



# **Distance Education Student Handbook 2011 - 2012**

<http://www.rccc.edu/distance/>

E:mail: [distance\\_ed@rccc.edu](mailto:distance_ed@rccc.edu)

**Life is about turning the things you really want to do  
into the things you've done.**

*-Smart Start*



**Let's get started.**

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**The Distance Education handbook is designed to give you an overview of the different delivery systems and to provide you information about college services that are available to all students.**

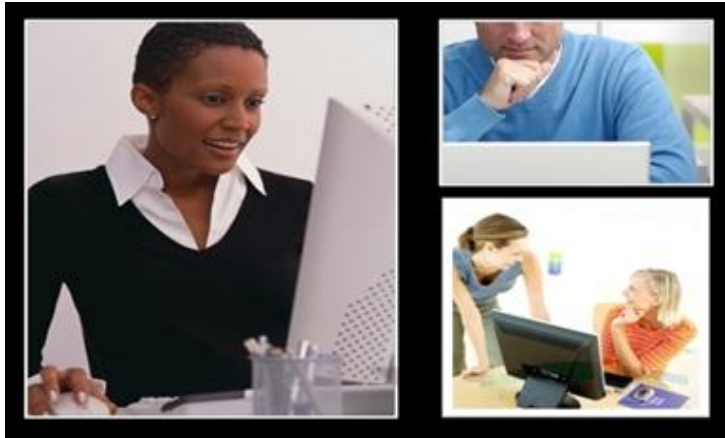
Also review the RCCC Catalog and Student Handbook 2011-2012. It will be a valuable resource, not only for course listings, but also for advising. You can access the catalog online: <http://www.rccc.edu/catalog/>.

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## Welcome to Distance Education at Rowan-Cabarrus Community College!

Distance Education at RCCC is composed of Classes within the Distance Education Network that enable you to take courses outside the traditional classroom setting.



All college resources will be available to you, including the Learning Resource Center, Student Services, Computer Lab / Information Commons, Testing Center, and Tutoring Services.

Depending on the type of Distance Education course in which you are enrolled, orientation sessions will be provided either prior to beginning your course or during your first class meeting. Orientation is designed to assist you in better understanding the method of instruction and to acquaint you with the technology used in the delivery of your course. Your instructor will be the key resource person to help you in getting off to a good start as you plug into the RCCC Distance Education Network.

**Distance Education at Rowan-Cabarrus Community College offers students diverse opportunities for learning. Our goal is to provide students greater flexibility in scheduling classes and provide RCCC faculty new approaches to teaching.**

Rowan-Cabarrus Community College offers several methods of Distance Education, providing students a wide range of choices and new approaches to learning. Currently RCCC offers Distance Education courses within each academic department.

## GENERAL INFORMATION

### Admissions and Registration Process

1. Once you have made the decision to take classes at Rowan-Cabarrus Community College, call or visit the Student Services Office for an *Application for Admissions* form. Return the completed form to the Student Services Office as soon as possible.
2. Registration and Drop/Add schedules are available online at: [www.rccc.edu/registration](http://www.rccc.edu/registration)
3. Students who wish to take Distance Education courses and are not interested in enrolling in a particular degree, diploma, or certificate program at this time may register as a non-degree seeking student. Internet and Hybrid students must meet specific academic and skill prerequisites prior to registering and should start the registration process as early as possible. English, math, and reading prerequisite courses require placement testing in addition to meeting the academic and skill prerequisites for an Internet course. These details are covered on page 8 of this handbook.



*Note: Placement tests are offered at our North and South Campuses. For Distance Education students who reside outside the immediate service area and who are unable to test at either North or South Campus, please contact Student Services to make alternate arrangements.*

### Academic and Skill Prerequisites for Internet and Hybrid Courses

To enroll in an Internet-based course, students must meet technical and academic requirements. Please visit the following website link for the details: <http://www.rccc.edu/distance/coursereqs/>

## Academic Advising



Advisors serve an important role in your studies at Rowan-Cabarrus Community College. Your advisor will assist you in planning your schedule, orient you to college services, and act as a resource to help you to be successful in your college studies.

For a complete listing of academic advisors, refer to the College website and click the “Advising Information” link:  
<http://www.rccc.edu/advising/>

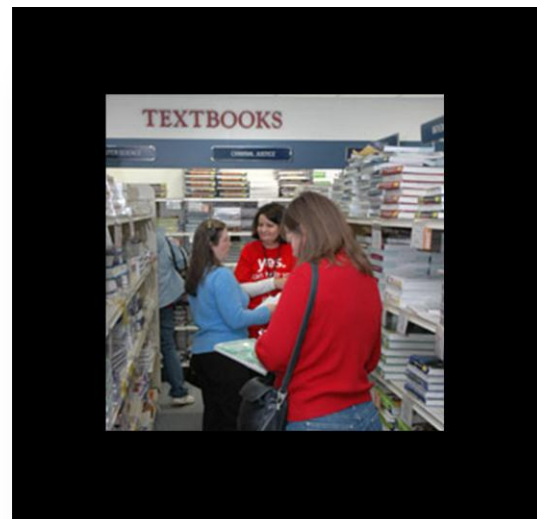
**We strongly encourage you to meet with your advisor who will be glad to assist you in planning for your studies!**



## Books

When you register for the course, stop by the RCCC bookstore at North or South Campus and purchase the required text and study materials. When purchasing textbooks, you must know the section number of your course. You may also visit the bookstore website at <http://rowan.bkstore.com> to view hours and review other detail regarding bookstore services.

Ask the bookstore personnel for assistance if you are unsure what text/materials to purchase. The bookstore on the North Campus is located on the first floor of Building 500 and the bookstore on the South Campus is located on the first floor of Building 3000. The bookstore will be open during the first scheduled class meeting for Telecourses.



## Internet Addresses



The Internet address for RCCC's home page is <http://www.rccc.edu>.



On the home page, students will find a link to the RCCC Distance Education website (<http://www.rccc.edu/distance/>).



The Internet address for RCCC's Blackboard website is <http://rccc.blackboard.com/>. Upon entering this page students will find links for login directions, orientation directions, and e-mail access directions.

## Unattended Children

Students are asked to not bring children on campus since the college cannot assume responsibility for unattended children. Rowan-Cabarrus Community College is committed to providing an environment conducive to learning, and children may disrupt the learning environment when they are brought into the classroom, computer labs or left unattended.

## Internet and Network Use Agreement

All students are expected to adhere to the Student Agreement Regarding Internet Usage, as detailed in the RCCC Catalog and Student Handbook, and included in this handbook (see the next page).

## STUDENT AGREEMENT REGARDING THE USE OF THE INTERNET: RCCC Procedure 7.25

### Internet Use Policy:

The use of RCCC's Internet connection is a privilege, not a right, and inappropriate use will result in the cancellation of this privilege. RCCC's Internet connection is not to be used for private or commercial business use, political or other controversial purposes; it is to be used for appropriate college-related educational purposes only. Users are expected to follow acceptable standards of ethics and conduct in their use of the Internet connection. Responsible user conduct includes consideration for other users, as well as efficient and effective use of the Internet connection.

### Student Agreement:

I accept and agree to abide by the policy and responsibilities specified in Procedure Number 7.25 - Student Internet Acceptable Use Policy. Further, I understand that with this educational opportunity also comes responsibility and I concur that:

- RCCC's Internet connection is to be used only for college-related research and educational activities that are consistent with the mission of the college.
- The use of RCCC's Internet connection is a privilege, not a right, and inappropriate use will result in the cancellation of this privilege. I understand that suspected misuses would be confidentially reported to the appropriate Vice President. I understand that violations of Procedure Number 7.25 - Student Internet Acceptable Use Procedure, will be subject to Procedure 7.23 - Student Behavior Standards/Sanctions.
- It is my responsibility to be aware of and to ensure that all copyright laws, including licensing restrictions, are honored. I understand that ownership of text, music, software, and other media is proprietary and therefore protected by law.
- It is my responsibility to ensure that I do not send, print, request, or store fraudulent, harassing, threatening, racist, sexist, offensive, or obscene messages and/or materials. I understand that transmission of any materials in violation of federal or state laws or regulations is prohibited. I understand that purchasing via RCCC's Internet connection is prohibited.
- It is my responsibility to be cognizant of and observe the acceptable use policies of external networks that I access via RCCC's Internet connection.
- It is my responsibility to ensure that the performance of RCCC's network is not degraded or that authorized college users are not deprived of Internet resources or access by my activities. I concur that it is my responsibility to avoid the knowing or inadvertent spread of computer viruses.
- RCCC has the right to review any materials stored on any system provided by the college and to edit and remove any materials. I hereby waive any right, which I may otherwise have in and to such materials.

I release RCCC and all other organizations related to RCCC's Internet connection from any liabilities or damages that may result from my use of the Internet connection. I accept full responsibility for the results of my actions with regard to the use of the Internet. I release the college and all other related organizations from any liability relating to consequences resulting from my use of RCCC's Internet connection.

**Revocation of Internet Privileges:** Any instructor or the Vice President, Student Services may temporarily suspend Internet access privileges at RCCC upon discovery of a possible violation of user responsibilities. Such suspected violations will be confidentially reported to the appropriate vice president for further investigation. Confirmed violations of this procedure will be addressed under Procedure 7.23 - Student Behavior Standards/Sanctions and may result in the revocation of Internet access privileges at RCCC for the semester, as well as other actions by the college.

## DISTANCE EDUCATION AT RCCC

### Hybrid and Internet Courses



**Internet Course-** These courses are delivered via the Internet through Blackboard through a variety of online techniques such as lecture, video clips, online discussions, e-mail exchanges, chats, and case studies -to mention a few.

Internet students utilize textbooks and online content to complete coursework and achieve the student outcomes posted in the course syllabus.

Internet students have no scheduled sessions on campus, although instructors reserve the right to require test-taking in the on-campus testing center. Internet classes are designed to give the student maximum flexibility; however the student is expected to meet assignment and testing deadlines which provide a framework to promote student progress.

**Hybrid Course-** This type of class combines an Internet Course with face-to-face instruction. A large amount of the course is delivered as an Internet course through Blackboard, accompanied by on-campus meetings for lecture, discussion, and presentations. Hybrid courses meet on campus on specified days and students must attend an on-campus orientation during the first class session.

### Blackboard

Blackboard is a user-friendly “portal” or Learning Management System that allows you to navigate through online materials, send e-mails, chat, use discussion forums, and link to online resources. One student login will access all of your online courses and organizations.



**How do I login to my class/ login to Blackboard?**

<http://www.rccc.edu/distance/orientations.html> has step by step instructions on how to access helpful information and your course(s).

**The direct login to RCCC’s Blackboard is:** <http://rccc.blackboard.com>

## Blackboard Support

Blackboard support can be attained in a number of ways. Please note several ways to seek support below:

If you need a guide to navigating through your course, or if you have questions about features and functions within your course, please refer to **the Student Support link** on the bottom left side of each your Internet or Hybrid course.

All students have access to the **“Welcome to Blackboard”** course, providing basic Blackboard and Distance Education information.

**Help wiki (manual):** <http://help.blackboard.com/student/index.htm>

**Helpful links** are also provided on the Blackboard login page: <http://rccc.blackboard.com>

Great (quick) **tutorials** on popular new features! <http://ondemand.blackboard.com/students.htm>

### Blackboard Helpdesk

We encourage students to call **800-808-0489** or chat online with a certified Blackboard support representative. Please visit



<http://d2.parature.com/ics/support/default.asp?deptID=8277> to access the chat feature as well as the Knowledge Base. This web-based forum provides articles about common issues reported, useful documentation, and work-arounds to software-related issues.

This Blackboard Help Desk is available to students enrolled in Internet-based courses. This 24-hour-per-day, 7-day-per-week service is available to provide assistance to Internet students who have questions about using Blackboard, the software used to create and operate Internet courses.



**Login help / Password Reset:**  
**ITS Helpdesk (<http://its.rccc.edu>)**  
or call 704-216-7200.

*(continued)*

## Blackboard Support

Atomic Learning: [Click Here to access Atomic Learning for free!](http://www.atomiclearning.com/highed/home)  
(<http://www.atomiclearning.com/highed/home>)

Atomic Learning provides web based software training for hundreds of applications. The tutorials include audio and video. The tutorials are short, easy to view and understand.

- **Username:** rccc
- **Password:** student

**Examples of tutorial subjects:** Microsoft products (*such as Word, Access, PowerPoint, Excel*), Blackboard, Photoshop, Movie Maker, GarageBand, podcasting resources, and the list goes on and on)...

Once you login, click on the “Our Tutorials” link to look for your desired topic.

*Tip: Click “yes” when the MIME question appears on your screen.*



Please find a number of help resources through the **Distance Education webpages:**  
<http://www.rccc.edu/distance/>

If needed, Internet access and **in-person assistance** is available on a first come, first served basis in the **Information Commons** locations. Go to <http://www.rccc.edu/labs/> for hours of operation, location, etc.



## Here are some questions that are frequently asked about Hybrid and Internet courses:

### What are the requirements for taking a Hybrid or Internet course?

Students must meet specific academic and skill prerequisites prior to registering for a Hybrid or Internet course. Such prerequisites determine student preparedness and support student potential for success in their course. Student preparedness includes demonstrated reading, written communication, and technical skills. All courses, regardless of the curriculum, are reading intensive and writing intensive (per word processing or email) due to the amount of content delivered via the Internet and requires participants to use a wide variety of computer and Internet technology. For Hybrid courses, students are also required to meet on-campus on specified days and participate in any class discussion.

### Do I work at my own pace?

Although each student may choose when, where, and how often they access their course, students will have to meet assignment and testing deadlines set by each individual instructor. For Hybrid courses, the individual instructor determines the dates on which the course meets on-campus. These dates are posted within the semester schedule, along with the meeting.

### Do I attend an orientation session?

*Please note, there are two types of orientation.*

**Hybrid classes:** The orientation for Hybrid courses will be held during the first on-campus meeting. Students must attend this first class session.

**Internet Class Orientation:** The optional online orientation is designed for RCCC Internet students and is completed through Blackboard. For instructions on accessing the Online Orientation, please visit the Distance Education website (<http://www.rccc.edu/distance/>) and click on the “Orientations” link. Orientation to Blackboard is conducted through the “Welcome to Blackboard” course that all students have access to as soon as he/she enrolls in a course.

### What if I have questions about a specific Hybrid or Internet course?

If you have questions or concerns about your Hybrid or Internet course(s), call the instructor for the course and discuss your concerns. If you are uncertain on how to contact the instructor, please call Student Services for assistance.

## **Frequently Asked Questions** *(Continued)*

### **Where do I take tests?**

Each instructor determines where testing for his/her course takes place (online, campus testing center, or classroom).

### **What are the Basic Computer Requirements?**

Please refer to <http://www.rccc.edu/distance/coursereqs/> for basic requirements.

### **What are the Course-Specific Technical Requirements?**

Please refer to <http://www.rccc.edu/distance/coursereqs/> for additional hardware and/or software required by the instructor.

## TELECOURSES

Many people cannot continue college for years due to the demands of family life, work schedules, and other factors. Rowan-Cabarrus Community College gives an educational alternative to such busy persons through its Telecourse offerings. Students view materials through a “Video on Demand” site (Internet accessed videos, much like one would watch “Netflix, hulu or youtube on your home PC or Mac In addition to using textbooks and other instructional materials to complete all assignments, tests, and evaluations of the course. Students also attend four on-campus Saturday classes.



**Here are some questions that are frequently asked about these course delivery methods:**

### **What is a Telecourse?**

Telecourse students meet with the instructor one Saturday a month. Students must attend an on-campus orientation during the first class session. Course content is delivered via a video series for each course along with textbook materials. In between meetings, students follow their course outline, studying their textbook and video series, and completing assignments outside of class time.

**RCCC Telecourse website:** <http://www.rccc.edu/distance/deg-telecourse.html>

### **What are the advantages of taking Telecourses?**

- Telecourses are convenient and inexpensive.
- Telecourses provide students with the opportunity to take a course by using study materials and watching videos at home.
- Scheduling problems and travel costs often associated with on-campus courses are eliminated.

### **What is the difference between a Telecourse and a course taught in a classroom?**

Traditional students may come to campus for face-to-face instruction by a faculty member several times per week. Telecourse students work more independently, watching the programs and reading supplemental materials at home, with guidance from the faculty. The number of required class meetings, however, is generally much fewer than in traditionally taught classes. Basic course content is delivered to students through media, print, and other types of faculty/student interactions.

## TELECOURSES

### May I talk with an instructor?

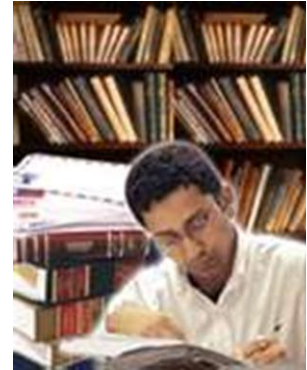
**Yes!** Instructors are available for Telecourse students during Saturday class sessions, during the instructor's scheduled office hours, and by telephone and e-mail.

### Do I attend a Telecourse orientation?

Yes, attendance at the Telecourse orientation is required. For the student's convenience, the orientation is scheduled in conjunction with the first class session. During your first class session, a short orientation will be provided.

### Do I receive credit for the Telecourse? Is a Telecourse equivalent to a traditionally taught course?

Yes! Telecourses carry full curriculum credit. A Telecourse, in most respects (i.e., academic rigor, student requirements, etc.) is equivalent to a traditionally taught college course. Telecourse students pay tuition and fees to the college, have access to all college services, study under the college's rules and regulations, are taught by college faculty, and receive academic credit.



The faculty members make similar kinds of academic and instructional decisions as they would in a traditionally taught class. They interact with students through a combination of on-site classes, written assignments, telephone contacts, and possibly online materials.

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### SUCCESSFUL TELECOURSE AND TELEWEB STUDENTS...

- Manage their time. While Telecourses are convenient, they do require the time, ability, and willingness to study independently.
- Obtain the required text (and study guide if recommended by the instructor) before they watch the first program. The study guide outlines lessons, gives details, includes sample tests, tells them what to watch for in the television program, and helps them review before tests. The textbook contains the primary reading material for each lesson. Both are available in the bookstore.
- Read the associated study guide and textbook material before they watch each episode.
- Communicate with the instructor on a regular basis and Keep up with assignments and deadlines.



## E-Mail for Students

All students are provided RCCC e-mail accounts!

Link to access e-mail: <http://www.rccc.edu/email/>



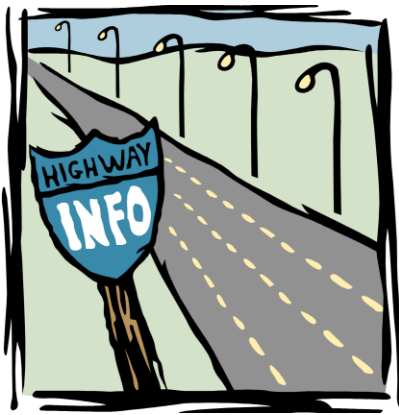
Login directions: [http://www.rccc.edu/email/student\\_email.html](http://www.rccc.edu/email/student_email.html)



**E-Mail Login help / Password Reset:**  
**ITS Helpdesk (<http://its.rccc.edu>)**  
or call 704-216-7200.

Please check your e-mail accounts regularly. Your instructors and the college will use e-mail to communicate important information to you throughout the semester.

## **INTERACTIVE TELEVISION on the NORTH CAROLINA INFORMATION HIGHWAY**



If you have never been on TV before, this will be your first opportunity to experience the world of live interactive television! Your instructor will be broadcasting live from one of our RCCC Campus locations or maybe from another community college or university. At first you might feel that you are watching a pre-recorded program, but through technology it will be apparent that this is a live broadcast, and you will soon feel part of the class, just as you would in a traditional classroom setting.

The major difference is that your instructor may be many miles away, but the instructor is connected to the class or classes via the videoconferencing technology. Each room is equipped with voice-activated microphones that will allow students to communicate with the remote site.

### **Here are some questions that are frequently asked about ITV:**

#### **What are the advantages to taking an ITV course?**

Distance Education via ITV allows the college to offer greater access to students. For students, this provides a means of taking required courses, requested courses that would have insufficient enrollment otherwise, required degree classes for which it is difficult to find qualified instructors, and courses and programs from other community colleges and universities. The Distance Education facilities also provide the instructor a wide range of audiovisual equipment that will enhance learning.

#### **What is the difference between an ITV course and a course taught in a classroom?**

The first thing you will notice is that the instructor may not be in the classroom, but be miles away. You will soon discover that not having the instructor physically present will not be a problem to you succeeding in the class since microphones are voice activated and you can ask questions. The college provides intensive training to instructors who are very knowledgeable about the Distance Education system and will make the technology transparent as you begin your first class session. The college also offers the same services to Distance Education students, as transitional students. In fact, the college has modified its instructional methods and services to accommodate all students enrolled in various Distance Education courses.

#### **Why should I enroll in an ITV course?**

Enrolling in a course(s) scheduled via the ITV will provide you a greater access to courses that may otherwise not be offered. The ITV provides the college a statewide network of opportunities for curriculum enhancement, which translates into more course offerings for students.

# INTERACTIVE TELEVISION on the NORTH CAROLINA INFORMATION HIGHWAY

## What are the course requirements?

The course requirements are the same as a traditional class. Your instructor will give you an orientation to the ITV classroom during your first day of class. The roll will be taken at the beginning of every class session and students will be provided a course syllabus outlining student outcomes and the evaluation process.

## How the Class Will Be Conducted

### Attendance:

The roll will be taken at the beginning of each class session. Failure to maintain contact with the instructor for the equivalent of two weeks (1/8 of total instructional hours) either by attending classes, submitting assignments, meeting with the instructor in person, by telephone, or by e-mail, the instructor can administratively withdraw the student from the class. *Please refer to the College Catalog for details.*

### Class Materials:

Your instructor will provide you the necessary materials that will accompany the course. If you are at a remote site, the RCCC Courier Service will deliver the materials to the Distance Education Facilitator for distribution. A secured drop box is available for students to turn in assignments at the North and South Campus locations.



### Testing:

Your instructor will discuss the process of taking tests during your first day of class. The test may be proctored by your instructor via the ITV or by the Distance Education Facilitator.

### Air Time:

Please note that the ITV system will be live approximately 5 minutes prior to the actual start of class. The microphones will be activated at that time. Your instructor will discuss proper classroom etiquette during your first class session.

### Distance Education Facilitator:

Each remote site has a facilitator to assist the instructor in the room set-up and provide you assistance in distribution and collection of class materials and assignments. The facilitator will be introduced during the first class session. Please consult the room facilitator regarding any questions you have pertaining to the delivery system or class materials if the instructor is located at a remote location.

## INTERACTIVE TELEVISION on the NORTH CAROLINA INFORMATION HIGHWAY

### Room Technology:

Don't be intimidated by the equipment in the Distance Education classrooms. Your instructor will be using a variety of educational systems to enhance the method of teaching. The systems include overhead camera, student camera, instructor camera, computer/software, VCR, and audio system.



**When registering for classes each semester/term, please refer to the schedule of courses to determine which ITV classes are available.**

### Information Commons (Computer Labs)

Enrolled students are provided open access to computers in the Information Commons, a staffed facility where students can work on Traditional and Distance Education course assignments. Students will be assigned a specific workstation based upon the application software need. Course-specific tutorials may be available. Access is provided on a first come, first served basis. For more information about the Information Commons and its services, visit the Information Commons web page at <http://www.rccc.edu/labs>. This link is also available on the college home page (computer labs).

### Location: Within the LRC, Library

Enrolled students, faculty, and staff are required to bring storage media (ex: flash drives) to the Information Commons to save their data and make backups. All storage media should be labeled with the student's name to identify items that may be placed in the Information Commons Lost and Found.

Students are expected to follow the same guidelines in the Information Commons as in the academic classrooms for cell phone use. The cell phone should be on the vibrate setting and the student should go into the hallway or other appropriate location to use the cell phone.

### Free Workshops!

The Information Commons offers free Blackboard and Microsoft Office workshops for students. Students gain basic knowledge of these products through lecture and hands-on exercises. Workshops last approximately 90 minutes each. All students are encouraged to attend. Workshops may also be arranged at the request of an instructor for a specific class.

## Learning Resource Center (LRC) Library

### GENERAL INFORMATION

The LRC is comprised of the Library and Academic Testing Center (ATC). It also houses tutorial services at the North Campus. For a description of LRC resources and services, please go to the college home page, [www.rccc.edu](http://www.rccc.edu), and click on the link for LRC (library), found under the “General Information” heading.

Please review LRC hours of operation online at <http://www.rccc.edu/lrc/>



**Internet access within the LRC is currently available.** Through the Internet, we have access to the NCLIVE, SIRS, Facts on File Issues and Controversies databases. A password is required for remote access. The LRC provides Internet access on computer workstations. To use the Internet, you must show a RCCC LRC library card, photo ID, read and sign the agreement regarding usage. The appropriate use for this service is college related research and/or educational activities.

### LRC ONLINE CATALOG (CCLINC)

The LRC is part of the Community College Libraries in North Carolina (CCLINC), a consortium of approximately 40 community college libraries. Our Internet catalog provides access to the collections of all CCLINC libraries. Books from these libraries may be interlibrary loaned; ask at the Circulation Desk. CCLINC may be accessed at [www.cclinc.ncccs.cc.nc.us](http://www.cclinc.ncccs.cc.nc.us).

Some CCLINC libraries also include their periodical titles in the catalog. You may request a photocopy of an article from a CCLINC periodical; ask at the Circulation Desk. There is no charge for book loans or photocopies from a CCLINC library. Items may be picked at the Circulation Desk when they arrive.

## Learning Resource Center (LRC) Library

### Types of Searches in CCLINC

- **The author search**

To search by author, input the writer's name, last name first, then click on author. The title(s) of the book(s) will appear directly below the "search results." If there are several books by the same author in the LRC, an author screen will indicate the title of each book. If several authors have the same last name, but different first names, initials, or birth/death dates, a numbered search screen will appear by each name.

- **Title search**

If you know the title of the book you want, you can input the full or partial title. If we have the title, it will appear on an alphabetical list. From the list, choose the correct number for the title in order to view the full record.

- **The subject search**

When you are interested in a particular subject, or when you know the subject of a book, but not its title or author, the subject search will help you. If you do not know the Library of Congress subject heading, type in keywords, then select "words or phrases" from the Options.

### Searching hints

- 1) Search for the first word, ignoring the beginning articles a, an, or the.
- 2) Search for a person by typing his/her last name first.
- 3) Abbreviations in the alphabetical lists are arranged as if spelled out (Mac for Mc, Saint for St.).

#### For RCCC items only

- Enter search
  - For North Campus select rowan-cab from library location box.
  - For South Campus select rowan-so from library location box.
  - If not owned by RCCC, the following prompt will appear. *Item(s) not found—perhaps the following list will help:*
- For other consortium library searches select ALL from library local box.

## Learning Resource Center (LRC) Library

### INTERLIBRARY LOAN

#### To place a request for an item to be held for you at LRC (interlibrary loan):

1. Bring up complete record for the title.
2. Press request button.
3. Place press hold.
4. When prompted, enter user ID (barcode from your library card) and PIN. Contact librarian if you do not know yours.
5. Respond to the remaining questions.

If the book you requested is being transferred between RCCC North and South campuses, it should arrive in 1-2 days. Books requested from any other CCLINC institution should arrive in 5-7 days.

### PERIODICALS

The LRC subscribes to over 300 magazines and 12 newspapers, and provides several means of access to articles in those publications. The collection is listed in the Periodical Holdings List found onsite throughout the library and on the LRC Web Page. This list indicates whether the magazine is received at the North/South Campus, or both and what issues are available in paper or microfiche format.



The most current issues of magazines and newspapers may be found near comfortable seating in the LRC. Back issues are shelved alphabetically in Periodicals.

LRC periodicals are not listed in the catalog. Check *Periodical Holdings* to determine which titles are available at North and/or South Campus ([www.rccc.edu/lrc](http://www.rccc.edu/lrc)). You may request a photocopy from the alternate campus. Ask for a request form at Circulation Desk. Complete and return the form to the Circulation Desk. Requests made should arrive the next day.

The Area Health Education Center (AHEC) provides photocopies from medical journals. There is no charge for this service. Inquire at the Circulation Desk for assistance.

## Learning Resource Center (LRC) Library

When searching for a periodical or article, students may use the following resources:

### **NC LIVE (North Carolina Libraries in Virtual Education)**

NC LIVE is a statewide electronic library project, which makes available to library users via the Internet thousands of citations as well as full-text newspaper and periodical articles. NC LIVE is available in public and academic libraries throughout N. C. Remote access to NC LIVE is available for students. You can send an email request for a password to [lrc@rccc.edu](mailto:lrc@rccc.edu). Community patrons are entitled to receive remote access via their local public library.

### **Issues and Controversies @ [www.FACTS.com](http://www.FACTS.com)**

Up-to-date, in-depth and objective information of hotly debated issues.

### **SIRS (Social Issues Resources Series)**

SIRS provides access to periodical articles via the Internet. Through keyword searches, the system locates full-text articles, which can then be read and printed. Remote access is available. Contact the librarian for password information.

## REFERENCE MATERIALS

The LRC has a collection of dictionaries, encyclopedias, atlases, handbooks, yearbooks, directories and special indexes. You can identify a reference book by the letters "Ref" above the call number on the book and in the location field in CCLINC. **All reference materials may be accessed in the LRC.** Generally, reference books are not checked out of the LRC. These books need to be in the library at all times for immediate use. Reference assistance is available from the librarian. If you are unable to find the information you need, always ask for assistance. Reference assistance is also available via email. Please e-mail [lrc@rccc.edu](mailto:lrc@rccc.edu).

## SERVICES

Faxes, photocopies and printing are available for a small charge. Please contact the LRC for fees. **Additional services are available. Please visit the LRC website <http://www.rccc.edu/lrc/> for more information.**

## **ACADEMIC TESTING CENTERS (ATCs)**

ATCs are located at the North and South campuses. ATC's hours are posed on the website <http://www.rccc.edu/lrc/testing.html>.

Please note:

- Students are required to have a photo ID each time a student wishes to take a test. Students are required to know the faculty members name, course name and section number.
- Students must make an appointment in advance for tests that require a computer.
- Personal electronic devices should be placed on "silent" or "vibrate" mode and students are advised to finish testing before taking calls. Instructors may specify "no phones or personal electronics in the center" during testing.
- Your instructor will provide guidance on his / her rules for testing in the ATC, if applicable.

## Student Services

In the Student Services Department at Rowan-Cabarrus Community College we see ourselves as student advocates and want to be a part of your total educational experience. Our overall purpose is to serve you by keeping records, clarifying policies, answering questions, assisting with financial aid information, supporting emotionally and encouraging you to be your best.

If you don't know where to start, start with us, for we consider ourselves student advocates and want to help you meet your educational goals. We can advise you in better ways to relate to instructors if you are having problems and explain the procedures for filing concerns if necessary. We are available from 7:30 a.m. until 9:00 p.m. Monday through Thursday and 7:30 a.m. until 5:00 p.m. Friday for confidential personal conferences and will refer you to resources in the community where available. By taking advantage of the assistance offered by Student Services you can be assured of smoother sailing and a more enjoyable educational experience at RCCC.



For contact information, please visit:

<http://www.rccc.edu/studentservices/>

<http://www.rccc.edu/counseling/>

### **New Student Orientation (NSO) is now available online!**

We hope you have already taken advantage of this great opportunity. NSO online is fast, easy, convenient, and best of all can be completed at your pace. Since you are able to access this information 24/7, it is a great tool for every new and continuing student. You can revisit the site as much as needed and instantly gain access to important forms, external links to the tutoring center and other valuable resources that will support you in being a successful student.

If you have not yet completed New Student Orientation and would like to have access to this valuable information, please contact Student Services.

Additional Blackboard resources for all students include "College Transfer" Information and a variety of workshops on specific topics provided by Student Services.

## Where to go to get help

A directory of RCCC departments and services is available online at  
<http://www.rccc.edu/directory/>

