Slide 1

Welcome to Online Learning at Indian River State College.

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During this presentation we will review the following topics:

- How to identify your learning style through the Readiness Assessment.
- How to use RiverMail and the communication tools provided in your course.
- How to login to Blackboard and how to get started.
- How to navigate within Blackboard.
- How to troubleshoot potential issues in an online course.
- We will also review support resources available to you as an IRSC student

Student feedback is extremely important to IRSC and the Virtual Campus. Please make sure to fill out the student evaluations each semester so we can continue to improve your online experience.

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Click on this video will show you what you should consider before taking an online class, and what steps you can take to be a successful online learner.

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The Virtual Campus offers an online learning readiness assessment called SmarterMeasure to help you learn more about your strengths and weaknesses. It will also help you identify what you need to take into consideration when taking online courses, such as:

- How well can you use a computer?
- How motivated, organized, and self-directed are you?
- How do you prefer to learn new information?

Keep in mind, research shows that student success rates drop the more online courses you take, so don't overload yourself.

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The SmarterMeasure assessment is free for you to take as an IRSC student, and it is recommended that you complete the assessment because it will help you prepare to be successful as a student. After completing the SmarterMeasure assessment you will receive a score report which will not only help you understand your strengths but also see areas where you could improve and explore resources to help you succeed. Remember, this assessment is strictly for your benefit. There are no right or wrong answers, so take the time to rate yourself honestly.

Click on the provided link to access the SmartMeasure assessment. (http://irsc.smartermeasure.com)

Select 'Login as First Time User' and select *Student* from the Username drop down, then enter *Student* as the password.

You will then be directed to a page to set up a personalized account. The assessment will take around 15 to 20 minutes to complete. After you create your personalized account you can save your progress and return at any time.

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This is an example of the 'Results' page from a completed assessment. This particular student is strong in technical competency and the areas of improvement focus on life factors. An '*area of improvement*' is defined in SmarterMeasure as a factor that might prevent a student from succeeding in an online course.

Once you are aware of the possible factors that may derail your success in online courses, SmarterMeasure will provide you with feedback to help you create a game plan for success.

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There will be at least one onsite proctored exam in every online course. The number of proctored exams vary by course and instructor, but every online course will have **at least one** onsite proctored exam. You can see which tests are proctored in the syllabus or in the schedule of activities.

Plan ahead to come to a campus assessment center so that you can take the exam for your online course. Check the assessment center website for hours. The assessment center hours vary from semester to semester so make sure you check for the current hours before taking your exam.

If you cannot make it to one of IRSC's assessment centers, you will need to arrange to take your proctored exam at an assessment center near you. There may be a fee associated with taking a proctored exam at another assessment center.

The contact information is listed on this slide.

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Checking your email regularly is critical for success. Most communication, outside of Blackboard, takes place through your RiverMail.

To locate your RiverMail address, log in to MyIRSC. Your RiverMail address is found in "My Details".

Your temporary password is Capital "S" + pound sign (#) + your birth date, the month, day, and year. For example if your birthday is May 1, 1996, your temporary password would be S#05011996.

Should you require additional assistance, please click the link below.

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RiverMail is hosted on Office 365. Office 365 is Microsoft's Office Productivity Suite. As an IRSC student you can download the Office Suite from Office 365, which will give you access to Microsoft Word, PowerPoint, Excel, OneNote, and more. Please see the instructions below to download and install the Office Suite.

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Blackboard is IRSC's learning management system. All online and blended IRSC courses have a course page in Blackboard, and face-to-face courses have a Blackboard course page where you can check your grades and read course messages from your instructor. To access Blackboard, click on the link below. (https://blackboard.irsc.edu)

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The supported Blackboard browsers are Google Chrome, Firefox, Internet Explorer, and Safari.

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You can also access Blackboard from the main IRSC website. Visit www.irsc.edu, check under '*Quick Links*', and select '*Blackboard Login*'.

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To login to Blackboard, your username is your nine-digit Student ID number with no dashes.

Your password is the same as your MyIRSC PIN. If you have not setup your PIN, your default PIN is the two-digit month and year of birth. For example, if your birthday is May 1, 1996, then your default PIN would be 0596.

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If you forgot your PIN or password, you can reset it online by answering your security question. You can only reset your password online if you have set up your security question and answer in your MyIRSC profile. It may take up to 30 minutes to sync your PIN or password after a reset.

You can also reset your password by visiting Student Services on campus or by calling (772) 462-4740.

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To set up your Reset PIN Question, click "Forgot your student password?" on the Blackboard login screen. Follow these steps to reset your PIN.

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All of the courses that you pay for will appear in Blackboard at 12:01am on the day the class begins. For a face-to-face course, the course will appear in Blackboard on the first day of class.

When your class begins, you must login as soon as possible to complete the attendance requirement. Keep in mind the attendance requirement may be different for each course.

If you do not log in you may be dropped from the course. Instructors are required by law to report non-attendance at the end of the first week for financial aid purposes, so make sure to complete the attendance requirement for each course.

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This is the menu that you will see on the left hand side of most of your online courses. This is where you can locate the 'start here quiz', the syllabus, and the schedule of activities. When you begin a course the first thing you should do is read the syllabus. Then check the schedule of activities and make note of due dates and test dates. This will ensure that you do not miss deadlines.

If you cannot locate your content, make sure that you have taken the "Start Here" quiz. Many courses require that you pass this quiz with a 70% or higher before your course content is released. Multiple attempts are allowed.

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The first person to contact if you have a question about your course is your instructor. If you have a technical issue, please contact the IRSC Blackboard Help Center.

Most instructors respond within 48 hours. If you do not hear back from your instructor, contact the department chair, if you do not hear back from the department chair, contact the department dean. The department chair and dean's contact information is located in your course syllabus.

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Most technical issues in Blackboard can be resolved by clearing the cache and cookies in your browser. This process will be different in each browser, but you can search online to learn how to clear the cache and cookies in your specific browser.

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If you experience any issues with video and audio in your courses, the content may be blocked in your browser. In Google Chrome, you will see a shield icon in the upper right-hand corner. Click on the "Load unsafe scripts" link. Blackboard will refresh and the audio and video should play properly.

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To enable blocked content in Firefox, look for a shield icon on the upper left-hand corner. Click on the "Options" button. Select "*Disable Protection*" for now. Blackboard will refresh and the audio and video should play properly.

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To enable blocked content in Internet Explorer, look for a popup on the bottom of the webpage. Click "*Show all content*". Blackboard will refresh and the audio and video should play properly.

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If you still need help visit the IRSC Blackboard Help Center. You can access the IRSC Blackboard Help Center by visiting the Virtual Campus webpage or your Blackboard Course. Help is available 24/7.

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First, click on the Virtual Campus link.

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Next, click on the Blackboard student helpdesk link.

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Finally, click the student support center link.

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This video will show you how to use discussion boards in Blackboard.

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There are several communication tools in Blackboard. Your instructor will determine if, how, and where these communication tools will be used in your course.

You may encounter four communication tools:

- '*Ask the Instructor*' is a public forum located in your Blackboard course for you and your classmates to post questions to your instructor. All previous questions and answers are available for you to review.
- '*Email*' refers to your IRSC email.
- '*Course Messages*' is a message tool for students and instructors located in the Blackboard course. You must check your course page if you are waiting for a response.
- '*Announcements*' is a tool located in the Blackboard control panel and on the Blackboard Homepage. Check here for messages and updates from your instructor.

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There are free tutoring options available to you as an IRSC student.

SMARThinking is a Free Online Tutoring Tool located in the Tools menu in Blackboard.

The Academic Support Center offers tutoring, free workshops, and review sessions. The ASC is located on the 3rd Floor in the Library on the Main campus. You can contact the Academic Support Writing Center at 772-462-7625. You can view tutoring and workshop hours from the IRSC ASC webpage.

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The Academic Support Center has locations in all of the IRSC campuses. The information for each branch is listed below. Feel free to visit the Academic Support Center website by clicking on the link below.

(http://irsc-asc.weebly.com/contact.html)

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You can locate your textbooks prior to your course start date by accessing the IRSC Bookstore webpage and searching by course title. You may contact the bookstore with the information that is provided on this slide.

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Blackboard Student is an app designed for students! With Blackboard Student, you can:

- Enjoy a modern, easy-to-use design
- Receive updates about your courses, content, and work due in the activity stream
- View your grades
- Collaborate with your class through video conferencing on iOS and Android
- and a lot more!

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During installation on your mobile device, be sure to choose "Indian River State College – Learn".

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As you can see in the left hand control panel, there are several tools for you to use in your course, including performance comparison, your grades, SMARThinking, and Blackboard Collaborate. The performance comparison tool allows you to see your grades and activity compared to your classmates. All of these are available by clicking on Tools at the bottom of the control panel.

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If you need one-on-one technical support in Blackboard, we will be offering free live online student support 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 session, you can:

1. Go the the Blackboard Login page
2. Scroll down to "Student Support Information"
3. Select a date and time.
4. Then click on the link provided.

You can also refer to the link below for 24/7 technical support.

(https://irsc.edusupportcenter.com/sims/helpcenter/common/layout/SelfHelpHome.seam?inst_name=irsc)

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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 computer labs and the times that they are open.

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As we end this presentation there are a few things that we would like for you to remember:

- Familiarize yourself with the course learning environment
- Have a backup plan!
- Have more than one internet browser available
- Know how to clear cache and cookies in your browser
- Save your work frequently and in multiple locations
- Communicate with your instructor and classmates throughout the semester
- Don't procrastinate!
- Keep a calendar that includes important due dates for assignments, projects, and exams
- Schedule study time
- Create a dedicated study space with no distractions
- Build a support system and
- Ask for help when needed at the Blackboard Help Center

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For help getting oriented and questions about the Virtual Campus, contact: Veronica Martabano, Student Learning Coordinator, by phone or email.

For help with academic programs and career paths, 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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Thank you for watching this presentation. The Virtual Campus is available on Social Media, be sure to like us on Facebook and follow us on Twitter!