any questions, please contact Riley Holland at hollandr@nacc.edu.



DISABILITY SERVICES

Riley Holland, ADA Compliance Coordinator

Student Center, room 115

256-638-4418 ext. 2222

hollandr@nacc.edu

Financial Aid

How to apply for FASFA:

Step 1: Apply to NACC by selecting Apply for Admission.

Step 2: Apply for an FSAID

- Go to studentaid.gov (student and parent)
- FSAID does not change from year to year. If you have completed one, you may skip this step.

Step 3: Complete the FAFSA: Free Application for Federal Student Aid

- Go to studentaid.gov
- Click "Apply For Aid" or "Login"
- NACC School Code is 001031
- Make sure to click on the IRS Data Retrieval Tool

Do you have a substantial decrease in family income from the tax information provided on your FAFSA? We can adjust your income through a Professional Judgment to get you more Pell Grant money. Contact the Financial Aid Office for more information.

What's next:

Step 1: The Department of Education will send you a SAR (Student Aid Report). The SAR will indicate the approximate amount of student award according to the EFC (Expected Family Contribution) number.

Step 2: For Direct Student Loan information:

- Visit studentaid.gov after filling out the FAFSA
- Entrance Counseling and Master Promissory Note (MPN) must be completed.
- To accept a loan, you must accept it on your MyNACC account.

Step 3: NACC will send you a notification email with a link for you to complete your financial aid requirements.

- Read the requirements for [Standards of Progress \(SAP\)](#).
- Complete all unsatisfied requirements.

Important note: If the EFC number has an * beside it, then you have been chosen for "Verification." This means all FAFSA information must be verified. Using the IRS Data Retrieval Tool will be sufficient for this verification. If you cannot use the IRS Data Retrieval Tool, you must get an [IRS Tax Return Transcript](#).

Who is NOT eligible to use the IRS Data Retrieval Tool?

- The student/parent is married, and either the student/parent or their spouse is filed as married, filing separately.

- The student/parent is married, and either the student/parent or their spouse filed as Head of Household.
- The parents' marital status is "Unmarried, and both parents are living together."
- The student/parent filed a Form 1040X amended tax return. Remember, Form 1040X is used to correct your original tax return.
- The student/parent filed a Puerto Rican or foreign tax return.



FINANCIAL AID

In addition, students can find more financial aid information in the Canvas Orientation for Students in Modules under Part 3: Financial Aid.

Students can also contact:

Kip Williamson, Director of Financial Aid: williamskip@nacc.edu

Jennifer Brown, Veterans Benefits: brownj@nacc.edu

Brenda Hernandez, Financial Aid Assistant: hernandezb@nacc.edu

Tutoring

The NACC Center for College Success offers free tutoring for all NACC students in several subjects. For hours, location, and contact information, visit the [Center for College Success](#) webpage.

NACC tutors are available in person and online through Zoom during business hours, Monday through Friday.

- Schedule your tutoring session in AdvisoTrac and click Search for Availabilities.
- For the Center, choose either tutoring for on-campus tutoring or online tutoring via Zoom.
- For the Section, select the course in which you would like to receive tutoring.
- Choose either Tutoring or Online Tutoring for the Reason.
- Click the Search button to see available tutors and their appointment times.

For **ON-CAMPUS TUTORING** appointments, simply attend your appointment at the designated time and location.

- Students should attempt the assignment and have a product and/or questions prepared for the tutoring session.
- Tutors can assist students with problem-solving, proofreading/editing, study strategies, course navigation, etc.
- Tutors **CANNOT** help with quizzes and tests and **CANNOT** do student assignments.

For **ONLINE TUTORING** appointments, log in to Advis or Trac from your computer or smartphone a few minutes before your session.

- Scroll to the bottom of your Advis or Trac homepage. A Zoom link will appear in the "Upcoming Appointments" list below your appointment.
- Click on the appointment link, and you will be taken to the tutor's Zoom Waiting Room, where you will wait until the tutor "admits" you to the meeting.
- Cancel or reschedule your tutoring appointment if you are unable to attend.

Online tutoring is available "after hours" through Tutor.Com from 5 p.m. to 8 a.m. on weekdays and throughout the weekend.

- Log in to Canvas and select the course in which you would like to receive tutoring assistance.
- Click the "Tutor.Com Online Tutoring" link on the left navigation panel.
- Select either "Connect with a Tutor Now," "Schedule a Tutoring Session," or "Submit a Paper for Review."



Scan the QR code for Tutoring Schedules and a list of campus tutors.

Course Withdrawals

Before you withdraw from a course, contact your instructor and financial aid. Once you consult with your instructor and financial aid, email drop@nacc.edu. Remember that dropping courses can affect your financial aid and scholarships.

Academic Dishonesty

Plagiarism is the intentional copying of ideas or words of another and using those ideas and words as your own. Using AI (Artificial Intelligence) responses as your own work is also plagiarism because those ideas or words are not your own. Instructors in your courses use anti-plagiarism programs to check student work. When outside sources are paraphrased or incorporated verbatim, they must be acknowledged. Students who submit plagiarized or partially plagiarized assignments will not receive credit for those assignments and may be subject to failure in the course.

Are you ready to be a distance education student?

- ✓ I work well independently and can easily read and follow detailed written instructions.
- ☒ I work best with others around to encourage me.
- ✓ I don't need to be reminded to do my work.
- ☒ I need frequent reminders about deadlines.
- ✓ I'm good at figuring things out for myself, but I'm not afraid to ask for assistance.
- ☒ I need instructions explained to me.
- ✓ I am a good reader.
- ☒ I sometimes need help understanding what I read.
- ✓ I communicate effectively in writing.
- ☒ I'm not very comfortable expressing my ideas in writing.
- ✓ I have convenient Internet and email access, good keyboarding skills, and skills in basic computer applications.
- ☒ I've surfed the net. What more do I need to know about computers?
- ✓ I am self-disciplined and manage my time well.
- ☒ I have a little trouble staying focused and getting around to doing what I need to do.
- ✓ I understand that taking distance education courses may be more challenging than attending face-to-face classes since distance education depends to a large extent on independent reading, analysis, and writing.
- ☒ I am sure distance education will be easier than face-to-face classes. I can do my work when I please, and I won't have anyone telling me what to do.
- ✓ I am confident that quality learning can occur outside the traditional classroom.
- ☒ I am not too concerned about the quality of the class. I need the credit.

If you identify more with ✓ statements, you are ready for online learning. If you identify more with ☒ statements, you are better suited for taking on-campus classes.

Contact Distance Education Support Staff

For assistance with distance education courses or other technologies, contact:

Judith Lea

Phone: Ext. 2309

Email: leaj@nacc.edu



The Technology Learning Center is in the Harry Campbell Business Education Building in Room 107.

The lab is open Monday – Thursday, 7:00 a.m. – 7:00 p.m. and Friday 7:00 a.m.-2:00 p.m.

The lab tutors will gladly assist students with specific subject matters and/or answer your technology questions.

Please visit the [Technology Learning Center](#) on the NACC website.

Procedure for Protecting the Privacy of Distance Education Students

Northeast Alabama Community College protects the [privacy of all students](#), adhering to the same privacy standards for online students as it does for students studying on campus through strict adherence to the Family Educational Rights and Privacy Act of 1974 (FERPA) rules. [The official FERPA statement](#) is available for students to view on the college's website in the [Catalog/Student Handbook](#). NACC issues a unique username and password to each student upon enrollment and each college employee upon the date of employment that is required to access the Canvas Learning Management System, the platform used for distance education. Canvas is an online platform used by faculty to share course materials, assignments, exams, and facilitate chat and discussion forums. It is also used by students to participate in discussions, upload assignments, and take quizzes and exams. Canvas LMS maintains the privacy of individual students' assessments and grades.

FERPA Rights

Confidentiality and access to student record information at Northeast Alabama Community College is administered in accordance with the Family Education Rights and Privacy Act (FERPA) of 1974. A student's FERPA rights include:

1. The right to inspect and review your education record within a reasonable time after Northeast Alabama Community College (NACC) receives a request for access. Contact the registrar's office to make appropriate arrangements if you want to review your record.
2. The right to request an amendment of your education record if you believe it is inaccurate or misleading. If you feel there is an error in your record, you should contact the registrar's office, and they will advise you regarding the appropriate steps for you to take.

3. The right to provide written consent before NACC discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to school officials with "Legitimate educational interests." A school official has a legitimate educational interest if the official needs to know information from your educational record to fulfill their official responsibilities.
4. NACC may release a student's educational records without their approval as follows:
 - To NACC faculty and staff with legitimate educational interests
 - To representatives of agencies under contract with NACC
 - To certain federal and state educational authorities for purposes of enforcing legal requirements in federally supported educational programs
 - To persons involved in granting financial aid for which the student has applied
 - To testing, research, and accrediting organizations
 - In compliance with a court order or lawfully issued subpoena
 - In very narrowly defined emergencies affecting the health and safety of the student

In addition, Directory Information, defined by FERPA as information contained in an education record that would not generally be considered harmful or an invasion of privacy if disclosed, can be disclosed to outside organizations or agencies upon request unless the student specifies otherwise. Directory information may include the following:

- Name
- Home Address
- Email Address
- Telephone Number
- Date and place of birth
- Major field of study
- Enrollment status (e.g., full-time or part-time)
- Withdrawal status
- Honors, degrees, and awards received
- Participation in and personal statistics associated with officially recognized activities and sports
- Photograph
- Most recent educational institution attended
- Dates of attendance - The term "dates of attendance" refers to general periods of time, such as an academic year or a specific semester. It does not include specific daily records of a student's attendance, which may not be disclosed without consent under FERPA

5. The right to file a complaint with the U.S. Department of Education concerning alleged failure by NACC to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202

Students at NACC have the right to withhold the release of directory information. To do so, you must contact the Admissions Office to place a "No Release" on your record. Please note an important detail regarding placing a "No Release" on your record: NACC receives many inquiries for directory information from various sources outside the institution, including prospective employers, the news media and honor societies, parents, and relatives. Having a "No Release" on your record will preclude the release of such information, even to those people.

Any additional questions concerning FERPA or transcript releases should be referred to the registrar's office.

Jonathon Nappier, Assistant Registrar

Phone: 256-638-4418 x2266

Email: nappierj@nacc.edu

Anyone using Canvas is required to have a unique username and password to access any course management resources. Faculty are restricted to accessing information associated with only the specific courses they teach. Students are automatically enrolled in courses through a batch process run by the Canvas Administrator each semester and identified by their unique username and password. Students are restricted to information allowed by faculty members in courses for which they have enrolled and student- and group-related activities in each course. Guest access to academic courses is not permitted. Course and user profile information is only visible to people with an account. Authorized Canvas users cannot view the profile information of other users unless those users give permission.

Secure Login and Password

Each distance learning faculty and student enters their username and password into their MyNACC account to gain access to their Canvas learning environment resources. This username and password combination identifies faculty and students within the system on each course visit. Upon initial login into MyNACC, students and faculty are allowed to change their password for security purposes. NACC keeps no record of the student's password once changed. A lost password link can be emailed to the

faculty's or student's email address if requested by the student or faculty member. Students are responsible for keeping their passwords confidential. In addition, NACC uses an online account host (Banner SSB) to enable students to view their personal information, class schedules, final course grades, and transcripts. Upon admission to the college, students are assigned a unique username and password to access this information.

Frequently Asked Questions

What is a distance education course?

Distance Education is defined as instruction between a teacher and students when they are separated by physical distance and communication is accomplished by one or more technological media (American Association of University Professors, 2007; Oregon Network for Education, 2000). Distance education classes at NACC are maintained through the Canvas Learning Management System. This virtual classroom platform allows students to access discussion boards, assignments, tests, and more.

Do all distance education classes at NACC transfer to most colleges?

The transferability of a course generally is not dependent upon the delivery method. Students who have questions should speak to their NACC advisor and/or contact the transfer institution. For additional assistance, contact Lizeth Gonzalez, NACC Career/Transfer Advisor, Email: gonzalezl@nacc.edu; 256-638-4418 or 256-228-6001, ext. 2315; WA 112.

Does financial aid cover a distance education class?

Eligibility criteria for financial aid are the same for all students enrolled in credit courses, regardless of the type of course delivery. Before registering for classes, students should check with the Financial Aid Office to determine whether their distance education course will meet eligibility requirements for their specific type of financial aid and degree plan.

How do I access my distance education class?

Distance education courses are available on the first day of classes each semester, pending all financial obligations for that semester have been met. Students should log in to their MyNACC account and click on the Canvas LMS app.

Will I need a NACC e-mail account to take a distance education course?

Yes, all students are required to use their NACC email account when communicating with their distance education instructor. Some instructors may also allow direct email in the Canvas LMS system. Microsoft Outlook email can be accessed by logging into your MyNACC account and clicking the Outlook App.

Will I need a textbook?

Most distance education courses require a textbook. Books are available for purchase at the NACC bookstore (Textbooks Etc.). Some distance education courses also require access

codes or other supplementary materials. Please check your course Syllabus for details on the books and supplies you will need.

Must I attend the orientation session for my distance education course?

There are two types of orientations for distance education courses:

Canvas Orientation is recommended the first time you take a distance education course. Canvas Orientation sessions are offered at the beginning of each semester. Students should refer to the [Canvas Instructions page](#).

Course Orientation is often provided for online students in a synchronous (live online meeting) Zoom session or an asynchronous recording by the instructor (which you can watch anytime). The time and date of any synchronous meeting should be included in the syllabus and announced on the first day of class.

What if I don't own a computer or lose access to a computer for a few days?

Computers are available for student use on campus Monday-Friday in the Learning Resources Center (Library) and in the Technology Learning Center (BE 107). Students can also check out a laptop and MiFi from the Learning Resources Center. Library Hours can be found on the [Library Home Page](#). For available times, please refer to the lab and tutoring schedule: [Tutoring Schedule](#).

What are the technical/software requirements for distance education courses?

For specific technical requirements, please visit the [Technical Requirements webpage](#). The software requirements for completing assignments vary from course to course. Instructors will provide this information in the course materials.

Will I ever be required to meet on campus?

The date(s) of any required online conference/meetings or on-campus meetings (if any) will be announced to students at the beginning of the semester. Canvas Orientation is provided on campus and is recommended the first time you take a distance education course. Course orientation may be provided on campus as well as online through Canvas. Distance education courses allow students to complete exams on campus with an instructor or proctor or off campus through Proctorio. Contact your instructor immediately if you encounter an unavoidable conflict with the scheduled examination. Please see the [Distance Education Policy](#) for more information.

May I use the college library even if I'm not taking any classes on campus?

Of course! All NACC students have library privileges regardless of the type of course delivery. For more information, visit the [NACC Library](#).

Are tutoring services available to distance education students?

The [NACC Center for College Success](#) offers tutoring in several subject areas. For more information, visit the Center for College Success.

Is a distance education course more expensive than a traditional course?

No, the cost is the same as a traditional course. Please refer to the NACC website for tuition and fee information: [NACC Tuition and Fees](#).

Will I learn as much in a distance education course without the ability to speak one-on-one with my instructor?

Distance education courses are of the same rigor and quality as traditional classes. Although their delivery technique may differ, distance education instructors develop and utilize content to create an optimal learning experience in a distance setting. Students can communicate on an individual basis with their instructors and with their classmates.

What is the difference between a distance education and a hybrid class?

A distance education course is conducted through Canvas. A hybrid course typically requires multiple on-campus meetings and online content, assignments, and tests.

Does a distance education class require the same time as a traditional class?

To be successful in a distance education course, students should be willing to dedicate at least the same amount of time as they would to a traditional course. Distance education courses typically have the same assignment/workload as traditional courses.

What happens if I take an online quiz and my computer shuts down?

You should restart your computer and attempt to log on again. If you continue to encounter technical difficulties, immediately contact your instructor.

What is the best way to contact my instructor?

Email is the preferred method of communication for most distance education instructors; however, some instructors may prefer being contacted by phone or Pronto. You may refer to the staff directory for contact information. The instructor's communication preference is typically noted during the course orientation and in the syllabus. Students may also contact Technology Support for assistance with email at etshelp@nacc.edu; PA 129.

What if I need more time for an assignment due to an emergency?

Immediately contact your instructor to discuss the situation. Your syllabus may also include additional guidelines for handling emergencies. To add, change, drop, or withdraw from a course, please follow the instructions in the [Student Resource Guide](#) under Registration or Drop and Adding Questions.

How is my privacy protected?

Confidentiality and access to student record information at NACC is administered in accordance with the Family Education Rights and Privacy Act (FERPA) of 1974. Please be informed of student rights, access to and disclosure of educational records, Directory Information, and safeguarding information by reviewing the [Student Record Policy](#) or applicable portions of the Student Handbook. For questions or concerns, contact the registrar's office. You can access the [Full Student Catalog](#) on the NACC website.

For Distance Education Assistance, you can also contact:

Dean of Instruction, Chad Gorham (PA 112)

gorhamchad@nacc.edu; 256-638-4418 or 256-228-6001, ext. 2294

Associate Dean of Instruction, Barbara Kilgore (PA 111)

kilgoreb@nacc.edu; 256-638-4418 or 256-228-6001, ext. 2303