

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 the attainment of your educational goals. The purpose of this handbook is to guide you through the process of enrolling in and completing a distance education course so that you can be successful in your academic endeavors.

Distance Education Computer Requirements

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

Some important facts to remember are:

- Internet connections may be unavailable without warning due to technical issues, weather, and many other factors. Canvas is made up of a powerful set of highly integrated learning products that are cloud-based so **DO NOT WAIT UNTIL THE LAST MINUTE TO COMPLETE YOUR ASSIGNMENTS.**
- Software requirements for a course should be noted in the course information given out at the beginning of the term. 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.
- Make sure that you save your work regularly both on your computer and externally on a flash drive or cloud. If you cannot submit an assignment due to computer failure, it will still be considered late.

Canvas Information

Canvas Login

You may access the NACC Canvas™ server from the NACC home page or by typing the URL directly into your address bar: <https://nacc.instructure.com/login/canvas>

Step 1: Go to the Canvas login page

If you are a first-time user, you will not be able to log in until the first day of class. Make sure that you bookmark (or add to your Favorites) this page to ensure quick access to your course(s) throughout the semester.

Step 2: Log into Canvas

Username is your Student ID Number.

Password: By default, your password is your eight-digit birthdate (MMDDYYYY)

Notes:

- Students will not have access to current courses until the first day of class for that semester.
- If you have not met all financial obligations to the college, you will not be able to access your current semester Canvas courses. Your registration is not considered complete until all financial aid and/or payments have been applied to your current semester account. At orientation or by email, TELL YOUR INSTRUCTOR that you intend to finish registering and take the course. If your financial obligations are not going to be met before the payment deadline, ask how to avoid getting behind in your early assignments, and follow instructions. Then access Canvas as soon as you become eligible.

Financial Aid Students: If you have not submitted at least one assignment within the first five days of class, your name will be submitted to the Financial Aid office as "not attending."

Important: Your Canvas course list should match your NOAH schedule. However, when you drop a course, you should contact the instructor to have the course removed from your Canvas listing.

Step 3: Access your course

You may locate your course either through the Dashboard tab on the left side of the Canvas home page (global navigation panel) or through the Courses tab on the left-hand side of the global navigation panel.

Additional Help

For additional help you may attend an on-campus orientation held the first week of every semester in BE 207. For a schedule, please see the Canvas Instructions link on the NACC homepage.

<https://www.nacc.edu/about-nacc/college-offices/educational-technology/canvas>

Judith Lea

Harry Campbell Business Education Bldg. (BE 107)

Technology Learning Center

Phone: 256-638-4418, ext. 2309

Email: leaj@nacc.edu

Submitting Assignments via Canvas

The use and availability of assignment tools will vary from course to course depending on the course instructor. Always refer to course materials for full instructions on how to submit work via Canvas.

Most assignments will be submitted as an attachment using an assignment link. Instructors may use the Turnitin tool to prevent plagiarism. For detailed instructions on submitting course work, please see Judith Lea in the TLC (BE 107).

Proctored Exams

All distance education classes will require at least one proctored exam. Respondus Lockdown Browser and Monitor are licensed products within Canvas to provide this service. Students may download the tool by accessing the installation file in the Canvas Orientation Student Course under the Respondus module or by clicking “take the exam” from an exam that requires the tool. The Technology Learning Center (TLC) Director will serve as a proctor for students who are unable to take exams via the online monitoring service Respondus Lockdown Browser and Monitor. Students should email the director of the TLC 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 a NACC email account and address. Students will have an active email account while enrolled at NACC.

Your email address is your first initial, last name, first four digits of your birthdate. (Example: jlea0306@mail.nacc.edu) Your password is your six-digit birthdate: MMDDYY

Email within Canvas:

You may SEND emails from within Canvas by accessing the Inbox tab on the left side of the Canvas home screen. Canvas uses your NACC account and messages generated within Canvas will deliver to your NACC email box. You may access NACC email from the homepage: www.nacc.edu or directly from the email server at: <https://mail.nacc.edu>.

For assistance with NACC email, please contact:
Technical Support at etshelp@nacc.edu

Library Resources

Library Resources for All Canvas/Distance Education Learners

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 Canvas account.
- Step 2: Select the “Library Resources” course on your student Canvas dashboard.

Additionally, library services may be accessed through the NACC website at <https://www.nacc.edu/library/distance-education>

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 that is specific to their instructor. For example, “Library Orientation – Ragsdale” or “Library Orientation – Phillips.” To access this class,

- Step 1: Make sure the course is appearing on your dashboard. If no, contact a librarian or Mrs. 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. Complete and submit the scavenger hunt. (Note: The scavenger hunt will be available **only** on the days specified.)

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 <https://www.nacc.edu/library>

Support

For library assistance, please contact one of the following librarians: Dr. Julia Everett at everettj@nacc.edu, Mrs. Lori White at whitel@nacc.edu or Mrs. Renee Goss at gossr@nacc.edu. Or, call the library at 256-228-6001 ext. 2326. For general Canvas assistance, please contact Mrs. Judith Lea at leaj@nacc.edu or at ext. 2309

Student Services

Each student has access to 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 who is a faculty member in the student's major field. Upon admission to the college, a student is required to meet with his or her advisor to register for courses. The distance education student can schedule an appointment with his/her advisor through AdvisorTrac®. The appointment can be in-person, by telephone, or through Canvas Studio. The advisor will provide information about the student's chosen academic field, requirements to complete the program successfully, transfer (STARS) information, and other aspects as needed.

For advising/registration, NACC students are required to meet with their assigned program advisors for at least the first two semesters. After that time, some advisors (depending on the programs of study) may give their students permission to register themselves online. To register himself or herself through NOAH, a student must have the approval of his or her advisor and must be familiar with the requirements for his/her program of study. Also, each student must consult with his or her advisor prior to dropping, adding, or changing courses. Registration periods begin early in the semester.

Career Services

The College and Career Planning Center offers services for career/academic advising, transfer advising, and job placement. 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. Advisors are Certified Career Services Providers and Global Career Development Facilitators. The transfer advisor maintains current information about four-year institutions and attends advisor programs at transfer institutions, assists with on-campus college days, and organizes individual college visits to campus. The Center prepares and trains students for job-search activities, presents workshops and seminars on topics related to jobs (i.e. résumé writing, job interview skills, etc.), and distributes job openings to students and graduates. Advisors are Certified

Professional Résumé Writers. Services provided by the Center are also accessible via the Student Support Services Course in Canvas and the Northeast Alabama Community College website. These resources 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 Ms. Whitten or Mr. Miller directly or you may use AdvisorTrac®.

Sherry Whitten, Director of the College and Career Planning Center
Phone: 256-638-4418 Ext. 2315
Email: whittens@nacc.edu

Bryon Miller, Career and Transfer Advisor
Phone: 256-638-4418 Ext. 2360
Email: millerb@nacc.edu

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 accommodation, along with the college ADA Grievance Procedure, are published in the Student Handbook section of the *Catalog/Student Handbook*, available both in print and online. Records of accommodations made 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.

The Disability Services tab in the Student Support Services Course in Canvas provides a link to the Disability Services website as well as the Individual Post-Secondary Form and the Release of Information form. In addition, the tab provides an instructional video that introduces students to the disability services provided by NACC.

Leslie Reyes, ADA Officer
Phone: 256-638-4418, ext. 2222
Email: reyesl@nacc.edu

Financial Aid

Students who need assistance with Title IV applications can refer to the following for:

- A link to a step-by-step instructional video for filing a FAFSA (Free Application for Federal Student Aid.)
<http://www.finaid.ucsb.edu/FAFSASimplification/index.html>
- A link to *Six Steps for Applying for Financial Aid*
<https://www.nacc.edu/admission-financial-aid/financial-aid>

In addition, financial aid information can be found in the Canvas Orientation for Students course on Canvas

Tutoring

The NACC Center for College Success offers free tutoring for all NACC students in several subject areas. For information such as hours, location, and contact information, visit the <https://www.nacc.edu/current-students/center-for-college-success> webpage.

Tutoring is also available to students who are unable to come to campus. Online tutoring is available to all NACC students. First, students will need to schedule an appointment with a tutor through [AdvisorTrac](#), choosing "Online Tutoring" for the reason. Then, the student will log in to [Canvas](#) and select the Online Tutoring Course. It would be helpful to explore the Online Tutoring Course prior to the appointment.

How to Withdraw from a Course

To withdraw from a class, a student should make an appointment with his or her advisor to complete a "Schedule Change/Withdrawal" form. Detailed information on [how to withdraw from class](#) can be found at <https://www.nacc.edu/current-students/registration-process>

Refrain from Academic Dishonesty

Plagiarism is the intentional copying of the ideas or words of another and using those ideas and words as one's own. Instructors may 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.

Be Ready for Distance Education

Distance Education Student Guide

ARE YOU READY?

Think you are ready for distance education? See what Eddie and Olivia have to say.

Distance Education Eddie	On-Campus Olivia
I work well independently and can follow detailed written instructions without difficulty.	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'm 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 the use of basic computer applications.	I've surfed the net. What more do I need to know about computers?
I'm 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'm 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'm confident that quality learning can take place outside the traditional classroom.	I'm not too concerned about the quality of the class. I just need the credit.

If you identify with Eddie, then you are probably ready for distance education.

If you are more like Olivia, traditional face-to-face classes may be your best bet.

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 Business Education Building, 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 be glad to assist students with specific subject matters

and/or to answer your technology questions. Please visit

<https://www.nacc.edu/about-nacc/college-offices/educational-technology/technology-learning-center>

Procedure for Protecting the Privacy of Distance Education Students

Northeast Alabama Community College (NACC) protects the privacy of all students, adhering to the same privacy standards for online students as it does for students studying on the campus, through strict adherence to the rules of the Family Educational Rights and Privacy Act of 1974 (FERPA). The official FERPA statement is available for student 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 date of employment that is required to access the Canvas Learning Management System, the platform the college uses for distance education. Canvas is a secure environment where faculty members post course materials, assignments and exams, provide chat and discussion forums for their courses, and where students participate in forum discussions, chat sessions, upload assignments, and take quizzes and exams. The privacy of individual students' assessments and grades is maintained within the course management system.

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 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-group related activities in each course. Guest access to academic courses is not allowed. Course and user profile information is not visible to anyone without an account. Authorized Blackboard 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 his/her username and password into Canvas to gain access to authorized Canvas learning environment resources. This combination of username and password identifies faculty and students to the system on each course visit. Upon initial login, students and faculty are given the opportunity to change their password. NACC keeps no record of the student's password once it has been 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 password confidential.

In addition, NACC uses an online account host (NOAH) 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. Upon log in to their NOAH account, students are given the opportunity to change their passwords for security purposes. Passwords are stored on the AS400 where only authorized personnel have access to them.

Frequently Asked Questions

What is a distance education course?

A distance education course is designed to bring the equivalent features of a traditional classroom to students through web-based learning. Each course is web based, allowing students to complete coursework off campus. Distance education classes are maintained through the Canvas Learning Management System. This platform serves as a virtual classroom where students have access to 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 method of delivery. Students who have questions should speak to their NACC advisor and/or contact the transfer institution. For additional assistance, contact Bryon Miller, NACC Career/Transfer Advisor, Email: millerb@nacc.edu 256-638-4418 or 256-228-6001, ext. 2306; WA 112.

Is a distance education class covered by financial aid?

Eligibility criteria for financial aid are the same for all students enrolled in credit courses regardless of the type of course delivery. Prior to 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 the first day of classes each semester, pending all financial obligations for that semester have been met. Students should refer to [Canvas Instructions](#).

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

Yes, students are required to use their NACC email account when using email as their form of communication with their distance education instructor. Please visit [E-mail Instructions](#) to learn how to access your e-mail account.

Will I need a textbook?

Most distance education courses require a textbook. Books are available for purchase at [Textbooks, Etc.](#), the NACC bookstore. Some distance education courses also require access codes or other supplementary materials.

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 [Canvas Instructions](#) (continued)

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

- Class orientation is required at the beginning of each course and may take place on campus or online through Canvas. The date(s) of any required online conference/meetings or on-campus meeting (if any) will be announced to students at the beginning of the semester.

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

Computers are available for student use on campus Monday-Friday in the [Learning Resources Center](#) and in the Student and Faculty [Technology Learning Center](#) (BE 107). For available times, please refer to the lab and tutoring schedule: [Tutoring Schedule](#).

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

For the 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 the choice to complete exams on campus with an instructor or proctor OR to complete exams off campus through Respondus Monitor. If you encounter an unavoidable conflict with the scheduled examination, contact your instructor as soon as possible. Please see [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 the cost of 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](#).

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 have the opportunity to 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 normally requires multiple on-campus meetings in addition to the content, assignments, and tests posted online.

Does a distance education class require the same amount of 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 am taking 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. You may refer to the [staff directory](#) for contact information. Typically, the instructor's communication preference is noted during the course orientation. Students may also contact the [Office of Educational Technology Support](#) for assistance with email. (etshelp@nacc.edu; PA 129) Typically, the instructor's communication preference is noted in course orientation.

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 emergency situations. To add, change, drop or withdraw from a course, please follow the instructions in the [Registration Process](#).

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](#). Link to full [Student Catalog](#).

How is my privacy protected? (continued)

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. If you want to review your record, contact the registrar's office to make appropriate arrangements.
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 which permits disclosure without consent is disclosure to school officials with "Legitimate educational interests". A school official has a legitimate educational interest if the official has a need-to-know information from your educational record in order to fulfill his or her official responsibilities.

NACC may release a student's educational records without his or her 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, which is 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.
4. 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

Student’s 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 received many inquiries for directory information from a variety of 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 release of such information, even to those people.

Any additional questions concerning FERPA or transcript release should be referred to the [registrar’s office](#).

Director of Extended Day and Distance Education, Chad Gorham (PA 112);
gorhamchad@nacc.edu
256-638-4418 or 256-228-6001, extension 2294

Reserved