

# Quick References for Online Students

Winter 2024, 12/27/24 – 1/19/25

Spring 2025, 1/24/25 – 5/19/25

## CT State Community College Middlesex

### I. Preparation prior to the start of the semester

Visit <https://mxcc.edu/distance> and click on **What to Do** (upper left) and go over step-by-step instruction to get yourself ready. \*Some Spring 2025 courses have various starting/ending dates. Please check your course schedule for your course starting and ending date.

### II. Log on to your online class

Within 7 days before the first day of a class, courses will be shown on the **Courses** page on Blackboard, and registered students will be able to view an online course with orientation, tutorials, and help information. Please test your computer, get familiar with the course interface, and go over the online orientation. The most updated class information is available on the first day of a class, and information shown before the first day of a class is subject to change.

- a. Open a web browser (ex: Google Chrome or Mozilla Firefox)
- b. Go to: **my.ctstate.edu**.
- c. Enter your **NetID** and 8 - character (or more) **password** to log on.  
*Information about NetID and password help can be found at [my.ctstate.edu](https://my.ctstate.edu).*
- d. Once you are in my.ctstate.edu, click on **Blackboard** link, click on the **Courses** link on the left panel and click on your class title to enter your class site. *Courses will be available within 7 days before the first day of class. The most updated course information will be available on the first day of a class.*
- e. **Change password** should be done at [my.ctstate.edu](https://my.ctstate.edu). (**Password Reset** link)

### III. Questions and Help

- a. **Password Reset**  
<https://cscu.edusupportcenter.com>  
Stop by the following office with your photo ID or call during 8:30 am – 5:00 pm, Mon-Fri.
  - o IT Department, Room 304, Wheaton Hall, (860) 343-5711
- b. **For Blackboard technical problems, contact the Help Desk:**  
Phone: 860-343-5756 -MxCC, (860) 723-0221  
Web: <https://mxcc.edu/distance>  
Email: [mxccdistance@ctstate.edu](mailto:mxccdistance@ctstate.edu)  
Location: Chapman 701B/C
- c. For questions related to course requirements, content, assignments, etc., contact your instructor via Blackboard course.

### IV. Orientations for Online Students

All new online students **MUST** go through an online orientation at <https://mxcc.edu/distance> (Click **Online Orientation** in upper left). First time online students with MxCC are strongly encouraged to attend a “live” virtual orientation at the following **tentative** schedule. Before attending an orientation session, please **check the most updated schedule** posted at <https://mxcc.edu/distance> (Click on “Live Real-Time Orientation” link at upper left.). The access link will be available on the page 5 minutes before a session starts.

<p><b>For Winter 2024 Courses Starting on December 27th</b></p> <p>Monday, December 23, 10:00 am – 11:30 am, Orientation for New Online Students Thursday December 26, 2:00 pm – 3:30 pm, Orientation for New Online Students Friday, December 27, 12:30 pm – 2:00 pm, Orientation for New Online Students</p> <p><b>For Spring 2025 Courses Starting on January 27, 2025</b></p> <p>Thursday, January 23, 12:30 pm – 1:30 pm, WebEx for LRON Students Thursday, January 23, 2:30 pm – 4:00 pm, Orientation for New Online Students</p> <p>Friday, January 24, 12:30 pm – 1:30 pm, Blackboard Collaborate for LRON Students Friday, January 24, 3:00 pm – 4:30 pm, Orientation for New Online Students</p>	<p><b>For Spring 2025 Courses Starting on January 27, 2025</b></p> <p>Friday, January 24, 12:30 pm – 1:30 pm, Blackboard Collaborate for LRON Students Friday, January 24, 3:00 pm – 4:30 pm, Orientation for New Online Students Monday, January 27, 12:30 pm – 1:30 pm, MS Teams for LRON Students Monday, January 27, 2:30 pm – 4:00 pm, Orientation for New Online Students Tuesday, January 28, 12:30 pm – 2:00 pm, Orientation for New Online Students Tuesday, January 28, 3:00 pm - 4:30 pm, Orientation for New Online Students Wednesday, January 29, 10:00 am – 11:30 pm, Orientation for New Online Students Wednesday, January 29, 2:00 pm - 3:30 pm, Orientation for New Online Students</p> <p><b>For Spring 2025 Late Start Courses Starting on February 7th</b></p> <p>Friday, February 7, 12:30 pm – 2:00 pm, Orientation for New Online Students</p>
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# Orientation for Online Students

<p>All new online students <b>MUST</b> go over the online orientation posted at <a href="https://mxcc.edu/distance">https://mxcc.edu/distance</a> (click on “Online Orientation” at upper left). Live real-time orientations and technology workshops will be offered via WebEx. First-time online students who need assistance are strongly encouraged to attend a live real-time orientation. The orientation will help you get familiar with the <b>Blackboard</b> interface and will provide success tips for your online learning. The technology workshop shows you the basic steps to operate a web conferencing platform: Blackboard Collaborate, WebEx, or MS Teams.</p>	<p><b>Orientation Topics:</b></p> <ol style="list-style-type: none"> <li>(1) Logging on to Blackboard</li> <li>(2) Navigating in Blackboard</li> <li>(3) Participating in Class: Assignments, Discussion Board, Messages, Tests, etc.</li> <li>(4) Troubleshooting Tips and Help Contact</li> <li>(5) Success Tips</li> </ol>
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The access link to an orientation or a technology workshop will be active 5 minutes before a session starts. **The following schedule may change as time gets close.** Please visit <https://mxcc.edu/distance/campus-orientation> for the most updated schedule and the access link.

<p><b><i>For Winter 2024 Courses Starting on December 27th</i></b></p> <p>Monday, December 23, 10:00 am – 11:30 am, Orientation for New Online Students          Thursday December 26, 2:00 pm – 3:30 pm, Orientation for New Online Students          Friday, December 27, 12:30 pm – 2:00 pm, Orientation for New Online Students</p> <p><b><i>For Spring 2025 Courses Starting on January 27, 2025</i></b></p> <p>Thursday, January 23, 12:30 pm – 1:30 pm, WebEx for LRON Students          Thursday, January 23, 2:30 pm – 4:00 pm, Orientation for New Online Students          Friday, January 24, 12:30 pm – 1:30 pm, Blackboard Collaborate for LRON Students</p>	<p>Friday, January 24, 3:00 pm – 4:30 pm, Orientation for New Online Students          For Spring 2025 Courses Starting on January 27, 2025          Friday, January 24, 12:30 pm – 1:30 pm, Blackboard Collaborate for LRON Students          Friday, January 24, 3:00 pm – 4:30 pm, Orientation for New Online Students          Monday, January 27, 12:30 pm – 1:30 pm, MS Teams for LRON Students          Monday, January 27, 2:30 pm – 4:00 pm, Orientation for New Online Students          Tuesday, January 28, 12:30 pm – 2:00 pm, Orientation for New Online Students          Tuesday, January 28, 3:00 pm to 4:30 pm, Orientation for New Online Students          Wednesday, January 29, 10:00 am – 11:30 pm, Orientation for New Online Students          Wednesday, January 29, 2:00 pm - 3:30 pm, Orientation for New Online Students</p> <p><b><i>For Spring 2025 Late Start Courses Starting on February 7<sup>th</sup></i></b></p> <p>Friday, February 7, 12:30 pm – 2:00 pm, Orientation for New Online Students</p>
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## Do you ever ask yourself?

- \*Is online learning suitable for you?\*
- \*Are you ready for learning online?\*
- \*Are you best prepared for online learning?\*



## Take a Self-Assessment Test to Find Out!



- **SmarterMeasure** test finds out levels of student readiness for online learning.
- Identifies strengths and weaknesses.
- Indicates the degree of a student's attributes, technical knowledge and skills, reading comprehension, learning styles, etc.
- The data analysis of 3300 cases at MxCC shows that the higher the score of personal attributes in SmarterMeasure test, the higher the grade students will receive.

### How Do I Start?

Go to <https://mxcc.smartermeasure.com> and logon with:

#### Username

**mxccWinter2024** for Winter 2024 Students  
**mxccSpring2025** for Spring 2025 Students

**Password: mxccstudent**

**By knowing your weaknesses you can receive help from:**



MxCC Distance Learning  
**Email:** [mxccdistanace@ctstate.edu](mailto:mxccdistanace@ctstate.edu)  
**Phone:** (860) – 343 -5756  
Chapman Hall, Room 701B/C



For More information On SmarterMeasure:  
Visit <https://mxcc.edu/distance/take-a-smartermeasure-test>

# Frequently Asked Questions

## What do I do first after I have registered for an online course?

Go to <https://mxcc.edu/distance>. On the left side of the page, you'll see a list of links. Click on **What to do?** link (upper left). This will give you detailed information on what to do before your class starts. After you've registered and purchased your books, you need to log on to the course. Seven days before a course starts, feel free to look around the course if any information is available—any information posted prior to the first day of class is subject to change. Once the class has started, you should read the syllabus, the welcome message, announcement, and other information at the course site.

## How does it (an online class) work?

You use **Blackboard**, our online learning system. Under the guidance of your professor, you have a syllabus that you'll follow, and you'll submit all assignments, exams, and projects online by a set timeline. Many classes use weekly online discussions to engage students.

## How much time does it take?

You will be studying and completing assignments each week (or unit) for the same amount of time or more you would be in a classroom. Just like in an on-campus class, every week you must complete the class objectives by doing assignments, papers, projects, exams, and reading text, articles, etc.

## Do I have to attend an orientation?

All fully online students are **REQUIRED** to go over the online orientation. You are strongly encouraged to attend a live real-time orientation virtually if you are new to taking fully online classes at MxCC. The orientation is led by distance learning staff to guide students on how to get started with online learning. The orientation schedule can be found at <https://mxcc.edu/distance>, click on **Live Real-Time Orientation** link (left panel).

## Do online classes cover the same material as on-campus classes?

Yes, the same information is covered. Course descriptions can be found in the course catalog or online at the college website: <https://mxcc.edu> (under Menu tab at upper right).

## Do I need to log on at a certain time or on a certain day?

We offer synchronous (LRON) and asynchronous (ONLN) online courses. Most of our fully online classes are asynchronous. This means that as long as you are meeting the deadlines set by your professor, you do not have to log on at a specific time. Read the syllabus for information on how often you are supposed to be logged onto the course. For LRON (Live Remote Online) synchronous online courses, you **MUST** sign on to the class meetings at a scheduled time and your professor will conduct class lectures/activities and interact with students virtually.

## How do I communicate with the instructor?

You use the Messages tool in Blackboard unless the instructor specifies otherwise.

## Where do I go for technical help? Where do I go for help with my class content?

<https://mxcc.edu/distance> has the instructions on solving the most common technical issues and the **Technical Help** contact. MxCC Distance Learning staff will assist you resolve technical problems on Blackboard or MyCTState.

Learning the navigation in Blackboard, how to attach files, post messages, take exams, submit assignments, etc. can be found at <https://mxcc.edu/distance> (click on **Online Orientation** and then click **Step 3** link – left column.). You may also contact Distance Learning staff for technical issues. The distance learning office hours and contact information are posted at this site. Questions related to class content can be addressed to your professor.

## What happens if I have computer problems during the semester?

You must have a back-up plan if something happens to your computer. You can use computers on campus, but you will be limited to the opening hours of the lab facilities. You may check out a laptop at MxCC library for the semester. Using mobile phones or tablets can be problematic due to the system incompatibility with Blackboard. Your back up plan must include using a computer to which you can download and install programs if necessary. All computers must use high-speed Internet connection.

# Achieving Success in Online Learning

## 1. Take a self-assessment test to see if you are well prepared for learning online.

Visit <https://mxcc.edu/distance/take-a-smartermeasure-test> for information on how to take the test and understand the test results.

## 2. Visit <https://mxcc.edu/distance>

Click **What to do** (upper-left) link at the left panel and carefully go over the instructions step-by-step to ensure that you are ready.

## 2. Carefully read all class documents and follow the instructions closely.

- Read the welcome message from your instructor.
- Read the syllabus, course overview, course outline, etc.; these documents provide an overview of the course.
- For a specific assignment, follow the assignment requirement provided by your professor.
- Print or download the most recent syllabus and assignment files to your computer.

## 3. Keep pace with the class reading and assignments.

- Check the announcements and your email every time you log on. Your instructor may use announcements and Messages as a major communication channel to keep you updated. Read announcements and emails from your instructor regularly.
- Follow the deadlines your instructor sets. The deadlines for assignments may be indicated in the syllabus and course overview/outline or posted on the course calendar.
- Do not put off assignments until the last minute. Be proactive—submit your assignments early. By doing this you can ensure that you have time to deal with a last-minute technical issue that might arise and still meet all deadlines.
- When you have questions about the class, ask your instructor immediately.
- Have an alternative plan to access your course in case you have technical difficulty at home. Use a computer in a MxCC lab and local library or at a local school or friend/relative's home. When students experience technical difficulty with their own computer, they may check out a laptop at the MxCC library overnight.
- If you are unable to complete a class assignment on time due to illness, technical trouble, textbook problem, or family emergency, please inform your professor immediately.

## 4. Mobile Devices

Do not use a mobile device (e.g. Smartphones and tablets) to submit any work (e.g. discussion, assignment, tests, etc.) since Blackboard is not fully compatible with a mobile device. You may be able to browse course information on a mobile device.

## 5. Report and resolve technical problems promptly.

- Whenever you encounter a technical problem with your class, contact the **24/7 Help Desk** immediately at 860-723-0221 or submit a ticket at <https://ccsu.edusupportcenter.com>.
- If you have missed a deadline due to technical issues, you **MUST** notify your instructor immediately and ask an extension.
- Should technical problems persist, report to the MxCC Distance Learning department using one of the following methods:  
Email to [mxccdistance@ctstate.edu](mailto:mxccdistance@ctstate.edu), call (860) 343 – 5756, or stop by the Distance Learning offices in Chapman 701B/C, Middletown Campus (M-F, 8:30 am – 5:00 pm).

*Disclaimer: Students must ensure their computers are set up correctly for accessing online class information. All assignments must be completed on time to fulfill academic requirements. Students are responsible for proactively addressing technological issues to avoid impacts on performance.*

# **Instruction: NetID and Password**

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To log on to MyCTState (my.ctstate.edu) or a campus computer, you'll need your NetID and Password.

## **NetID**

Your NetID is composed of the following two items:

1. Your first name and last name.
2. Domain: @ctstate.edu
3. firstname.lastname@ctstate.edu

**Jenny Brown's** NetID would be: jenny.brown@ctstate.edu

**You can look up your NetID at <https://supportcenter.ct.edu/netid/lookupnetid.asp>**

## **NetID Password**

If you have logged on to MyCTState or have logged on to a campus computer at other CT community colleges, use the same password. Otherwise, create a password online. At my.ctstate.edu, enter your NetID and click on Next. On the password page, click "Forgot My Password". Enter the characters shown on the page and click on Next. Choose a way to receive a verification code: email, text, or phone call. Depending on your course, you will either go to your email or phone to get the verification code. Enter the verification code and click on Next. You will be asked to create a new password -enter the password twice.

## **New Password**

The following requirements must be followed when selecting a password.

- At least eight characters in length
- Must contain characters **from three of the four** categories:
- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Numeric digits (0 through 9)
- Special characters (for example, !, \$, #, %)

**\*Your new password cannot contain all or part of your name, birthday, social security # and it must differ from previous passwords. Example: Coldwinter2025\***

## **NetID Does Not Work**

For **students, faculty, or staff**, you may go to this site to locate your NetID.  
<https://supportcenter.ct.edu/netid/lookupnetid.asp>

# Instruction: NetID and Password

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## Reset Password

Use the Web Password Reset Utility at <https://passwordreset.microsoftonline.com> –  
Username is your NetID: firstname.lastname@ctstate.edu

*If the above site does not work, contact IT service:*  
Room 304, Wheaton, Middletown Campus, (860) 343 – 5711

or 24/7 Technology Support Center  
860-723-0221, Web: <https://ccsu.edusupportcenter.com>

*For other questions regarding your online courses or Blackboard, contact Distance Learning*  
Room 701B/C, Chapman Hall, Middletown Campus, (860) 343 – 5756

*For questions about Banner Self-Service, Contact Records Office*  
Room 153, Founders Hall, Middletown Campus, (860) 343 - 5724



# STUDENT TECHNOLOGY RESOURCES



## myCTState

For access to all of your computing needs at MxCC, enter your **NetID** and **password** to log on to **MyCTState** at **my.ctstate.edu**.

myCTState gives you access to:

- Final grades, registration, transcripts, course searches, textbooks, course evaluation,
- Student email, Office 365 (free download MS Word, MS Excel, MS PowerPoint, MS Teams, and more)
- Online courses and on-ground courses that use Blackboard,
- Financial aid awards with history and billing records with history,
- Library database access from off-campus, and more!

## Blackboard Learning Management System

All online/hybrid courses use Blackboard course management system. Many on-ground courses also use Blackboard to provide students with supplemental materials.

1. Log in at **my.ctstate.edu** with **NetID** and **password**.
2. Click on the **Blackboard** icon. Popup blockers need to be disabled.
3. Click on the Courses link on the left panel and click on your course title to enter your course Blackboard site.

## Free Online Tutoring!

Stuck on a math problem? Need an expert to help you with your research paper? Having trouble with your homework? Online tutoring is available in Math, English, Social Sciences, Business, and Technology using MS Teams.

To access this service, visit <https://mxcc.edu/asc>. You will need to log on to download MS Teams at [portal.office.com](https://portal.office.com). Log on with your ID and password. After you have logged on, click on the Launch App icon at the upper left corner. Click on Teams and follow the instruction to download and install MS Teams to your computer.

## Campus Computer Labs

Computer labs are available on the Middletown and Meriden campuses. Computer lab hours are determined each semester and open hours are posted in labs. Computers can be used by any student who has an active **NetID** and **password**. Secured wireless network is available in the buildings of Middletown campus and Meriden campus. To use your laptop for Internet connection, you will need to log on with your NetID and password.

- **Middletown:**
  - Wheaton 305– Open Computer Lab with PCs and Macs
  - Snow 413 A & B – Open Mac Lab
  - Chapman– Library and Academic Success Center – Open Lab with PCs and Macs
- **Meriden:**
  - PC labs

**More resources such as Campus Wi-Fi, Office 356 Advantage and Library Research Help can be found at <https://mxcc.edu/distance/student-technology-resources>**





### Getting Started with Microsoft Office 365

#### Access

You can access Office 365 in two different ways:

Login directly at <https://portal.office.com>

Access it from <https://my.ctstate.edu/> (View a tutorial on how to access from within MyCTStte).

#### Tutorials

For Office 365 tutorials, guides, and more please visit the Office 365 Support Center: <https://supportcenter.ct.edu/service/office365.asp>

#### Support

If you have any issues with Office 365, please contact us:

<https://cscu.edusupportcenter.com/shp/cscu/home>  
(860) 723-0221

The Connecticut Community Colleges (CCC) are pleased to announce a partnership with Microsoft to offer Office 365, a suite of online services, to all CCC students.

#### What is Microsoft Office 365?

From home to school, from desktop to web and the devices in between, Office delivers the tools to get work done. Office 365 is a subscription-based service to use Microsoft's popular Office tools including Word, Excel, Outlook, OneDrive and Skype.



#### What comes with Office 365?

- Office 365 Email: Email account with 25 GB (gigabytes) of storage, calendaring, contact info, to-do lists, etc.  
[More Information: [https://supportcenter.ct.edu/service/Office365\\_email.asp](https://supportcenter.ct.edu/service/Office365_email.asp)]
- Office 365 ProPlus: The Office suite including Word, Excel, PowerPoint and OneNote which you can install on up to 5 devices including Macs, PCs, and tablets with Android, Windows, and even iPads and iPhones.  
[More Information: [https://supportcenter.ct.edu/service/Office365\\_ProPlus.asp](https://supportcenter.ct.edu/service/Office365_ProPlus.asp)]
- Skype for Business: Instant messaging, online audio and video calls and meetings, screen sharing, and integration with Office apps such as Outlook, Word, and PowerPoint.  
[More Information: [https://supportcenter.ct.edu/service/Office365\\_Skype.asp](https://supportcenter.ct.edu/service/Office365_Skype.asp)]
- OneDrive for Business: Store, sync, and share your files online. As part of Office 365, *OneDrive for Business* provides 1TB of online storage, lets you update and share your files from anywhere, and work collaboratively on Office documents with others at the same time.  
[More Information: [https://supportcenter.ct.edu/service/Office365\\_OneDrive.asp](https://supportcenter.ct.edu/service/Office365_OneDrive.asp)]

#### Where can I learn how to use Office 365?

Visit the Office 365 Support Center (<https://supportcenter.ct.edu/service/office365.asp>) to access free tutorials on Office 365.