Virtual Campus
Online Learning Student Guide
Fall 2019

Table of Contents

Getting Started - Semester Checklist ................................................................. 2
Student Expectations ......................................................................................... 3
Fall 2019 Academic Calendar ............................................................................ 3
Helpful Study Tips .............................................................................................. 3
NetID Accounts for Online Learning Students .................................................. 4
  Accessing your academic email account ........................................................ 4
Getting your questions about Blackboard answered (link to CCAC helpdesk video) ... 4
Logging into Blackboard .................................................................................... 5
Stay Informed About Blackboard and Online Learning ........................................ 6
CCAC Bookstore ................................................................................................. 7
  Important Notes: ............................................................................................... 7
  Bookstore Returns ............................................................................................ 7
  Ways to purchase Internet Course Materials .................................................... 7
Testing Information .............................................................................................. 8
  Making Arrangements for a Proctored Exam .................................................... 9
  Individuals Who Qualify as a Suitable Proctor ................................................ 9
  Test Proctoring Proposal Form ......................................................................... 10
Library Services ................................................................................................. 11
  Finding Information: ........................................................................................ 11
  Accessing Databases from off-campus ........................................................... 11
  Borrowing Library Materials .......................................................................... 11
Tutoring Services ............................................................................................... 12
College Photo IDs and Parking Permits ............................................................... 12
Computer Lab Locations and Phone Numbers ................................................... 13
Getting Started - Semester Checklist

Each semester you are responsible for completing the items below to ensure your success in your courses. Questions or concerns about the course or course-related materials must be directed to the instructor.

✔ Login to Blackboard
  - Blackboard is CCAC’s online course management system
  - To access Blackboard: my.ccac.edu
  - Additional details are found on Page 5

✔ Login to your Academic Email account
  - Students taking online classes are required to use their academic email account
  - To access Academic Email: webmail.acd.ccac.edu.

✔ Purchase your textbook
  - Online courses do use textbooks
  - Textbooks for online courses are available through the Campus Bookstore (see page 7).

✔ Access the Start Here: Getting Started in OL site within Blackboard
  - The Start Here course is an orientation site for students taking classes online. It provides important technical support information and Blackboard tutorials
  - Additional details are on pages 5 & 6.

✔ Access your course the first day of classes (or before if the instructor has made it available) and contact the instructor by email to verify that you have access.
  - Courses in Blackboard may not be available until the first day of the semester
  - After the start of the semester, be sure to contact your instructor to establish your attendance
  - Additional details are found on Page 6.

Successful Characteristics

- You are self-motivated and work well independently.
- You seldom procrastinate and you stay on task.
- You follow your instructor’s written and oral directions well.
- You have strong reading and writing skills that are required for most Online courses.
- You are comfortable working alone or as part of a group online.
- You are a good communicator and will contact your instructor when questions or confusion arises.
- You are well organized.

Image 1: list of check boxes red check mark next to excellent, blank check box next to very good, good, average, and poor.
Student Expectations

*Students are expected to complete course work by the end of the semester in which they are registered. You are responsible for meeting all deadlines set by your instructor as well as the academic calendar deadline set by CCAC.*

Syllabus

The syllabus is considered a legal binding contract between you and the instructor. It contains important information regarding the college policies and procedures and the course policies and procedures regarding: supportive services, learning outcomes, course work, course attendance, course participation, exams, grading, homework, assignments, projects, academic integrity and other information regarding changes to the course.

It is a good practice to become familiar with the content in the syllabus. Some instructors may test you on how well you know what’s in the syllabus.

Fall 2019 Academic Calendar

14 Week Course Calendar (13 weeks of class plus examination week)

Helpful Study Tips

- Carefully read all written material received from your instructor
- Follow the course outline, paying attention to deadlines and for reading, viewing and responding to material
- Complete all activities in the time specified by the instructor
- Place yourself on a weekly schedule to cover all material and complete all assignments
- Plan to spend at least 8 hours per week on each online course
- Find a quiet place to work without distractions
- Whenever you have questions or concerns, contact your instructor by phone, email, or by setting up an appointment.

Important Note: An Online Learning fee of $20.00 per online course (in addition to the cost of course materials) applies to all online courses. This fee is not refundable after the first day of class.
NetID Accounts for Online Learning Students

**NetID accounts provide access to:**
- Blackboard
- Academic email
- Campus computers
- Library resources
- Web publishing
- CCAC Central

**Expired password? Have your Student ID Number ready.**

**NetID account support:**
ServiceDesk: 412.237.8700

Your NetID password will not be reset for you at the start of each term.

Your NetID account will use the most recent password that was assigned to your NetID account.

**Video link: What is NetID?**
**Video link: Accessing Your NetID**

- Your CCAC NetID account is your access to the CCAC network, it consists of a username and a password
- You are responsible for all computer activity that occurs while your NetID account is in use.
- Passwords for NetID accounts expire every 90 days
- Passwords can be reset at a CCAC open computer lab or online: entrypoint.ccac.edu under Change Password, click “All other services and NetID”
- Password changes affect all systems that require a NetID login.

- Once you register for an online course. Online Learning will mail a letter to your home address which will include:
  - Your NetID account username and student id#
  - Instructions for setting up your NetID, and logging into Blackboard and academic email
  - A task list for starting the semester.

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Your NetID password will not be reset for you at the start of each term.

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**Video link: Accessing your academic email account**

- All students using Blackboard are required to use their academic email account for all correspondences relating to those courses
- Your academic email account is: Your_NetID_Username@acd.ccac.edu
- To access your academic email: webmail.acd.ccac.edu
- Your will use your NetID username and password to login to your academic email account
- Watch the video for instructions on using the academic email system and subscribe to the CCAC ITS YouTube channel for more technology video.

**Video link: Getting you questions about Blackboard answered**

**Contact the ServiceDesk by phone at: 412.237.8700 or by email at help@servicedesk.ccac.edu**

- **Fall Hours of Operation**
  Monday - Thursday: 7:00 a.m. - 10:00 p.m.
  Friday: 7:00 a.m. - 5:00 p.m.
  Saturday: 8:00 a.m. - 3:00 p.m.
  Sunday: 12:00 p.m. - 10:00 p.m.**
  (Lunch taken from 5:00 – 6:00pm on Sunday)

- **Blackboard Student Help** (link to Blackboard help videos)
Logging into Blackboard

Blackboard can be accessed by logging into MyCCACPortal with your NetID username and password. Scroll down to locate and click the link to the course.

You can also access Blackboard through your browser window.

1. To access Blackboard, enter my.ccac.edu in the Address field of your web browser and click enter.

   ![Image 1: Address bar with my.ccac.edu typed in.](image1.png)

2. Enter your NetID username and NetID password in the appropriate field. Click the Sign in button.

   ![Image 2: Picture of CCAC's Single Sign ON authentication login screen.](image2.png)

3. Use the links on this page to access additional Online Learning resources.

   A NetID account is required to gain access. Access will be available the following day after creating your NetID.

   Students: To create your NetID, or reset your password visit NetID Self-Service

   Faculty and Staff: For more information regarding Network Account creation, visit ITS: Employee Network Account

   Need additional assistance? Contact the CCAC ServiceDesk at 412.237.8700 or by email at CCAC Help Desk.

4. A successful login will take you to the "My CCAC" portal home page with a list of your Blackboard courses. Click the name of a highlighted course to access that course.
Stay Informed About Blackboard and Online Learning

Alternatively you can use the Blackboard login page module at https://courses.ccac.edu to directly login to Blackboard. It contains a Login module and other important module with links to other resources and one to change you NetID password.

- Update your password here.

After logging in to Blackboard, you will have access to your course announcements when made available by the instructor and relevant system-wide announcements.

- Course Announcements: consist of announcements
- Blackboard On Demand Help and Learning
- Follett Discover Bookstore (to navigate to the online bookstore to buy and/or rent books.
- My Courses – a list of courses in which you are enrolled. Access the Start Here course site for important support information and tutorials for using Blackboard.

Important: Access to courses may not be available until the first day of the semester.
Important Notes:

- New and used textbooks can be ordered online at www.ccac.bks tr.com or purchased in person at the Allegheny Campus Bookstore.
- Notify the bookstore attendant of the course number and section (e.g. ENG 101 Z03A) as shown on your registration confirmation of the course you are taking to ensure receipt of the correct materials as online course materials may vary among instructors.
- Used textbooks may be available for some courses. Call the Allegheny Campus bookstore for availability and additional information.
- Textbook buybacks: At the end of the term, you may be able to sell your textbooks back in person at the Allegheny Campus Bookstore only. The Bookstore reserves the right limit quantities and conditions of books they buy back. (Call first to check)
- Publisher Prices are subject to change beyond the control of the Bookstore.

Bookstore Returns:

- If you have dropped your class and wish to return your materials, you must have your sales receipt with you. All returns must be made in person unless you have prior permission.
- For a full refund, books must be clean and unmarked must be rewound.
- If books and/or materials came wrapped in plastic, the plastic must be intact to receive a refund.
- You only have 7 days from the date on your receipt to return books.
- If it is beyond the 7 day period, you must wait until Buy-Back, which is during the week of finals each semester.
- The bookstore return policy is subject to change. Check with the bookstore to confirm refund policy.

Ways to purchase Internet Course Materials:

- Shop in person at a Campus Bookstore.
- Shop online at CCAC Bookstore.
- Launch the Follett Discover app after logging on to Blackboard.
Testing Information

*On campus exams must be scheduled and you must make arrangements with your instructor to have the test sent to one of the centers (be sure you schedule enough time to complete the exam).

<table>
<thead>
<tr>
<th>Campus</th>
<th>Address</th>
<th>City, State Zip</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegheny Campus</td>
<td>808 Ridge Avenue</td>
<td>Pittsburgh, PA 15212-6003</td>
<td>412.237.2584</td>
</tr>
<tr>
<td></td>
<td>Learning Center L-309</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boyce Campus</td>
<td>595 Beatty Road</td>
<td>Monroeville, PA 15146-1348</td>
<td>724.325.6666</td>
</tr>
<tr>
<td></td>
<td>Learning Resource Center N-406</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Campus</td>
<td>8701 Perry Highway</td>
<td>Pittsburgh, PA 15237-5353</td>
<td>412.369.3681</td>
</tr>
<tr>
<td></td>
<td>Learning Resource Center Library 2nd Floor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South Campus</td>
<td>1750 Clairton Road (Route 885)</td>
<td>West Mifflin, PA 15122-3029</td>
<td>412.469.6284</td>
</tr>
<tr>
<td></td>
<td>Learning Assistance Center (LAC) L-547</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contact the Learning Assistance Center Link for specific hours of operation.
Making Arrangements for a Proctored Exam

Step 1. Contact your instructor to make arrangements to have an exam proctor.

Step 2. Contact the person who qualifies as a suitable proctor (see chart below) to ask if he or she is willing to proctor the exam. If the person agrees, arrange a date, time, and place for the exam. The student must pay any expenses involved, including postage to return the exam according to the specific instructions provided by the instructor.

**Individuals Who Qualify as a Suitable Proctor:**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Suitable Proctors</th>
</tr>
</thead>
<tbody>
<tr>
<td>A full-time member of the teaching faculty of CCAC or a CCAC adjunct faculty member</td>
<td><strong>For employed students:</strong> the Human Resources Director or company educational manager</td>
</tr>
<tr>
<td>A member of the teaching faculty or an educational administrator of any regionally accredited institution of higher education</td>
<td><strong>For armed forces personnel:</strong> any commissioned officer of higher rank than the student, a base commander, a noncommissioned officer in command of a military post, an education officer, or a base librarian</td>
</tr>
<tr>
<td>A state-certified elementary or secondary school teacher or school librarian, school superintendent, principal, or Intermediate Unit administrator</td>
<td><strong>For incarcerated individuals:</strong> any prison administrator such as a warden or medical administrator, a prison counselor, or prison librarian</td>
</tr>
<tr>
<td>A public librarian</td>
<td></td>
</tr>
</tbody>
</table>

**Please note:** Friends and relatives are NOT permitted to proctor your exams

Step 3. Complete a **Test Proctoring Proposal Form** (found on the next page) and mail or fax it to the proctor at least two (3) weeks in advance of the test date.

Note: The instructor must approve the proposal. Once the request is approved, the exam(s) and instructions will be mailed to the proctor. The student will be notified if the proposal is not approved.

Step 4. Take the exam at the proposed location and time.

**Note:** The student must notify the instructor and the proctor if he or she cannot take a scheduled exam.
## Test Proctoring Proposal Form

This form is to be used for distance learning courses when a proctored test is requested and campus testing center facilities are not accessible to the student. This form is a proposal from a distance learning student who needs to have an exam proctored somewhere other than a CCAC testing center. The instructor may approve or disapprove this proposal based on the instructor’s assessment of the information provided on the form.

The student is responsible for sending this completed proposal to:

Distance Learning Center  
Community College of Allegheny County  
800 Allegheny Avenue, Room 123  
Pittsburgh, PA 15212  
Or fax to: 412.237.8187

<table>
<thead>
<tr>
<th>Title of Course:</th>
<th>Semester:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor Name:</td>
<td>Student ID or Social Security Number:</td>
</tr>
<tr>
<td>Student Name:</td>
<td>Student E-mail:</td>
</tr>
<tr>
<td>Student Address:</td>
<td>Student Phone Number:</td>
</tr>
<tr>
<td>Proposed Date of Exam:</td>
<td>Exam #: (if any):</td>
</tr>
<tr>
<td>Reason for Request:</td>
<td></td>
</tr>
<tr>
<td>Name of Proposed Proctor:</td>
<td>Proctor’s Daytime Phone Number:</td>
</tr>
<tr>
<td>Proctor’s Address: (all testing materials will be mailed to this address)</td>
<td>Qualifications of Proctor:</td>
</tr>
</tbody>
</table>

This section to be signed by proposed proctor:

> I attest that I can and will provide a secure environment for this student to complete the designated exam for this course and will abide by the instructions of the instructor. I further attest that I will retain the confidentiality of this exam from all persons except the instructor and will return the exam according to the specific instructions provided by the instructor.

Signature __________________________ Date _________________

---

**Picture 2**

**Download and Print:** Test Proctoring Proposal Form  
Go to: [www.ccac.edu](http://www.ccac.edu) Click ‘Online Learning’  
Click Test Information, scroll to view proctoring information.
Library Services

Research Help

The library system home page (ccac.edu/library) is your gateway to over 80 research databases and hundreds of websites, all available from off-campus. Many help files, citation guides, and tips are also available.

Finding Information:

- Books: Use AlleyCat, the CCAC online library catalog, to locate books, magazine titles, and audiovisual materials in the CCAC campus libraries. Read the direction on the “online catalog” page to choose the best link to AlleyCat.

- Articles & Reference Sources: Over 80 research databases are available and offer thousands of magazine, journal and newspaper articles online. Additional articles are indexed and may be available at CCAC libraries in printed format. Also, access reference and other databases, like encyclopedias, which provide background and overviews, statistics, and analyses.

- Research by Subject: These guides list databases and websites by a variety of subjects. Find References & Overview Sources, Magazine & Journal Articles, and Selected Websites on over a hundred different subjects. Links to websites selected by CCAC librarians are available under each listed subject.

Accessing Databases from off-campus

- All of the library’s research databases are available off-campus from a home or public library computer. To access these databases off-campus, you must use your NetID (refer to page 4).

- You will be asked for your NetID username and password whenever you access a library database at a computer outside the Community College of Allegheny County network.

Borrowing Library Materials

- You may hold up to three items using CCAC’s online catalog, AlleyCat.

- This procedure requires your 14-digit college ID number which is on College ID cards. Only the last 7 digits of the College ID appear on your registration slip. The first seven digits of all College ID numbers are 2000001.

- Help is available by calling any of the circulation or reference desk telephone numbers listed to the left.

AlleyCat permits you to choose the campus library at which you will pick up materials.
Tutoring Services

Online tutoring is offered to CCAC students who are not able to use the in-house facilities. Through our partnership with SMARTTHINKING, CCAC is able to offer 10-free hours or online tutoring. Additional hours may be available upon request.

Online tutoring is available for the following subjects:

- Anatomy and Physiology
- Accounting and Statistics
- Bilingual Math
- Biology
- Chemistry
- Economics
- Finance
- Math
- Organic Chem.
- Physics

*Writing support for all subjects is also provided through the online writing lab.

To take advantage of the free tutoring services located in the Learning Center of each campus, call or visit to get more information and to make an appointment.

Allegheny Campus – L408
412.237.2584

North Campus – Library 1st Floor
412.369.3680

Boyce Campus – N504
724.325.6729

South Campus – L547
412.469.6284

College Photo IDs and Parking Permits

All students at the Community College of Allegheny County must have a current validated photo identification card to use at testing center, libraries, computer labs, and gym facilities.

For the most current listing of dates and times, please call one of the following.

Allegheny Campus
Physical Education Building
412.237.2668

Boyce Campus
Room S581
724.325.6653
Computer Lab Locations and Phone Numbers

CCAC provides open computer labs at each campus and selected centers for use by students to complete homework assignments, learn new software, search the Internet and create resumes.

<table>
<thead>
<tr>
<th>Location</th>
<th>Fall Term Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegheny Campus</td>
<td>Monday through Thursday: 8:00 a.m. to 8:00 p.m.</td>
</tr>
<tr>
<td>Location: SSC 321</td>
<td>Fri: 8:00 a.m. to 4:00 p.m.</td>
</tr>
<tr>
<td>Computers: 65</td>
<td>Sat: 8:00 a.m. to 3:00 p.m.</td>
</tr>
<tr>
<td>Phone: 412.237.8700</td>
<td>Sunday: Closed</td>
</tr>
<tr>
<td>Boyce Campus</td>
<td>Monday through Thursday: 8:00 a.m. to 8:00 p.m.</td>
</tr>
<tr>
<td>Location: South Wing Room 588</td>
<td>Fri: 8:00 a.m. to 4:00 p.m.</td>
</tr>
<tr>
<td>Computers: 35</td>
<td>Sat: 8:00 a.m. to 3:00 p.m.</td>
</tr>
<tr>
<td>Phone: 412.237.8700</td>
<td>Sunday: Closed</td>
</tr>
<tr>
<td>North Campus</td>
<td>Monday through Thursday: 8:00 a.m. to 8:00 p.m.</td>
</tr>
<tr>
<td>Location: Room 2004</td>
<td>Fri: 8:00 a.m. to 4:00 p.m.</td>
</tr>
<tr>
<td>Computers: 20</td>
<td>Sat: 8:00 a.m. to 3:00 p.m.</td>
</tr>
<tr>
<td>Phone: 412.237.8700</td>
<td>Sunday: Closed</td>
</tr>
<tr>
<td>South Campus</td>
<td>Monday through Thursday: 8:00 a.m. to 8:00 p.m.</td>
</tr>
<tr>
<td>Location: L Wing Room L482</td>
<td>Fri: 8:00 a.m. to 4:00 p.m.</td>
</tr>
<tr>
<td>Computers: 80</td>
<td>Sat: 8:00 a.m. to 3:00 p.m.</td>
</tr>
<tr>
<td>Phone: 412.237.8700</td>
<td>Sunday: Closed</td>
</tr>
</tbody>
</table>

Computer Labs at CCAC Centers: Please call for hours of operation. Computer availability may be limited.

**Braddock Hills Center:** 412.271.0201  
**Homewood-Brushton Center:** 412.371.1600  
**Washington County Center:** 724.223.1012  
**West Hills Center:** 412.788.7500  

**Important:** Computer labs may operate on a modified schedule during college breaks and holidays, please call the respective site for their specific hours of operation.