Dear Distance Education Student,

Welcome to Online Learning at Luzerne County Community College! You have chosen a challenging, but convenient, way of meeting your educational goals at LCCC. Distance Education students such as you need to be disciplined, set instructional goals for themselves, and assess their own understanding of what they are learning. You will find that you will spend at least as much time on a Distance Education course as you do in a traditional classroom course (if not more), but it is time you spend when it is fits your schedule.

To help you succeed in this learning environment, we have developed the following guidelines. It is very important that you complete these steps in the timeframe given so you are prepared to complete your Distance Education course. You can find detailed directions for completing these steps at https://studentportal.luzerne.edu/distanceeducation/

To Do Immediately:
- Make sure your computer is ready for you to complete your Distance Education course. Download and install our recommended browser, either Mozilla Firefox or Google Chrome. Make sure you have Adobe Reader installed as well.
- If you do not already have a LCCC student email and network account, please create both accounts at http://student.luzerne.edu.

To Do On or After December 14, 2015:
- Find out what books/materials your course needs, including access codes, by going to http://www.luzerne.edu/distanceeducation and selecting Class Listings/Course information.
- Purchase your materials in person at the LCCC Bookstore or online at http://www.luzerne.edu/bookstore as of December 14, 2015. Be sure to select the online class section when ordering online.
- When ordering online, please allow sufficient time for shipping. Items are usually received in 48 hours, but due to the Holiday Season, there could be delays!
- The bookstore will have extended hours from 8:00 AM to 6:00 PM on 12/15 and 12/17.
- All online courses require text books or an e-book. It is very important you have your course books/materials on the first day of class, December 21, 2015. The bookstore will be closed for the Holidays as of December 23, 2015 at 4 PM and will not open until January 4, 2016. The online Bookstore can accept orders until December 22, 2015.

To Do On December 15, 2015:

Log into Blackboard Learn at http://learn.luzerne.edu.

- If this is the first time you are using Blackboard Learn, your username is your first/last name initials (lowercase) followed by your 7-digit student ID number. For example, if your student ID number is 0987654 and your name is John Doe, your Learn Username would be jd0987654. Your password is also your first and last initials followed by your student ID number. It is recommended you change your password immediately. If you already have a Learn account, please use your existing user name and password.
- **You will not see any classes listed before the semester starts. However, logging in early will allow us to help you solve any log in problems early so you are ready to start your classes as soon as they are available.**

To Do On the First Day of Classes - December 21, 2015:

- Log into Learn and make sure all your classes are listed
- To access a course, click on its name.
- All distance education classes are different, but look for the following information
    o Course Syllabus
    o Course Outline or Schedule
    o Course Requirements, such as quizzes, assignments, tests, discussions, etc.
- Many classes require you to complete additional work on another web site. Follow the directions provided by the instructor for accessing that site.
- Make sure you know how to contact the instructor, either by email or by telephone.

Winter Intersession 2016 Orientation

If you are a first time online student, please attend one of the following live online Orientation sessions:

Monday, December 7 from 5:15 PM. to 6:00 PM
Tuesday, December 15 from 5:15 PM to 6:00 PM
Monday, December 21 from 5:15 PM to 6:00 PM

A link to join one of the Online Orientation sessions will be emailed to your student email account.

Technical Assistance

If you are having a problem with a publisher website, please contact the website's technical assistance or helpdesk technicians. Information can be found on the Distance Education under Course listings/Information.

If you have trouble logging into Learn or technical issues with your computer, contact our Help Desk:

Jerry Wilk/Joe Nester
helpdesk@luzerne.edu
1-800-377-5222 Ext.7711
HELP DESK HOURS OF OPERATION:

Current helpdesk hours until December 23, 2015 are Monday through Thursday – 7:00 AM to 10:00 PM, Saturdays 7:00 AM to 3:00 PM. Helpdesk hours and information can also be found on the student intranet.

Please note: The College will be closed for Holiday Break from December 24, 2015 to January 3, 2016.

The helpdesk will be available on the following dates and times:

12/26, 12/28, 12/29, 12/30, 12/31 – 10:00 AM to 12:00 PM

If you don't see a course listed or you don't understand how to navigate your course once you access it contact:

Ann Saxton
Distance Education/Off Campus Coordinator
1-800-377-5222 Ext. 7393
asaxton@luzerne.edu