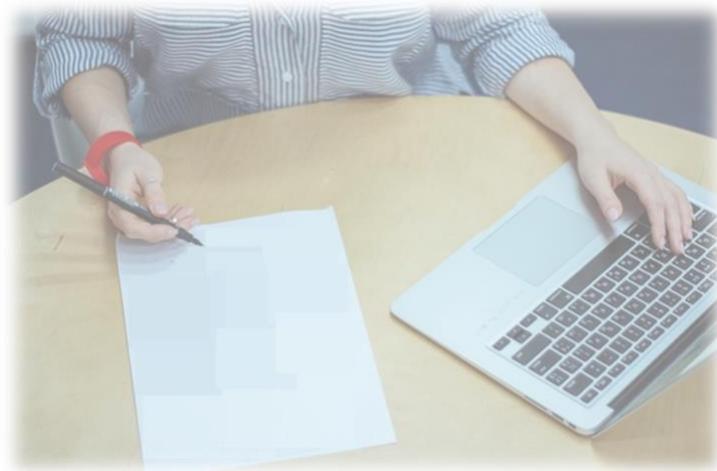




# **Online Learning at NHTI**

## **A Student Guide**



**For Anyone Seeking to Earn a Degree or Certificate Online at NHTI**

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## Welcome

We're glad you're here. You've probably noticed our tag line, "You Belong Here." With online learning, no matter where you are, you are a part of NHTI. You belong. You can complete your NHTI degree or certificate from anywhere.



We know you have personal, family, and work commitments. Our online programs provide you with the flexibility you need to fit earning a degree or certificate into your busy schedule. Whether you complete your degree online, on-campus, your success starts here.

Lots of resources will tell you how to determine if online learning is right for you. Here's what we know for sure, if you really want a higher education credential, if not having a degree or certificate is getting in the way of your plans (career, venture, personal accomplishment, etc.), if you aren't able to attend regular on-campus class meetings, then online learning is right for you.

Your success is built into our mission. Let's get started.

Best wishes,

Trisha Dionne  
Director of Online Learning

## Introduction

Online learning serves students who seek a highly regarded NHTI credential but are unable to commit to regular meeting schedule for face-to-face classes, and those who wish to earn an NHTI credential but live beyond a reasonable commute to the college campus.



Online learning takes place in a web-based classroom instead of an on-campus classroom. We offer many online courses. In fact, you can complete several degree and certificate programs entirely online. All NHTI online courses adhere to the same policies, procedures, and rigorous academic standards as on-campus courses.

Learning online allows you to access your learning materials and complete assignments anytime (day or night) from any place (even while traveling). Just like learning that happens in our face-to-face classes, students in our online classes are required to meet specific expectations, regular participation, and assignment due dates throughout a term.

Your weekly workload in online classes can be compared to the workload of face-to-face classes. For example, a 3-credit face-to-face class that meets 2.5 hours each week for 16 weeks is expected to have at approximately 7.5 hours of homework each week. The weekly workload is approximately 10 hours per week. The workload in an online class combines weekly homework and face-to-face class time - about 10 hours per week. Professors in our online classes are present to the same degree that professors are present in our face-to-face classes.

## Anticipated Time Commitment

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## On-Campus Classes

Number of Weeks	Number of Credits	Weekly In-Class Work Time	Approximate Weekly Homework	Approximate Weekly Workload
16	3	2.5 hours	7.5 hours	10 hours
16	4	3.66 hours	9.45 hours	12.5 hours
8	3	5 hours	15 hours	20 hours
8	4	6.5 hours	19.5 hours	26 hours

## Online Classes

Number of Weeks	Number of Credits	Approximate Weekly Workload
16	3	10 hours
16	4	12.5 hours
8	3	20 hours
8	4	26 hours

Notice that whether you take your class online or on-campus, the weekly workload is the same. However, it is important to remember that some topics may be easier to grasp, while others may be more challenging. This weekly workload approximates the minimum amount of time expected; you may take more or less time to successfully complete your course work. Plan a schedule that ensures enough time to be successful in your online course(s). Use our weekly planners to help plan out your schedule. You'll find links to our weekly planners in the index of this guide.

NHTI online classes provides you with a way to discuss course topics with your classmates and professor. It's critical to understand the limits of collaboration within a course. Just as in our face-to-face classes, assignments, tests, quizzes, and other learning activities and assessments should be completed without collaboration, unless specifically mentioned in the syllabus or Canvas.

Whether taking classes online, in the evening, during the day, or a combination, take advantage of our world-class learner support services (e.g., academic advisors, library, tutoring, accessibility services, ESOL services, career resources, health, counseling, etc.) and nationally recognized student activities (e.g., athletics, student organizations, fitness center, etc.). Your comprehensive fees pay for these opportunities. Take advantage of them.

## NHTI Policies and Practices

As an online student, you're invited to all of the student activities and services offered to all NHTI students. This includes health services, tutoring, athletics, and clubs.

### Student Handbook

In [the NHTI Student Handbook](#), you'll find a comprehensive list of policies and procedures. Knowing the contents of these will better prepare you for your success at NHTI.

### Academic Calendar

Check [this site often](#). Make sure you do not miss the first day of your class.

### Student ID

Your student ID can be used to access many NHTI services including borrowing books from our library, and the use of athletic equipment in the Wellness Center. You can even add money to your card (by visiting the Bursar's Office) for discounts on campus dining.

Your student ID will get you discounts around Concord including monthly passes on the [Concord Area Transit](#) and [Concord Coach Lines](#) and in many restaurants and retail stores. Just ask about a student discount where you shop.

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## Paying your Tuition

Tuition and fees are due two weeks prior to the start of your class. If you register for a class after the tuition due date, payment is due one week from the day you registered.

The Bursar's Office (which manages financial affairs for a college) accepts and processes payments for tuition. This is also the office that reminds students to pay their outstanding tuition. Click here to learn [how to pay your tuition and fees](#).

## Attendance in Online Classes

Attendance in online classes is demonstrated by your activity in the Canvas classroom. Your course syllabus will outline expectations for participation in discussions (often several times each week with a specific framework for what college-level participation looks like), assignment due dates, etc.

## Dropping a Class

There are lots of reasons why you might need or want to drop a class. In online classes, it's easy to ignore or put off course requirements until it seems to be too late to catch up. Please do not just stop participating; students who do this find themselves with a course grade on their college transcript that they did not earn (read about the AF grade [here](#) included in the Grading System category). Make sure your transcript reflects grades you actively earn. Read more about dropping classes and the process for doing so [here](#).

## Professor Availability in Your Online Class

Professors demonstrate their presence in online classes in a variety of ways, such as posting announcements in Canvas, participating in discussions, creating and sharing lecture notes, and creating instructional videos.

Because professors will be in regular and substantive contact, it's essential you frequently monitor NHTI email, review your professor's feedback on your assignments, and remain actively engaged (e.g., participate in graded and non-graded learning activities within Canvas). As with traditional face-to-face courses, you must carefully read the syllabus and Academic Affairs Notices.

Follow communication guidelines posted in the syllabus to contact your professors as soon as a question develops. You can expect a response from them according to the guidelines in the syllabus.

## Netiquette

Many of our practices and policies are driven by our relationship to the entire Community College System of New Hampshire. Our netiquette practice falls into this category. The netiquette policy is included in the index of this document.

## Student Supports and Services

### Academic Advising

Have a question about your degree program, what courses you'll take next semester, or the career outlook in the discipline you are pursuing? Talk to and stay in touch with your academic advisor. If you forget who your advisor is or do not know how to reach them, click [here](#).

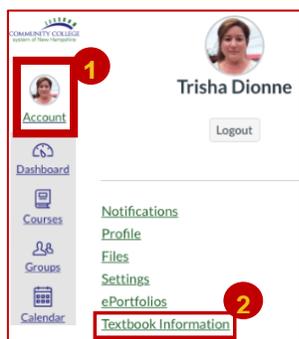


### Accessibility Services

Reach out to our [Accessibility Services](#) if you have a documented disability. They provide confidential support.

### Bookstore

Many course materials are available, at no cost, directly within your online courses. However, many courses do have required course materials that can be purchased and viewed online. This makes our online bookstore, eFollet, quite convenient. Textbooks, materials, and software are available online at eFollet unless specified by your professor.



To see all of the required textbooks for your semester in Canvas, you can:

1. Click on your Canvas Account button.
2. Click on your Textbook information.

For this Canvas feature to work, you'll need to allow pop-ups in your Browser.

You can also stop by our on-campus bookstore, which is located in our NHTI Learning Commons building. At least two weeks before your class begins, check with the NHTI bookstore to purchase required course materials.

### English as a Second Language (ESOL)

If English is not your first language, we invite you to take advantage of our [language support services](#). Our staff specialize in teaching English to speakers of other languages, provide support to help students achieve success in their courses across the curriculum, and help new ESOL students connect to NHTI technologies.

### Health and Counseling

If you're stressed or feeling down, reach out to our [Counseling Services](#).

### Learning Commons/Library

Just like our online classes, the online library resources are available 24/7. Check out our [library resources](#). You'll find our [LibGuides](#) provide better, higher quality information than you'll find in a Google search.

### Lynx Food Pantry

The [Lynx Pantry](#) is open and available to any student, faculty, or staff member that may be facing food insecurity. We offer a variety of baked goods (breads, cookies, muffins, etc.), soups, cereals, vegetables, sources of protein, and personal hygiene items. The Pantry is located in Little Hall.

## Tutoring and Study Skills

All NHTI students can use the [Academic Center for Excellence](#). But what if you can't make it to the campus? As an NHTI student, you'll have access to 24/7 online tutoring with SmarThinking. You'll see a link to SmarThinking in your Canvas course navigation menu.

## Get Connected

### Minimum Technology Requirements

It's our goal that your online learning experiences are free of technical challenges. Review the following requirements so your technology is ready at least two weeks before classes begin. Please note that other course-specific technologies may be required (such as a free downloadable application). Check with your department chair regarding the best operating system for your degree or certificate program.



### Computer

- PC: Microsoft Windows 8.1 (or newer)
- Mac: OS 10.14 (Mojave) or newer

### Peripherals

- Headset or earbuds with a microphone that works with your computer
- Webcam that works with your computer

### Internet Connectivity

A reliable high-speed internet connection is necessary to support your access and learning activities.

### Microsoft Office Suite

NHTI Students have access to Office 365 Education for Students. Click [here](#) for download and installation instructions.

### Internet Browser

We recommend using two internet browsers. If you think something doesn't look quite right on one browser, use the other. Having two browsers on your computer will save you time. We recommend current versions [Chrome](#) and [Firefox](#).

### Your Student Accounts

Setting up your student accounts is a multi-step process. Our technology experts created multiple tutorials to help you successfully connect. Click [here](#) to access all of the tutorials that will get you plugged into NHTI.

### Password Rescue

After you connect to your new college email account, Canvas, and SIS, make sure you can stay connected. There's nothing worse than accidentally typing your password incorrectly three times, locking yourself out of your accounts for an entire weekend, and missing an assignment due date. Set up your password rescue in our [self-service portal](#).

### Acceptable Technology Use Policy

This could probably go without saying, but just in case: Protect your passwords. Like our rigorous education, our technology use policy is also rigorous. You can learn more about the CCSNH Acceptable Use Policy [here](#).

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## Sign Up for Alerts

Online classes never get canceled because of weather, but it may be good to know when the campus is closed. Sign up for NHTI Alerts by clicking [here](#).

## Mobile Devices

You may want to use a mobile device to check your college email. If this is something that interests you, click [here](#) for instructions.

## Canvas 24/7 Technical Support

When you are logged into Canvas, you can access help by clicking on the purple "Help" button located on the bottom-right side of every Canvas webpage. This will bring up a menu of options to find a resource and chat with or call a Canvas expert.

## Technical Support

If you have problems with your email account or accessing Canvas, or SIS, contact our on-campus technology help desk, open Monday through Friday from 8 a.m. to 4:30 p.m.

## Your Online Learning Experience

### Canvas



All NHTI classes have a virtual classroom space in Canvas. Canvas is a learning management system. Classes that meet on campus use Canvas to share course syllabi, professor contact information, course grades, and sometimes course assignments.

All NHTI online classes are taught in Canvas by faculty with real-world expertise and a passion to educate our students. Many classes also use supplemental technologies for practicing newly acquired knowledge and for assessing learner progress, such as Pearson Labs, Cengage, etc.

Canvas has a [mobile app](#). Be cautious about completing assignments and taking quizzes on a mobile device. It seems that the more points you have to lose, the higher the likelihood that your mobile device will disconnect from the Internet. Some quizzes contain images or question types that cannot function properly on mobile devices.

### Canvas Tutorials

The links below will bring you to tutorials that describe the tool and how it can be used:

- [Introduction](#)
- [Announcements](#)
- [Assignments](#)
- [Calendar](#)
- [Course Navigation](#)
- [Discussions](#)
- [Global Navigation](#)
- [Grades](#)
- [Modules](#)
- [Notification](#)
- [Settings](#)
- [Profile](#)
- [Quizzes](#)
- [Rich Content Editor](#)

### Experience Canvas

Click [here](#) to experience a Canvas classroom.

## TurnItIn

TurnItIn is primarily a teaching and learning technology to help students write better. However, the technology also determines intended or unintended attempts to cheat or plagiarize. If your class has a writing assignment, your professor is may be using TurnItIn. If you professor suspects plagiarized discussion posts, they may run the contents of that post through TurnItIn. Click [here](#) to see how to interpret a TurnItIn Similarity Report.

NHTI has a good reputation in the academic community. Our reputation is what makes your NHTI degree or certificate valuable and transferable to many universities. Tools like TurnItIn protect your investment of thought, time, and money.

## Online Course Evaluation

Ten days before each of your classes ends, you'll receive and email that asks you to complete an end-of-term course evaluation. The questions and statements are mostly [Likert](#)-type (Strongly Agree, Agree, Disagree, Strongly Disagree). Your responses are anonymous. Your professor will see a summary of the closed ended questions and will see all responses to the open-ended questions. Students who withdraw from a course are also invited to complete the course evaluation.

The course evaluation is the primary mechanism used by NHTI to receive your valuable feedback about your learning experience in each course. You can access the survey by going to this website: <http://nhti.mce.cc/>. The survey only takes five minutes to complete. After completing the survey, click the "Completed" icon (a checkmark in a green circle). You'll know you completed and submitted the survey when you receive a confirmation message and code in your college email account.

Here are the statements and questions on the online course evaluation:

1. The course organization was clear and easy to navigate.
2. This course increased my knowledge of the subject.
3. The course learning objectives were clearly defined and understandable.
4. This course was intellectually challenging.
5. The course assignments were directly relevant to the learning objectives.
6. Weekly assignments encouraged continuous participation in the course.
7. There were opportunities for student-to-student interaction and instructor to student interaction.
8. On average, how many hours per week have you spent on this course, including working online, doing readings, reviewing notes, writing papers and any other course-related work?
9. I am on track to complete this class by the last day of this term.
10. I encountered technical difficulties.
11. Instructor contact information and communication policy was available
12. My instructor provided timely and useful feedback on course assignments.
13. Throughout the course, I understood clearly both how I was performing and, through my instructor's guidance, how I might improve my grade.
14. Would you take another CCSNH Online course with this instructor?
15. Is there anything else you would like to add regarding the course design or delivery?
16. Is there anything else you would like us to know about your learning experience?

## Tips for Success

- Keep your end-goal in mind. Know why you are pursuing your degree or certificate.
- Take notes. Check out the information about Cornell Note-taking and the curve of forgetting in our [study tips](#), below.

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- When your professor makes it possible, take advantage of logging into your online class early. Learn how the online classroom is laid out and how to navigate it.
- Pace yourself. Engage in your learning on several days throughout each week. Many professors require regular participation throughout each week.
- Avoid cramming; it does not help new information find a long-term home in your brain.
- Get to know your classmates and join a club. Remember, building your academic and professional network before you need it will provide solid foundation of [social capital](#) for your career path and future success.
- Check your @students.ccsnh.edu email often.
- Do not wait until the last minute to complete an assignment; this often leads to late assignments. Many professors will not accept late assignments or reduce the maximum possible points.
- Think of ways to connect what you're learning to what you have learned in past classes and to what you already know.
- Learning takes time. Forgive yourself for not "getting it" on the first try. Keep trying and do not give up.
- Ask questions and ask for help when you need it.
- Celebrate your milestones. Did you get good grade on a challenging paper? Celebrate it. Did you complete 6, 15, 30, or 45 credits? Celebrate it. Celebrate all of your milestones. Please feel free to share your celebrations with us ([Twitter](#) or [Facebook](#)).



All college students, working adults, and parents (and any combination of these) are required to have some organizational skills. These roles all require us to manage our time. One thing we hear from students who learn online is that they wish they managed their time better. This got us wondering why we hear this less from students who attend on-campus classes? Well, it's as easy to ignore your online class as it is to ignore an on-campus class meeting time. Because of the flexibility that online learning provides, it may be harder to monitor how long it has been since you last accessed your class. Try using a calendar or some reminder system to help you plan your 'in class' time (discussions, review, submitting assignments, etc.) and your homework time (studying, reading, drafting, calculating, etc.). Try using one of our weekly planners to help you map out your obligations including class and study times.

## Index

### Netiquette at CCSNH

“Netiquette,” or “network etiquette,” is a set of standards that have evolved through appropriate internet behavior, including the ways that users communicate and interact with one another. Incorporate these guidelines, in conjunction with expectations outlined in the Code of Conduct in any form of written communication that uses technology to transmit the message, including but not limited to, email, Canvas discussion forums, chat rooms, web sites, blogs, wikis, virtual meetings, text messages, and instant messaging.

### General Netiquette Guidelines

- Be mindful and respectful of the person who will see or receive your communication. Communicate only those things that you would say face-to-face, though it’s important to remember that communicating feelings in an electronic format often leads to miscommunication.
- Always assume the sender's intentions were good. If you notice that they used incorrect spelling, grammar, etc., and wish to let them know, do so privately and tactfully.

### Netiquette in Written Communication

- Make sure your classmates, students, and colleagues really need to know the information you are sharing.
- Explain your ideas clearly and concisely. Nonverbal cues, such as body language and facial expressions, are absent; there is greater potential for misunderstanding.
- Forward email messages of files only with the author or owner's permission. Asking for permission demonstrates your integrity in personal and business communications.
- Take care in framing questions so as not to put a classmate, student, or colleague “on the spot.”
- The use of bold fonts, ALL UPPER CASE, and the color red often convey a tone of anger to your reader. Use bold fonts as prescribed in APA and MLA style guides (paper titles, paragraph headings, etc.).
- Use colored fonts only when it adds to the clarity of the specific message or is pedagogically appropriate. Remember, classmates, students, instructors, and colleagues may use assistive technologies and encounter hurdles as a result of colored fonts. Though, if colored fonts are critical to your learning or lesson, know that the colors red or light green often cannot be seen by people with color blindness and that light-colored fonts do not photocopy or print well.
- Avoid the use of italics as it makes the text more difficult to read.
- Avoid emoticons (e.g., :-) ), text-speak (e.g. 'u' for you), acronyms or abbreviations unless the class is expected to use them.
- Use ellipses (...) for purposes related to proper formatting, such as those required of APA and MLA.
- Reread everything you write before sending or submitting, it. Use spell check.

### Netiquette in Discussion Boards

- Review the discussion board rubric, outlining the expectations for participation and contributions.
- Actively participate in icebreaker/introduction discussion forums.
- Label your discussion post so it can be located easily within the discussion board.
- Identify to whom you are responding, whether it’s another student or the entire class. This also helps to keep the post in context.
- Limit your response to one screen length.
- Stay on topic in your responses.

### Netiquette Specific to Email

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- Use your @ccsnh.edu email account for all college-related matters. It's the only way to guarantee that the recipient will receive your message and that you are seeing all email messages sent to you.
- Make sure the person listed in the "To" field is your intended recipient.
- State briefly the purpose of your email in the subject line, so the recipient immediately knows the purpose of your message and perhaps the course to which your message relates.
- Start your email with an appropriate greeting. Address the recipient with their proper title, e.g., Dr.; Professor; Mr./Mrs./Ms., etc., if that is how they refer to themselves.
- Present each of your main points in separate clear, concise paragraphs.
- Reply within 48 hours to an email, excluding weekends or holidays. If you need more time to compose a proper reply, send a brief email to inform your recipient. They will appreciate it.
- Use the BCC and CC field in an email in the following ways:
  - Use the BCC field when you are sending an email to a lot of recipients and wish to not share the email addresses of other recipients of that message.
  - Use the CC field when you are sending an email to a person and you wish for the copied person to be informed.
  - Add more than one recipient to the To field when you wish to collaborate or to share with a group of people who know each other.
  - It's important to consider that a BCC recipient has the potential to reply to all.

### Netiquette Specific to Live Chat and Virtual Meetings

- Live chat and virtual meetings provide synchronous communication, i.e., communication that takes place between people in different locations at the same time.
- Log in early to the chat room so you can familiarize yourself with the live chat environment.
- Mute your microphone when not speaking to avoid audio feedback.

### Study Tips

- Fundamentals
  - Get plenty of sleep.
  - Exercise; even a little makes your brain work better.
  - Eat well. Drink plenty of water.
  - Schedule your study time in your calendar. Don't have a calendar? Try one of our weekly planners.
- Take good notes using a pencil and paper. Make notes on what you hear and what you read (including feedback from your professor).
  - If you have any concern about your ability to take good notes, consider watching this video: <https://youtu.be/IsR-10piMp4>
  - We created a [Cornell Note-taking Sheet](#) just for NHTI students.
- Prepare to study
  - Try to study in a distraction-free space. This is different for many people. Some like to study in a place where the din is constant (like a park or library). While others find their own tidy bedroom to be a good place to study. Use whatever space allows you to focus on your work without interruption or little potential for "pulling" you away from your work (laundry, friends, phone calls, etc.). Use your phone's VIP list to control what alerts you receive while you are studying, for example.
  - To the degree that you can, study without technology.
- Use your notes.
  - Within 24 hours, review your notes, add information to your "Cue Column" on your Cornell Notes page.
    - Connect what you just learned to what you learned in previous lessons, what you learned in other classes, and what you knew before you started the course. This practice helps create

or strengthen synapses, which promotes good recall of new information. (See: [What Happens to Your Brain When You Learn a New Skill?](#) Sterling 2017.)

- Of all the days you will spend reviewing notes, the first 24 hours is the most significant. You can spend a little less time each of the following days because you'll be able to recall more and more information the more you review it. If you do nothing with your notes for two days, you will have lost 50-80% of what you learned. If you do nothing with your notes for 30 days, you're really going to cause yourself some stress when preparing for your midterm or final exam. (See: [Curve of Forgetting](#), University of Waterloo.)
- Each day for the next seven days, review your notes; quiz yourself by covering your Note-Taking column with a blank sheet of paper and responding the prompts and questions you wrote in your Cue Column. Answer your Cue prompts out loud (if you can do this without distracting another student and without drawing unwanted attention).
- Each week after the first week, re-review your notes at least 10 minutes.

## Weekly Planners

We have several planners. Click on one of these options to choose yours.

**I am destined to do GREAT things.**

**I will become the expert.**

Repeat after me,

**“I can do this.”**

**Rise up.**



**Swing for the fences!**

Successful and unsuccessful people do not vary greatly in their *abilities*. They vary in their *desires to reach their potential*.

John Maxwell

The secret to getting ahead is getting started.

**You can!**

Period.