Presentation Overview

✓ Readiness Assessment
✓ Communications
✓ Logging in and Getting Started
✓ Navigation
✓ Troubleshooting
✓ Support Resources
✓ Surveys for Student Feedback
What it Takes to be a Successful Online Learner
Are You Ready?

• Online learning readiness assessment
  • Learn more about your strengths and weaknesses

Considerations:

✓ How well can you use a computer?
✓ How motivated, organized, and self-directed are you?
✓ How do you prefer to learn new information?
✓ Student success rates drop the more online courses you take. Don’t overload yourself.
The SmarterMeasure Assessment

- Check your readiness by taking the online SmarterMeasure assessment.
  

- Username: “associate” or “bachelors”
- Password: “online”
Assessment Summary

A summary of your assessment has been provided below. For your expanded assessment results you may click each menu item to the left for additional information.

- Life Factors: 62%
- Personal Attributes: 64%
- Tech. Competency Section: 100%
- Tech. Knowledge: 72%
- Reading Recall: 90%

Your primary learning styles are Aural, and Solitary.
Proctored Exams

At least one exam per online class must be proctored.

✓ Are you able to come to campus? Be sure to check the testing center hours.
✓ Is there a testing center nearby where you can take your exam? What are the fees associated with using the assessment center?
✓ If you DO NOT take it on an IRSC campus, you MUST get prior approval from the testing center.

Call (772) 462 - 7585 or Email Steven Daniello at sdaniell@irsc.edu
• Checking your email regularly is critical for success. Most communication, outside of Blackboard, takes place through your RiverMail.

• Log in to MyIRSC to get your RiverMail address found in “My Details” and click the RiverMail link.

• Your temporary password is S#MMDDYYYY
  (CAPITAL "S" + pound sign (#) + birth date = monthdayyear)
  (Example: S#05011996)

• For additional help, please access: http://www.irsc.edu/students/rivermail/rivermail.aspx
RiverMail is hosted on Office 365. Office 365 is the Microsoft Office Productivity Suite. As part of the free email service, students will have access to: Office Web Apps, OneDrive, social networking, and collaboration tools.

To download Office 2013/2010 from Office 365:

1. Log into RiverMail on the computer you want to install the program on
2. Select the “Gear” in the upper right corner of the web page
3. Select Office 365 Settings
4. Select Software

Install the version you need by doing the following:

1. Click the Install button to install Office 2013 or the link “Install Office Professional Plus 2013”
2. Follow the instructions displayed
IRSC’s learning management system (LMS) is Blackboard. All IRSC courses (fully online, blended, and face-to-face) utilize Blackboard.

https://blackboard.irsc.edu
Supported Blackboard Browsers

- Google Chrome
- Firefox
- Internet Explorer
- Safari
From Quick Links on [www.irsc.edu](http://www.irsc.edu), click on Blackboard Login.
• **Username:** Nine-digit Student ID, No dashes!

• **Password:** Same as MyIRSC PIN

✓ **Default PIN:** MMYY of birth
✓ **Example:** May 1, 1996 = 0596
Forgot your PIN / Password?

• **Online**: Security question/answer must be setup in MyIRSC (Profile menu)
  • [https://esweb.irsc.edu/Mariner/security/repin1.jsp](https://esweb.irsc.edu/Mariner/security/repin1.jsp)
  • It may take up to 30 minutes to update.

• **On Campus**: Visit Student Services

• **By Phone**: (772) 462 - 4740
Setting Up Your Reset PIN Question

This function will allow you to reset your PIN. Once you have reset your PIN, you will be able to logon the system normally and set a PIN of your own choice.

1. Enter your Student ID
2. Enter your birthday in the following format: YYYYMMDD
   For example, if your birthday is December 18, 1950, you would enter 19501218.
3. If successful, you will be asked to answer a question which you have previously setup and answered.
4. On the successful completion of step 3, your PIN will be reset. The new PIN will be emailed to the email address we have on file for you. If you do not have an email address on file with us, you must present picture ID in person at the Admissions Office to obtain your new PIN.
5. Logon to the system immediately, go to "Profile" and select "Change PIN" and change the PIN to one of your own choice.

Note: You must have setup a question/answer pair before you use this function for the first time!

Change Reset PIN Question

Please enter your Student ID and your Date of Birth
Student ID: 
Date of Birth: (yyyymmdd)

Get Questions
Course Access

• When will you have access?
  ✓ As long as the course has been paid for:
    ✓ The course will appear at 12:01 a.m. on the day the class begins.
    ✓ F2F Courses: First day of class.
• You must log into the course **ASAP:**
  ✓ Complete the attendance requirement
    ✓ May be different for each course
      (log in, email, discussion post, etc.)

*If you do not log in you may be dropped from the course. Instructors are required by law to report non-attendance at end of first week for financial aid purposes.*
Starting Your Course

• Read syllabus for understanding
  ✓ Check the “Schedule of Activities” and make note of due dates, test dates. Do not miss deadlines.

• I can’t find my content.
  ✓ Have you taken the “Start Here” Quiz?
  ✓ Many courses require you to pass the quiz with a 70% or higher before your course content is released. Multiple attempts are allowed.
The first person to contact if you have an issue in your course is your **instructor**, unless it is technical. If it is a technical issue, please contact IRSC Blackboard Online Support Center.

Most instructors respond within **48 hours**. If you do not hear back from your instructor, contact your department chair. If you do not hear back from the chair, contact the department dean.
Common Technical Problems

• Clearing **cache** and **cookies** resolves many issues in Blackboard

  ✓ Slightly different in each browser

  ✓ Search Google to learn how to clear your specific browser
How to Enable Blocked Content

As Blackboard is a secure environment, the browser may block any embedded content (audio and video files). View the instructions below for your specific browser to enable this “unsecure” content.

Google Chrome
1. In the address bar, click on the shield icon in the upper right-hand corner.
2. Next, click on the Load unsafe scripts link.
3. Blackboard will refresh and the audio/video should now play properly.
How to Enable Blocked Content

As Blackboard is a secure environment, the browser may block any embedded content (audio and video files). View the instructions below for your specific browser to enable this “unsecure” content.

**Mozilla Firefox**
1. In the address bar, click on the shield icon in the upper left-hand corner.
2. Next, click on the Options button.
3. Select Disable Protection for now.
4. Blackboard will refresh and the audio/video should now play properly.
Content Blocked: Internet Explorer

How to Enable Blocked Content

As Blackboard is a secure environment, the browser may block any embedded content (audio and video files). View the instructions below for your specific browser to enable this “unsecure” content.

Internet Explorer

1. A popup will appear on the bottom of the webpage. Click Show all content.

2. Blackboard will refresh and the audio/video should now play as intended.
Still need help?

- Visit the IRSC Blackboard Online Support Center
  1. Via the Virtual Campus Webpage
  2. Via Your Blackboard Course
- Help is available 24/7.

(See the examples of how-to access shown on the next three slides.)
From www.irsc.edu, click on VIRTUAL CAMPUS.
From virtualcampus.irsc.edu, click on Blackboard Student Help Desk.
From inside Blackboard, click on Student Support Center.
How to Use Blackboard Discussions

1. Forum Description

Discussion Topic Directions:
For each discussion topic you are expected to write a paragraph that addresses the prompt. A paragraph consists of a minimum of 3 sentences, and a maximum of 6 sentences. You will earn 5 points for participation in each of the 8 discussions. Your total discussion topic points earned, out of a possible total of 40, will be posted in the Gradebook.

2. Message

Subject

Message

For more information, watch the video tutorial on how to use Blackboard Discussion Boards.
Messages vs. Email Tools

• Your instructor will determine if, how, and where these communication tools will be used in your course.

• You may encounter four tools:
  2. Email to IRSC email.
  4. Announcements. In the Blackboard control panel.
Free Tutoring

SMARThinking

- Free Online Tutoring
- Found under the Tools menu in Blackboard.

IRSC has an Academic Support Center (ASC) at each campus.

- Tutors
- Free Workshops
- Review Sessions
- Academic Support Writing Center
Academic Support Centers (ASC’s)

ROOM J-212
(772) 336 - 6215
500 N. California Blvd.
Port St. Lucie, FL 34986
Paula Rich
ASC Manager
(772) 336 - 6206
prich@irsc.edu

ROOM C-109
(772) 419 - 5615
2400 S.E. Salerno Road
Stuart, FL 34997
Elaine Howell
ASC Manager
(772) 419 - 5612
ehowell@irsc.edu

ROOM B-130
(863) 824 - 6009
2229 N.W. 9th Avenue
Okeechobee, FL 34972
Joshua Padgett
ASC Manager
(863) 824 - 6009
jpadgett@irsc.edu

ROOM A-114
(772) 226 - 2508
6155 College Lane
Vero Beach, FL 32966
Lara Jones
ASC Manager
(772) 226 - 2510
ljones@irsc.edu

ROOM L-212
(772) 462 - 7625
3209 Virginia Avenue
Fort Pierce, FL 34981
Dr. Neila Bird
ASC Department Chair
(772) 462 - 7581
nbird@irsc.edu

SLW
Pruitt

STUART
Chastain

OKEE
Dixon Hendry

VERO
Mueller

MAIN
Campus

http://irsc-asc.weebly.com/contact.html
Getting Your Textbooks

TheRiverShop@irsc.edu
(877) 770 - 2665
http://www.bookstore.irsc.edu/
An app designed just for you...students only!

With Bb Student, you can do the following:
● Enjoy a modern, easy-to-use design.
● Receive updates about your courses, content, and work due in the activity stream.
● View grades.
● Collaborate with your class through video conferencing on iOS and Android.
● and a lot more!

https://en-us.help.blackboard.com/Bb_Student/025_Feature_Guide
Tools

Activity Compared to Others
My Grades
Blackboard Collaborate
SMARTThinking Free Tutoring
If you need one-on-one technical support in Blackboard, we will be offering online sessions using Blackboard Collaborate at the beginning of each semester.

To find the dates and times the online sessions are offered and how to access the sessions, you can:

1. Go to the Blackboard Login Page.
2. Scroll down to “Student Support Information”.
3. Select a date and time.
4. Click on the link provided.

You can also access 24/7 technical support here:
http://bbcrm.edusupportcenter.com/ics/support/default.asp?deptID=8616
If you do not have access to a computer, you may visit one of our computer labs.

Refer to the link below for a list of the available computer labs and the times they are open:

http://irsc.libguides.com/computerlabs
Things to Remember...

✓ Familiarize yourself with the learning environment
✓ Have a backup plan!
✓ Have more than one internet browser
✓ Know how to clear cache and cookies
✓ Save your work in multiple locations
✓ Communicate with your instructor and classmates frequently

✓ Don’t procrastinate!
✓ Keep a calendar that includes important due dates
✓ Schedule study time
✓ Create a dedicated study space with no distractions
✓ Build a support system
✓ Ask for help when needed @ Blackboard Online Student Support Center
We are here to help!

Please reach out to us:

For help getting oriented and questions about the Virtual Campus, contact:

**Veronica Martabano**
Project Coordinator
(772) 462 - 7063
vmartaba@irsc.edu

For help with academic programs and career path, contact:

**Your Academic Advisor**

If you do not have an advisor, please call (772) 462 - 7800 and ask to be assigned an academic advisor.
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@VCIRSC