

Orientation for Online Students

Distance Learning

mxccdistance@mxcc.commnet.edu

(860) 343 – 5756

Middlesex Community College

Visit <http://mxcc.edu/distance>

Orientation for Online Students

- Log on to your Blackboard Learn course
- Read class materials
 - syllabus, course outlines, course content, assignments, announcements, calendar.
- Engage in communications
 - Discussions and email.
- Online Quizzes/Exams*
- Submit Assignments*
- LRON Classes
- Tips for Success
- Resources and references
- Questions, Problems, and Help

Blackboard Learn - NetID and Password

- All online and on-campus courses at MxCC use Blackboard Learn.
 - My.commnet.edu
 - **NetID:** BannerID@student.commnet.edu (Banner ID is your Student ID)
Example: 00707059@student.commnet.edu
 - **Password:** The same password to log on to a **campus computer** at any of 12 Connecticut community colleges.
 - If you have never logged on to a campus computer, the initial password is a combination of your first three letters of birth month (capitalize the first letter), the sign of &, and last four-digit of your social security number.
 - *For example, if you are born in April and the last four digits of your social security number are 4575, then your initial password is Apr&4575 (case sensitive).*
 - After you have logged on with the initial password, you will be prompted to change to a new password. The new password **MUST** have 8 or more characters and satisfy 3 of the 4 rules as follows:
 - Upper case
 - Lower case
 - Numbers
 - Special character
 - *One example of a new password is Flower17 (case sensitive). Remember; do not use your name or birthday in the new password.*

Logon to Blackboard via myCommNet

- Open a web browser.
- Go to my.commnnet.edu.
- Enter your **NetID** and **password**, click **Login**.
- Once you are in myCommNet, click the **Blackboard** icon in the upper-right. Then click on a course Title.
- Once the Blackboard window opens, click **Logout** in myCommNet window and close myCommNet window.
- To go to another course, click **My Institution** (upper-right) and click the course name.
- When you are done with Blackboard, click **Logout** in Blackboard window.

Technical Troubleshooting

- •Reset a forgotten password on your own at:
<http://supportcenter.ct.edu/netid/pswdmenu.asp>
- •You may create a new password via email or by answering security questions.
- •Call (Mon.-Fri., 8:00 am- 5:00 pm) the following offices to request password reset:
 - –IT Service, (860) 343 – 5711
 - –24 x7 help desk – 860-723-0221
- •If you cannot log onto my.commnet.edu/Blackboard or did not see your course when you are in Blackboard, clear out the browser history. The instruction is <https://kinsta.com/knowledgebase/how-to-clear-browser-cache/#chrome>
- •When my.commnet.edu is down, you will get to Blackboard directly at <https://ctccs.blackboard.com>.
- •If the trouble persists, please call distance learning 860-343-5756 (Mon - Fri, 8:00 am to 5:00 pm) or the 24- hour help desk at 860-723-0221

Best Performance in Blackboard

- Before you work in Blackboard, there are a few things you should do to ensure best performance in Blackboard.
 - Set up the popup blocker setting to allow the Blackboard window to open.
 - Once you are in myCommNet, click on the Blackboard icon in the middle panel to access Blackboard. You will need to clear out the browser history/cache if you encounter an error message.
 - Close out myCommNet window*. This is to avoid time-out messages from myCommNet when you work in Blackboard.
 - Click Logout (in the upper-right corner of myCommNet window). Close myCommNet window by clicking the X sign.
 - Click maximize icon in Blackboard window to enlarge Blackboard window.
 - When working in Blackboard Learn, if you are prompted to either stay or logout in MyCommNet, click on Logout to exit out MyCommNet.
 - * If you need to check for library resources and view videos at Video on Demand, you need to keep MyCommNet stay on.

My Institution Window

- **Course List**

- A list of courses that you have registered at MxCC or other Connecticut community colleges.
- Click on the **Course Title** to enter the course Blackboard site.
- MxCC Virtual Campus – announcements for students, Tutoring Service – Essay Submission, Blackboard tutorials
- Blackboard Essential Skills

Connecticut Community Colleges

Yi Guan-Raczkowski 11

My Institution My Help/Training My Organizations

My Institution Kaltura My Media

Blackboard Instructor Mobile

Download the BB Instructor App. Search on "Connecticut Community Colleges".
Faculty it is a good idea to see how your courses look to students on a mobile device!!!
Grading is not currently available in the app.

Download on the App Store | Get it on Google Play | Get it from Microsoft

Course List

Courses where you are: Instructor

4014.118406: PSY-F111-4014-Winter2018-General Psychology I
Instructor: Yi Guan-Raczkowski;
Announcements:
 > APA Style Guide Examples
 > Unit 1 Assignments - 12/26 -12/28
 > December 26th - First Day

4013.117406: PSY-F111-4013-Winter2017-General Psychology I (unavailable - was last available Saturday, April 14, 2018)
Instructor: Yi Guan-Raczkowski;

Important Blackboard Updates

Faculty and Students, are you having trouble uploading documents/videos, getting to discussion questions, seeing grade center etc.?
Report your issues and pass on this information with your report:
Hostname: ip-10-145-31-229.ec2.internal
Try a workaround:
[Check what browser you are using](#)
[Clear your browser's cache](#)

Course Menu vs. Content Area

4014.118406 PSY-F111-4014-Winter2018-General Psychology I

Announcements

4014.118406 (PSY-F111-4014-Winter2018-General Psychology I)

Announcements

Messages

Welcome & Preparation

Syllabus

Course Content

Discussions

Discussion Questions

Exams

My Grades

Glossary for PSY111

Help & Tech Support

Academic Resources

5/21/2021

Announcements

APA Style Guide Examples

Posted on: Tuesday, December 25, 2018

Dear students,

Please be aware that in discussion you will need to use APA style guid references in the end of your discu in-text citation for our textbook on

(Feldman, 2017, p.5).

If you only refer to our textbook, p below.

Feldman, Robert. "Introduction to Psychology." Esse Education, 2017. 8. Print.

If you refer to other references, you may use the citation

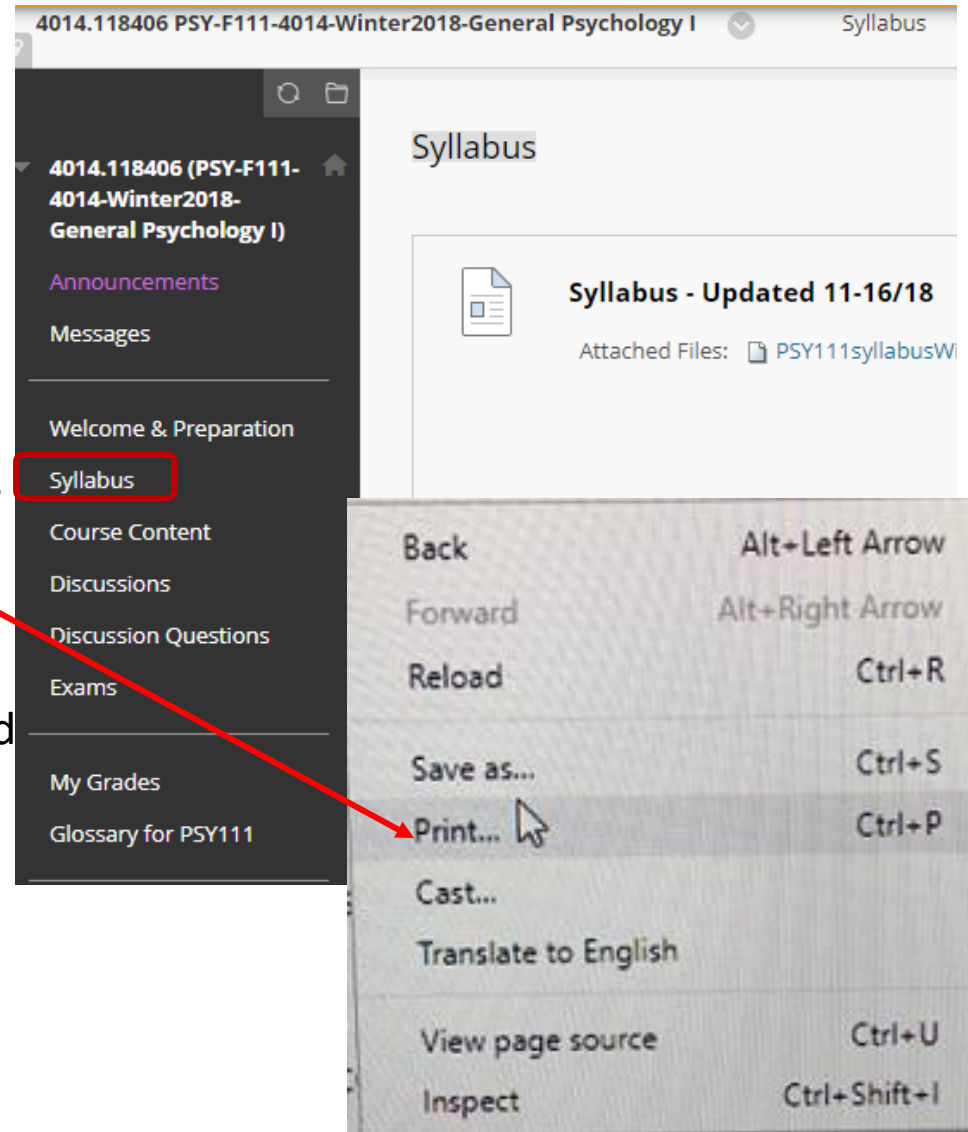
Course Menu: There are links to Content Area or tools.

- **Welcome:** a welcome message from your professor, overview of the course, online orientation, help information, student orientation.
- **Syllabus:** an overview of the class, course outline, grading, etc.
- **Course content:** outlines, lecture notes, etc.
- **Weekly Assignments:** weekly assignments
- **Discussions:** discussion forums for students to post answers to discussion questions relating to chapter reading.
- **Help & Tech Support:** Help contact, tutorials, FAQs.
- **Academic Resources:** useful web sites such as library, distance learning, e-tutoring, etc.

Content Area: a page in the right panel with folders, learning modules, or tools.

Syllabus

- Syllabus: overview of the class, course, requirements, grading, etc.
- To view the Syllabus, click on the **Syllabus** link on **Course Menu**.
- To print the syllabus
 - Right-click on anywhere in the Syllabus panel and select **Print**.
 - In the new window of the syllabus, go to **File** and select **Print...**
 - Click **Print** to print the file.
- To Print/save the syllabus
 - Copy the text from the syllabus and paste it to a MS Word file.
 - Print/Save the MS Word file.
- A syllabus file might be in .pdf format, you need Adobe Reader to open a .pdf file.



Navigating a Learning Module

- **Left Panel**
 - Titles of links for files or tools.
- **Right Panel**
 - When you click on a Title in the left panel,
 - For Web file, .pdf file, image, the content of the link will display in the right panel.
 - For Non-web based files, a pop-up window asking either Open or Save the file. You need an appropriate application to open a non-web based file.
 - For Tools: A Discussion Forum will be in a new window. You may close the “pop-up” window to go back to the Learning Module view.
- To get out of a Learning Module page
 - Click on a link in **Navigation Path** –top of the Learning Module panel.
 - Click on any link in **Course Menu**.

Learning Module – Chapter 1

4014.118406 PSY-F111-4014-Winter2018-General Psychology I

Course Content ... Chapter 1 Lecture Note Chapter 1 Learning Ob

4014.118406 (PSY-F111-4014-Winter2018-General Psychology I)

Announcements

Messages

Welcome & Preparation

Syllabus

Course Content

Discussions

Discussion Questions

Table of Contents

Page 3 of 8

- 1. Instructions on how to vi
- 2. Instruction on How to Vie
- 3. Chapter 1 Learning Obj
- 4. Chapter1.ppt
- 5. Chapter1.pdf
- 6. Instructional Videos
- 7. Video - Perspectives on P
- 8. Video - Psychology Resea

Chapter 1 Learning Objectives

- Understand the past, present and the future of psychology
- Understand how research is conducted in psychology
- Gain a knowledge of what trends currently shape psychology

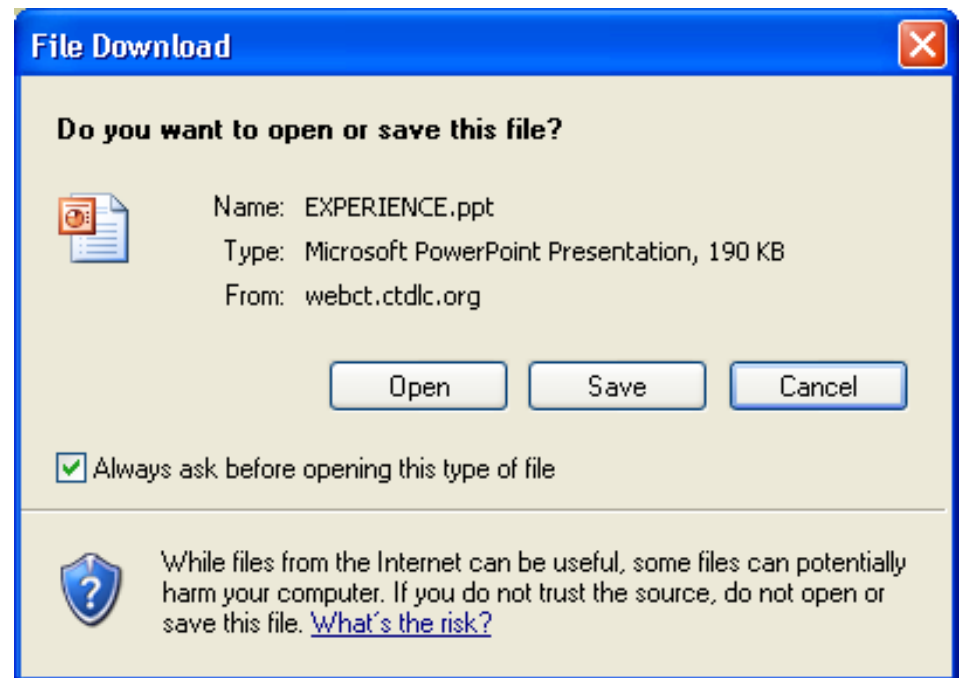


Files in a Folder or a Learning Module

- Your professor may add MS Word file or MS PowerPoint files in a folder or a learning module.
 - A MS Word file: needs MS Word to open.
 - A MS PowerPoint file: needs MS PowerPoint to open.
 - A MS Excel file: needs MS Excel to open.
 - All MxCC students have access to MS Office applications for free. Go to <http://mxcc.edu/distance/student-technology-resources> (scroll down for Microsoft 365 section.)

View Files in Learning Module

- PowerPoint Files or Word Files
 - Click the file link in the left window, you may be prompted to Open or Save the file*.
 - Open a file:
 - Select **Open**, the file is displayed in Blackboard window.
 - Save a file:
 - Select **Save**, the file can be saved on your computer. Then minimize the Blackboard window. Look for the file on your computer and double-click on it.
 - Print the PowerPoint or Word file, it is strongly suggested that you save the file to your computer. Then open and print it by going to **File** and selecting **Print**.
 - You need to **turn off the Pop-up blocker** on the browser to open or save a PowerPoint or a Word file.



The Discussion Forum

- Messages posted on the Discussion Forum can be seen by all students in the class and the professor. Messages can be posted by students at anytime before the discussion assignment deadline.
- Example: click on **Discussions** link on the **Course Menu**.
 - A list of Discussion Forum boards with Title, Descriptions –**Questions/Instructions**, number of responses.
 - You may use -> to see the next page for more boards.
 - Click on a **Title** to access the board.
- You may see **discussion questions** on a forum board only on this page.

Course Menu:

- Welcome & Preparation
- Syllabus
- Course Content
- Discussions**
- Discussion Questions
- Exams
- My Grades
- Glossary for PSY111

FORUM	DESCRIPTION	TOTAL POSTS	UNREAD POSTS	UNREAD REPLIES TO ME
Questions & Answers	Please post your questions about this course in this discussion forum. I will respond to you here, so students with the same question will be able to review my answer.	3	3	0
Introduction - Due 12/26	Tell us a little about yourself, why you are in school, why you take this course, your expectations about the course, what your career goals are, etc. Share something interesting about you such as hobbies and interests. Have fun! You are not required to respond to others in order to receive a full credit for this assignment.	3	13	0

Discussion Forum

- Click a **Forum Title**, “Unit 1 Discussions”. You will see messages:

Title – Topic

4014.118406 (PSY-F111-4014-Winter2018-General Psychology I)

Announcements

Messages

Welcome & Preparation

Syllabus

Course Content

Discussions

Discussion Questions

Exams

Forum: Introduction - Due 12/26

In a thread, you can view the post and information about it, such as the author and posted date. All replies appear on the same page.

Create Thread Grading Information

	Thread Actions	Collect		DATE	THREAD	AUTHOR	STATUS	UNREPLIED POSTS
<input type="checkbox"/>				12/26/18 9:05 AM	Introduction	Joseph C...	Published	1
<input type="checkbox"/>				12/26/18 8:13 AM	Introduction	V...	Published	1


Subject

Author

To Read and Reply to a Message

- To read a Message,
 - **List View** or **Tree View**, click on a message **Subject**, ~~you will see the message.~~
 - If there are replied messages to the initial message, you may use -> or click on the **Subject** line of a replied message to view it.
 - To read other messages, click on the **Forum Title** in the navigation path at the top of the Message Window.

12/19/18 2:33 PM Greetings from Dr. Guan-Raczkowski

 Yi Guan-Ra

Discussion Board **Forum: Week 1 - Introductions** > Thread: Greetings from Yi Guan-Raczkowski

- To respond to a message,
 - Click on **Reply**. ~~Type your message.~~
 - Click **Submit** button. When you reply to a message, you will create a thread of messages.

directs you with the fundamental steps of how to navig
you with an overview of course requirements, weekly re
this discussion board. Throughout the semester, I will b
class related questions in the Questions & Answers boar
have the same questions are able to get the answers rig

If you would like to contact me privately, please use the

I wish you have a fun learning experience.

Yi

 Reply

Quote

Email Author

Select:

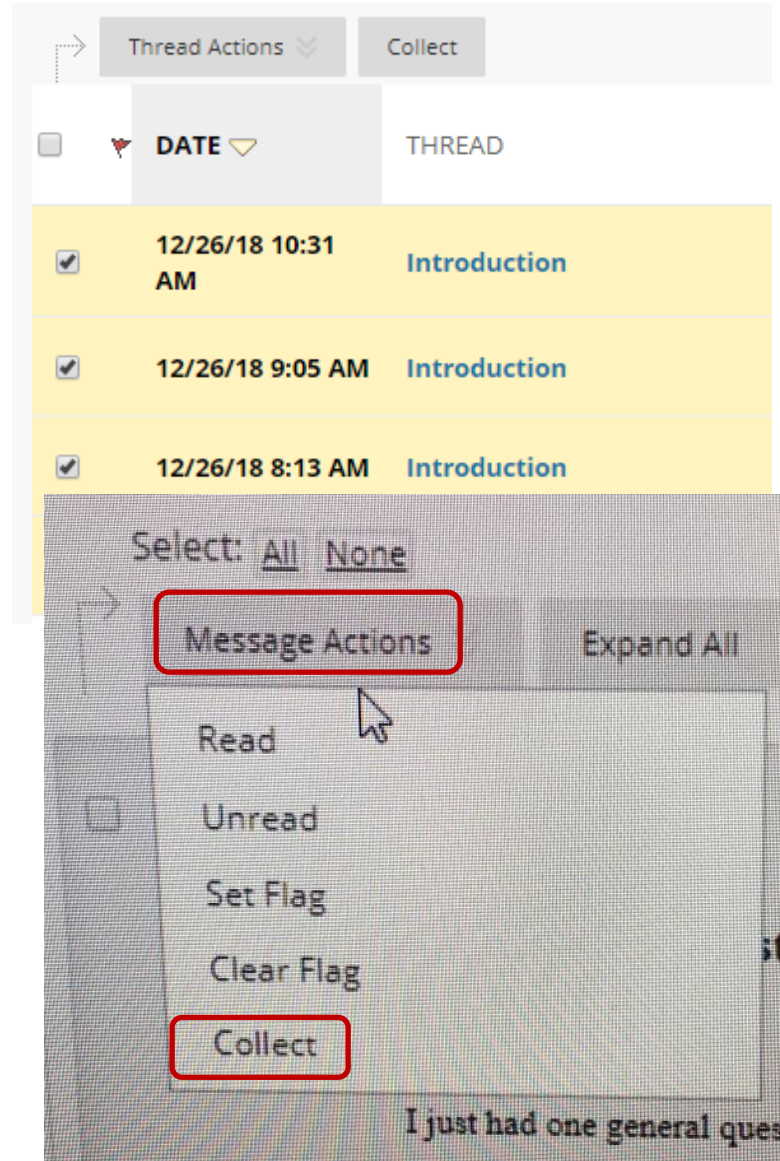
Message Actions

Expand All

Collapse All

Display Multiple Messages in One Page

- You may view a group of selected messages in one page.
 - Check the messages you would like to view as a group.
 - Click on “Collect” button.
- To display a thread of messages in one page, click on the first message. Click on the Action icon of the thread and select “Collect”.



Post a Message

- Click on **Create Thread** on the Discussion page.
- Type a **Subject** and your Message. You may use tools in Text Editor to format your message.
- Click **Submit**.
- After you have clicked on **Submit**, the message will be shown at the top of the list of messages.

Forum: Introduction - Due 12/26

In a thread, you can view the post and information about it, such as

Create Thread Grading Information

Thread Actions Collect

DATE THREAD

12/26/18 10:31 AM Introduction

MESSAGE

* Subject

Introduction

Message

For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

T T T Paragraph Arial 3 (12pt) [Formatting Icons]

[Rich Text Editor Icons]

Hi, I am Jenny Brown. So glad to be in this class and meet with everyone.

Click **Save Draft** to save a draft of this message. Click **Submit** to submit the post. Click **Cancel** to quit.

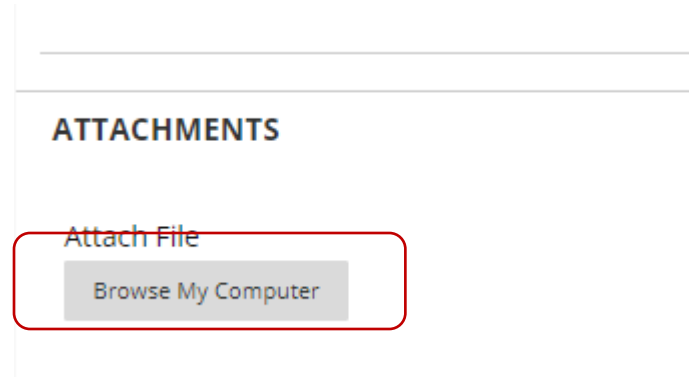
Cancel Save Draft **Submit**

Copy from a Word File to Discussion Board

- It is **highly** recommended that you draft your discussion assignment in a MS Word file and then copy/paste your draft to the discussion board. **Do not** use **Save Draft** in Discussions.
- Write your message in a MS Word file and save it to your computer. Keep the MS Word file open.
- Open a web browser and log on to Blackboard.
- Click on Discussions and click on a Title of a discussion board.
- Click on **Create Thread**. Go to the Word file window, highlight all text and click on **Copy** in File menu or hit **CRLT + C** on the keyboard.
- Go to the **Create Thread** window. Right-click on the Message box and select **Paste**. Or click on the Message box and hit **CRLT + V** on the keyboard.

Attach a File to a Discussion Message

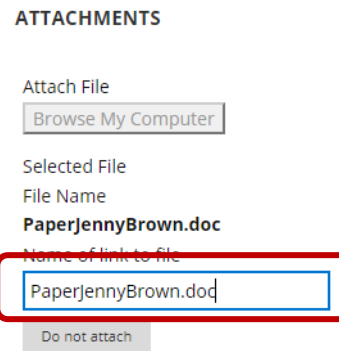
- **Per your professor's request**, you may need to attach a file to a discussion message* (Some English courses)
- In the Create Thread window, under **Attachments**, click on **Browse My Computer**.
 - Locate the file on your computer and double-click on it. This will attach the file.
- After the file is attached, you see the File Name under **Attachments**.
- Click **Submit** button to post the message with the attached file.



ATTACHMENTS

Attach File

Browse My Computer



ATTACHMENTS

Attach File

Browse My Computer

Selected File

File Name

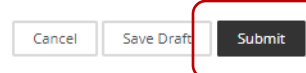
PaperJennyBrown.doc

Name of link to file

PaperJennyBrown.doc

Do not attach

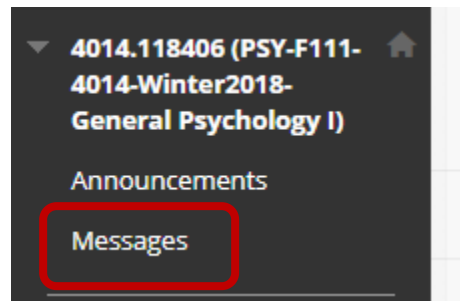
Click **Save Draft** to save a draft of this message. Click **Submit** to submit the post. Click **Cancel** to quit.



Cancel Save Draft Submit

Messages – Internal Mail

- **Messages** tool in Blackboard Learn refers to Internal Email. You are able to email to students in your course and your professor at the course site.
- To access the internal email feature, click on **Messages (Blackboard Mail)** on the **Course Menu**.
- We recommend students use Internal Mail – **Messages** tool to communicate with professor and fellow students.
- We **do not** recommend students use External Email in Blackboard because email messages will be delivered to your professor or fellow student's college email accounts. Your email might be sent to a Spam Folder in their email.



Internal Mail - Send a Mail Message



- From the Messages page. Click **Create Message**.
- To choose the person you would like to send the email, click on **To** box. Select the person's name, click on -> to bring the name to the Recipients box.
- Type a Subject.
- Type your message.
- Click on **Submit**.

Course Messages

Course messages are private and secure text-based communication that occurs within your course among colleagues. Messages activity remains inside the system. [More Help](#)

Create Message

Create Folder

	FOLDER	UNREAD
	Inbox	0
	Sent	0

To

Select Recipients: To line

Yi Guan-Raczkowski (Instructor)

Yi Guan-Raczkowski_PreviewUser

Jennifer Haddad

M. Haddad

Michael Ing

...

Recipients

Invert Selection Select All

Invert Selection Select All

★ Subject

Question

Body

For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

Paragraph Arial 3 (12pt)

Dear Professor Brown,

Can you let me know if I can use the 11th edition of the textbook instead of 12th edition?

Thanks,

Jenny

Path: p

Words:26





Click **Submit** to proceed.


Cancel


Submit

Mail

- Read or Reply to a Message

Create Message				
Create Folder				
	FOLDER		UNREAD	TOTAL
	Inbox		1	3
	Sent		0	2
				Displaying 4
@	STATUS	SENDER	SUBJECT	DATE ▾
				TOTAL
		Jenny ...	Discussion Boards	Friday, Dec
		Nicholas ...	Re:Re:(Question)	Wednesday

- In the **Messages** page, you see the number of **Unread** or **Total** messages. Click on **Inbox**.
- Icon  next to a message indicates the message has not been read. Click on the **Subject** of the message to open and read.
- To Reply to the message, go to **Reply** and select **Reply to Sender**.
- Type the message.
- Click on **Submit**.



View Message

Messages are private and secure text-based communications between Course members. Although similar to email, Messages are not sent to your email inbox. [More Help](#)

[Reply ▾](#)
[Forward](#)
[Delete](#)

[> Reply to Sender](#)
[> Reply All](#)

Cc

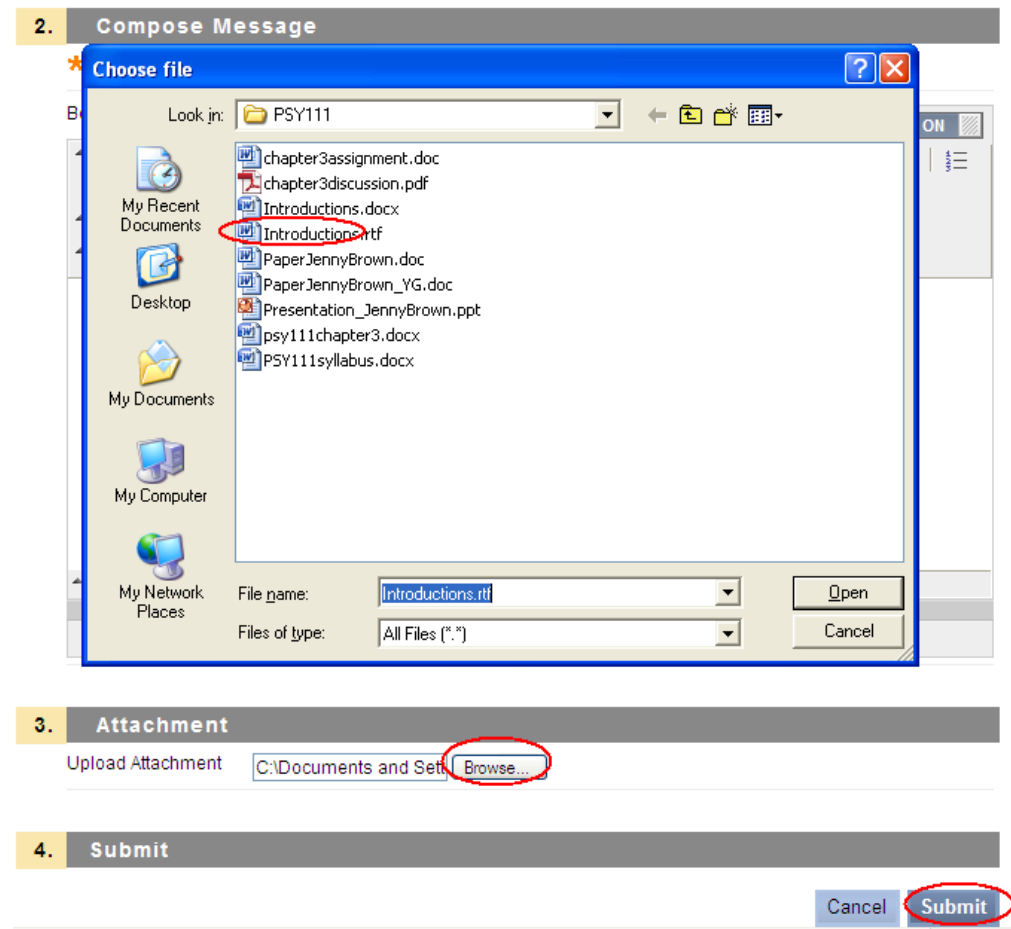
Sent Thursday, July 21, 2011 4:29 PM

Subject Hello

Just to say Hello! Jenny

Attach a File in Email – Per professor's request

- Click **Browse** under **Attachment** at the bottom of the **Compose Message** Window.
- Locate the file and double-click on it. You will see the file directory in the Upload Attachment box.
- Click on **Submit** button.
- Your professor may ask you to submit a file in Assignment drop box instead.



Announcements

- Your professor may post an announcement in **Announcements** tool.
- In **My Institution** page, under **My Courses** or **New Announcements**, the titles of announcements posted in the past 7 days are displayed.
- Two ways to view an announcement
 - Click on the Title of an announcement to see the details.
 - Click on the **Course Title** to enter the course. Click on **Announcements/Alerts** in **Course Menu** and click on the title of an announcement in **Announcement**.

Course List

Courses where you are: Instructor

4014.118406: PSY-F111-4014-Winter2018-General Psychology I

Instructor: Yi Guan-Raczowski;

Announcements:

> [APA Style Guide Examples](#)

> [Unit 1 Assignments - 12/26 - 12/28](#)

> [December 26th - First Day](#)

▼ 4014.118406 (PSY-F111-4014-Winter2018-General Psychology I) 🏠

Announcements

Messages

Welcome & Preparation

Syllabus

Course Content

Discussions

Discussion Questions

Exams

Announcements

APA Style Guide Examples

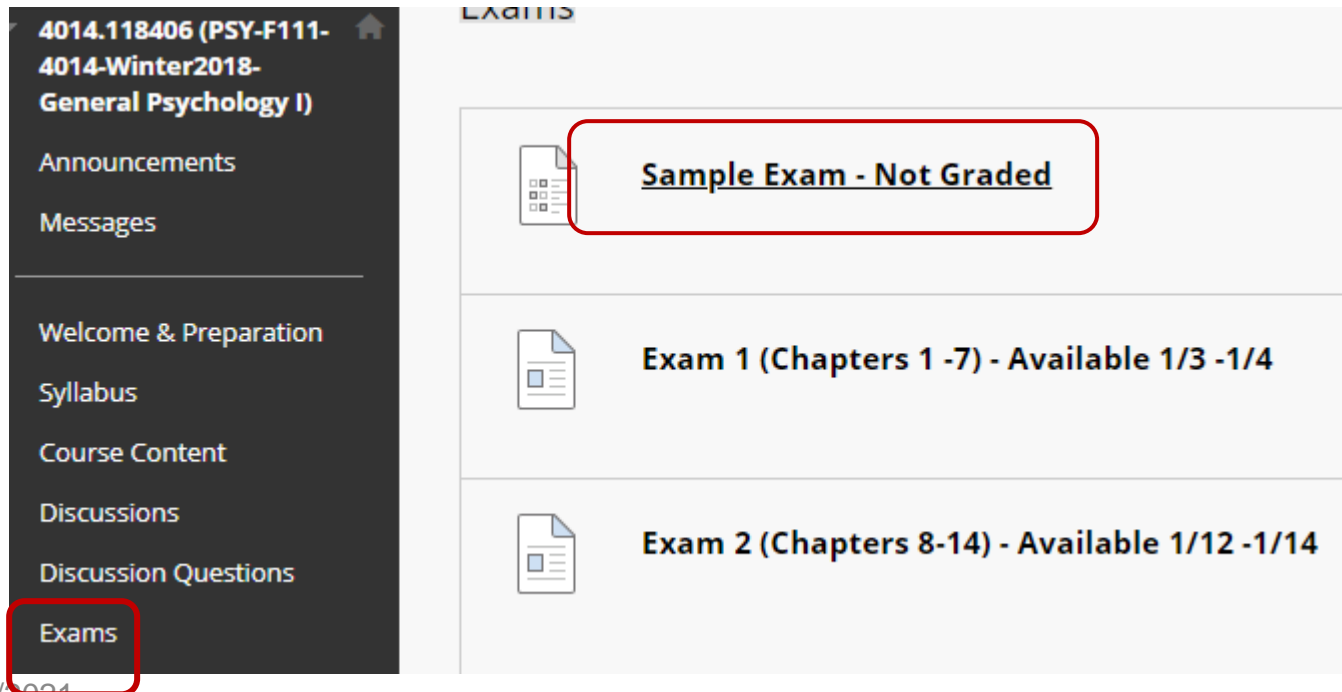
Posted on: Tuesday, December 25, 2018 12:00:00 AM EST

Dear students,

Please be aware that in discussion assignments, specific you will need to use APA style guide for in-text citations & references in the end of your discussion post. The APA style in-text citation for our textbook on page 5 would be

Online Exams

- Depending on your professor, online exams may be linked from Course Menu or a Weekly Learning Module. This example has online exams linked from the **Course Menu**.
- Click on Exams link in Course Menu to see all exams.
- When an online exam is available, you will see an active link.
- There might be instruction under the Exam Title.



The screenshot shows a course menu on the left and a list of exams on the right. The course menu is dark gray with white text. The exams list is light gray with black text. A red box highlights the 'Exams' link in the course menu. Another red box highlights the 'Sample Exam - Not Graded' link in the exams list.

4014.118406 (PSY-F111-4014-Winter2018-General Psychology I)

Announcements

Messages

Welcome & Preparation

Syllabus

Course Content

Discussions

Discussion Questions

Exams

EXAMS

Sample Exam - Not Graded

Exam 1 (Chapters 1 -7) - Available 1/3 -1/4

Exam 2 (Chapters 8-14) - Available 1/12 -1/14

Online Exams

- When you are ready to take the exam, click on **Begin**. For a timed exam, once the **Begin** button is clicked, you must complete the exam within the time limit. **Logging out of Blackboard or turning off your computer will not stop the clock.**
- For **EVERY** question, after you have selected or typed an answer, you need to click the **Save Answer** button.
 - You must click the **Save Answer** button or wait until the answer saved. **Do not** use **Save All** button since there have been problems when people using **Save All**.
- To verify that the answers of all questions have been saved, make sure the Save Answer tab in a question changed to "Saved".
- When you have answered all the questions, click on **Save and Submit** button.

QUESTION 2

10 points

✓ Saved

There are 11 community colleges in Connecticut.

☐ True

☒ False

Click Save and Submit to save and submit. Click Save All Answers to save all answers.

Save All Answers

Save and Submit

Online Exams

- While taking an exam, if you are accidentally logged out or your computer crashes, close your browser and reopen the browser. Or restart your computer and then log onto to course and locate the exam and click on the Continue tab.
- If you are blocked out of taking a test due to technical problems after you have clicked on **Begin**, contact your professor to reset your attempt. When the attempt is reset, your previous answers are erased, you will have to resave the answers. So be sure to write down your answers before sending the request to your professor.
- You will submit your test either when time is up or before it is due, whichever comes first. Late submission may result in a penalty.
- After you have submitted a test, check your test result by clicking on **OK** in the confirmation page (or the Exam page). If you do not see a grade, contact your professor via email immediately.

Assignment Drop Box

- Your professor may ask you to submit class work using an Assignment drop box. Depending on your professor, the drop boxes can be accessed either via **Course Menu** or a **Learning Module**.
 - This example has an assignment drop box linked in **Week 3 folder and then Unit 5 folder**.
 - Click on **Course Content** in the **Course Menu**, click on **Week 3**. Click on **Unit 5** folder. Click on the “Submit-Journal Article Review” link.

The screenshot displays a course management system interface. On the left is a dark sidebar with the course title "3343.118306 (PSY-F111-3343-Fall2018-General Psychology I)" and a home icon. Below the title are links: "Announcements", "Important Due Dates", "Syllabus & Overview", "Course Content" (highlighted with a red circle), "Discussions", "My Grades", "Help & Tech Support", and "Academic Resources". The main area is titled "Course Content" and shows a list of folders: "Week 1", "Week 2", "Week 3" (highlighted with a red circle), and "Week 4". Clicking on "Week 3" leads to a sub-view titled "Week 3" which contains folders for "Unit 5" (highlighted with a red rectangle) and "Unit 6". Below these folders is a section with a document icon and the text "Submit - Journal Article Review" followed by the instruction "By 9/12/18, submit your article (not the reference)".

Assignment Drop Box

- Next to Attach Files, click on **Browse My Computer**.
 - Locate the file (or files) on your computer. Double-click on the file and the file will be listed under File Name.
 - For multiple files, click on Add Attachments again and select other files.
 - To remove a file, click on Do Not Attach next to the file.
- You may enter notes to your professor in **Comment** box.
- Click **Submit** button at the bottom.
- Under **Review Submission History**, you see the status of the file you submitted.
- After you have clicked on **Submit**, you may not be able to resubmit, depending on the setting of the dropbox set by your professor.

ASSIGNMENT SUBMISSION

Text Submission

Write Submission

Attach Files

[Browse My Computer](#)

SafeAssign accepts files in .doc, .do
will not be checked through SafeAs

Assignment Details

>

GRADE

LAST GRADED ATTEMPT

/200

ATTEMPT (LATE)

12/26/18 1:45 PM

/200

SafeAssign

Report in progress...

Submission

psy111chapter3.docx

Download

OK

Start New

LRON Classes

- Additional Steps for preparation
 - <https://mxcc.edu/distance/lron>
- LRON – Live Remote Online Classes
- Students need to be participating in the class with the instructor at a scheduled time.
 - Check your class schedule
 - To find out your class schedule, go to my.commnet.edu>Banner Student/Faculty Self-Service>Middlesex Community College>REGISTRATION/SCHEDULE>Student Schedule.>Choose Fall 2020 and click on Submit.
 - Know the technology platform used for your class.
 - Check your college email or log on to Blackboard to find out what video conferencing format your professor will be using and how to access the virtual class.
 - Prepare for the technology platform - <https://mxcc.edu/distance/lron>
 - WebEx – same platform as you access the live real-time orientation
 - Blackboard Collaborate Ultra – in Blackboard Course Shell – a link to the course room. Use Google Chrome (28+).
 - Attend a training - <https://mxcc.edu/distance/campus-orientation/>
 - MS Teams – has a class team – download MS Teams from portal.office.com – logon with your NetID and password. – attend a training - <https://mxcc.edu/distance/campus-orientation/>
 - Technology training is provided during the first week of a semester and throughout the semester
 - <https://mxcc.edu/distance/campus-orientation/>
 - <https://mxcc.edu/ttfs>

MxCC Resources

- When you click on the **Policies & Services** link from the **Course Menu**, you will see a list of web sites. Click on a link to visit the site.
- MxCC Distance Learning site
 - Troubleshooting tips, technical help contact, etc.
- myCommNet
 - Student Self-Service: Check your class schedule, grades, transcripts, financial aid, etc.
 - Blackboard, library databases, and other information.
- MxCC Library – use computers, research assistance.
- Academic Success Center - *available in summer/winter term – see the post in Virtual Campus*
 - Tutors are available to help students with Math, accounting, science, writing, etc.
- When you click on Help & Tech Support link, you will see:
 - Campus Orientation – Live Real-Time Orientation
 - Schedule of live real-time orientations for first time online students.
 - Online Orientation
 - For all online students

Learn Blackboard Learn Online

- Blackboard Multimedia Tutorials
 - <http://mxcc.edu/distance2/orientation> - to be updated for Flash based videos.
 - Blackboard Frequently Asked Questions
 - <http://mxcc.edu/distance2/orientation/faq.shtml> - to be updated for Flash based videos.
 - Blackboard Learn Student Orientation
 - On Blackboard “My Institution” page, you see a Student Orientation site.

Common Questions and Problems

- Common problems
 - Logged on to myCommNet but when you click on the **Blackboard Learn** icon, the **My Institution** page does not show.
 - There might be a pop-up blocker on the web browser or software you use that blocks the Blackboard window. Disable the pop-up blocker or set up the popup blocker to allow the Blackboard site.
 - Download the free Google Chrome or Mozilla Firefox browser at: mxcc.edu/distance (under **Download Center**, left column). Install Mozilla Firefox and turn off pop-up blocker.
 - Clear out the browser history/cache.
 - Contact Distance Learning – 860-343-5756 or mxccdistance@mxcc.commnet.edu.
 - Get to Blackboard site, but cannot use some of Blackboard Learn tools, such as email, discussions, etc.
 - Use a compatible browser, Google Chrome or Firefox. – Internet Explorer, Microsoft Edge or Safari may have problem.
 - Clear out the browser history and then open the browser back up to log on.
 - More troubleshooting tips can be found at: mxcc.edu/distance, click on **Troubleshooting Tips** under **Technical Help** (left column).

Technical Problems-Help Desk

- When you encounter technical difficulty in Blackboard or MyCommNet, visit the technical support at:
- <http://mxcc.edu/distance/technical-help>
- Troubleshooting tips
 - Technical Help Phone# 860-723-0221 (24 x 7 x 365)
- MxCC Distance Learning office during our office hours
 - Mon-Fri, 8:00 am – 5:00 pm
 - 860-343-5756
 - mxccdistance@mxcc.commnet.edu
- Questions on the course content, contact your professor.

Being a Successful DL Student

- Bookmark the [MxCC Distance Learning](#) site for help contact and online learning resources. Find MxCC Distance Learning on Facebook and “Like” it. We will post online learning related issues there.
- Take the SmarterMeasure (READI) test to evaluate your readiness of online learning. Identify your strengths and weaknesses from the test result and look for resources that help you improve weaknesses.
- Read the class documents and follow the instructions closely.
 - Syllabus gives you an overview about the course. Use the syllabus as your primary guidance for all class assignments.
 - Download the syllabus and assignment files to your computer.
- Keep pace with the class assignments.
 - Follow the instruction from your professor about the correct way of submitting assignments.
 - Follow the deadlines your professor sets.
 - Do not put assignments off till the last minute.
- When you have class questions, ask your professor.
- Have an alternative plan to access Internet in case you have technical difficulty at home.
 - Contact the college library to borrow a school laptop.
 - Contact the college IT service to see if there is a hot spot for WiFi connection.
- Do not use a mobile device (e.g. iPhone, iPad) to submit assignments. You may use it for browsing class information.

ACADEMIC HONESTY

- **PLAGIARISM AND CHEATING ARE PROHIBITED. YOU MAY FACE DISCIPLINE OR DISMISSAL FOR THESE AND OTHER ACTS OF ACADEMIC MISCONDUCT.**
- At Middlesex Community College, we expect the highest standards of academic honesty. Academic misconduct is prohibited in accordance with the [Board of Regents Policy on Student Conduct](#), Part D, Section 1.
- This policy prohibits **plagiarism**, defined as the submission of work by a student for academic credit as one's own work of authorship which contains work of another author without appropriate attribution, and all forms of **cheating** including not limited to: (i) use of any unauthorized assistance in taking quizzes, tests or examinations; (ii) use of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems or carrying out other assignments; (iii) the acquisition, without permission, of tests or other academic material belonging to a member of the College/University faculty or staff; and (iv) engaging in any other behavior specifically prohibited by a faculty member in the course syllabus.

Blackboard Contingency Plan

- Technology does fail from time to time. To cope with technology failure, you are highly recommended to do the following:
 - Check your college email regularly –email icon in MyCommNet or portal.office.com.
 - Become a fan of MxCC Distance Learning at facebook.com. We will post urgent system maintenance information.
 - Download the class syllabus, content files, and homework assignments from Blackboard to your computer.
 - Refrain from waiting until the last minute to do assignments.
 - When there are technical troubles with Blackboard, visit the Technical Support Center at <http://mxcc.edu/distance/technical-help> for troubleshooting tips and help contact information.
 - When you encounter technical problems and miss out class assignments, notify your professor immediately.
 - When Blackboard Learn is not available
 - Read the textbook, syllabus, and content files offline.
 - Complete reading and assignments offline.
 - Communicate with the professor via the external email account, college email or your personal email.

Distance Learning at MxCC

- [MxCC.edu/distance](http://mxcc.edu/distance)
 - Search for online distance learning classes
 - How to register online classes
 - What to do prior to the start of a semester.
 - SmarterMeasure – Self-assessment of online learning readiness
 - Trouble-shooting tips, technical help, financial aid, online tutoring, etc.
- Orientation for Online Students
 - <http://mxcc.edu/distance/online-orientation>