



A Student Guide to Online Learning & The Basics of Online Services



Table of Contents

How Do I Access MySouthwest?3

Setting Up Rapid Identity Two-Factor Authentication4

How Do I Access Canvas and My Courses?6

What Are the Other Benefits of Canvas?8

Student Information System (SIS)13

Admissions16

Academic Deadline Information.....16

Adding or Changing My Program of Study17

Resetting my MySouthwest Password18

Obtaining my Official SWCC Transcripts19

How Do I Get My Books?20

Brainfuse Online Tutoring25

Financial Aid Verification & Information26

Additional Information Regarding Verification And Other Financial Aid Policies.....28

How Do I Access Student Advisement?29

Navigate Student30

Academic Planning Tool30

Student To-Do List31

Scheduling an Appointment Using Navigate32

SWCC Library34

Helpful Applications to Download on Your Mobile Devices37

Contact Information for Campus Departments Can Be Found on Page 38

How Do I Access MySouthwest?

Step One:

Visit **WWW.SW.EDU** from your computer's browser (i.e. Google Chrome, Microsoft, Edge, Firefox, etc.)



Step Two:

Click on **MySouthwest** located in the top menu of the main webpage.



Step Three:

Sign in using your credentials. (**Forgot Username/Password? – See Page 18**)

Effective 2022 – Students will be required to set up multifactor authentication on their MySouthwest account. Instructions on signing in using this method are included in this manual on pages 4-5).

Setting Up Rapid Identity Two-Factor Authentication

Step One:

Log in to MySouthwest using your MySouthwest username and password as instructed on page 2.

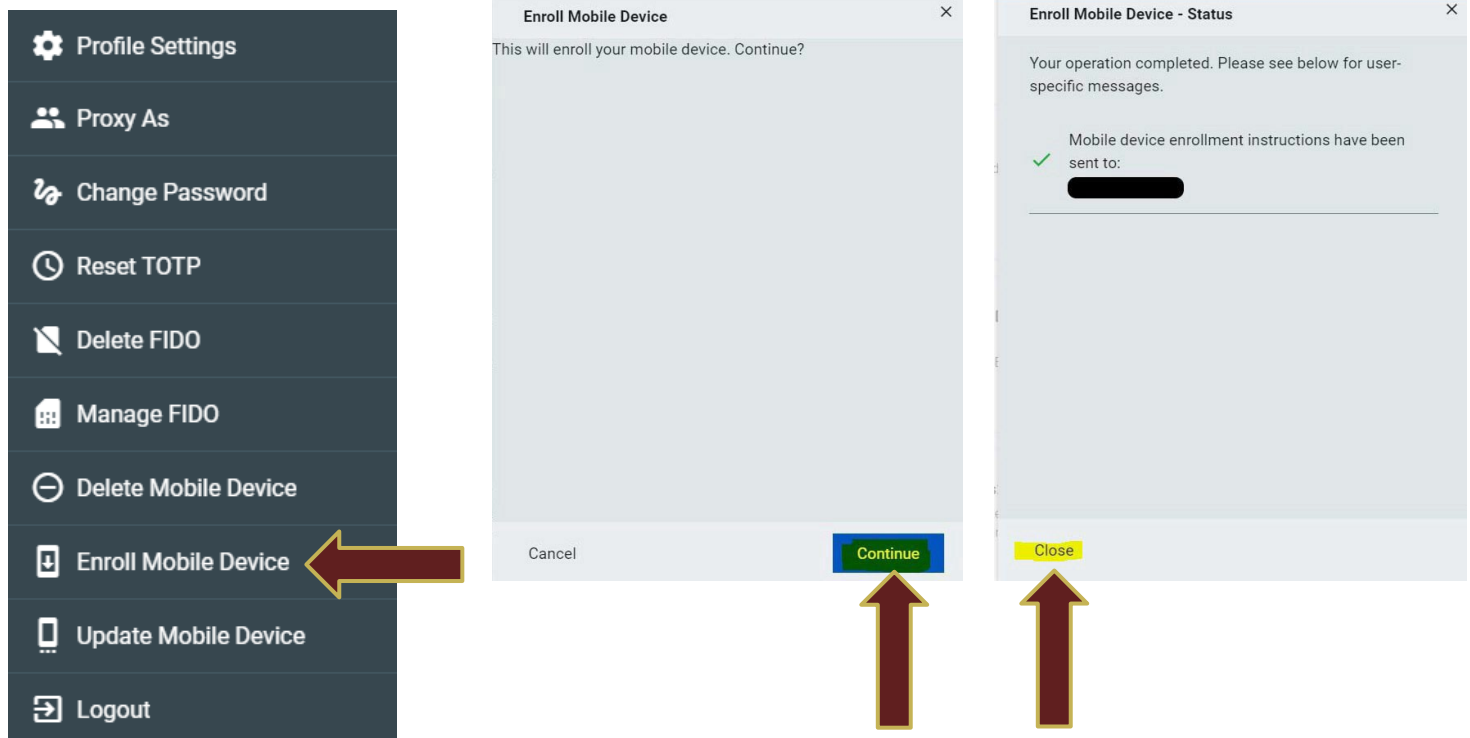
Step Two:

On your cell phone – open your Play Store or App Store (depending on your phone) and search for the “Rapid Identity” application. It will look like the application below:



Step Three:

From your computer, where you are signed in to your MySouthwest, in the upper right corner of your screen, you will see your name. Click the down arrow and select “Enroll Mobile Device”. Click “Continue” on the next screen and then “Close”.



Step Four:

You will receive an email from **myvccs@email.vccs.edu** with a subject of “Register VCCS Push Authentication” with some links and an authorization code. The email will be sent to the email you have listed as your primary email in SIS. This could be your SWCC student email (email.vccs.edu).

Note: It may take a couple of minutes to receive the email. If you don’t receive the email in one account, be sure to check the other.

Step Five:

Open this email on your phone. If you do not receive email on your phone, use a browser to check your email. Click on the 2nd link that should be listed as “Tap this Provisioning URL...” If you are not able to click the link trying copying the link and pasting into a browser on your phone.

Step Six:

Rapid Identity should be opened on your cell phone with your MySouthwest Username already entered. You will need to enter the authorization code from the email. Once you enter the code click “submit”.

Step Seven:

The next screen should allow you to create a 6 – 9-digit PIN. This can be a pin of your choice. Enter the pin in both boxes and select “Submit”. Select “done” if/when prompted.

Step Eight:

Close Rapid Identity app on your phone and log out of MySouthwest.

Step Nine:

Logon to MySouthwest and you should be prompted on your cell phone to enter a pin. Enter the pin created and select approve.

When signing on to MySouthwest from this point forward you will be required to use the Rapid Identity application to approve the log in requests on your student account.

How Do I Access Canvas and My Courses?

Step One:

Select the icon on MySouthwest labeled “Canvas” as seen below:



Step Two:

Each course will have its own location on your Canvas “dashboard.” Select the course you wish to enter.

For example:



Step Three:

Review your course. Each course should have most, if not all, of the links. Below is a description of each link. ***NOTE*** Not all courses will have the same homepage as this course.

SWVCC Spring 2020 [Spring 2020] SDV 100 - W3 : College Success Skills

Home
Announcements
Syllabus
Modules
Grades
Discussions
Brainfuse

Southwest Virginia Community College
Inspire • Transform • Strengthen

Hello all, welcome to Southwest Virginia Community College and SDV100. To obtain a book, please see Brandon Bailey Dellinger 131, or Julia Dotson located in Dellinger 119. My office hours are Mon - Fri between 8:00am-4:30pm and Julia's are Monday and Friday, from 8:00am-4:30pm, Tues, Wed, Thurs, From 8:00am - 12:00pm The book is completely free, but will have to be returned during exam week. Good luck during this semester, and remember these key things!

- 1.) Read the course syllabus, carefully.
- 2.) The title of this book does not reflect your abilities or those of your classmates. It is simply the branding of the series.
- 3.) Please submit all of your assignments through Canvas (not by email). All of the assignments are located under "Modules".
- 4.) Turning in assignments ON-TIME is essential for success in College. Points will be taken off for late assignments. You can work ahead in this class, and I do encourage that.
- 5.) We are here for YOU! Please do not hesitate to ask any questions what-so-ever.

HOME: Returns you to the home screen (as seen in the picture above – other instructors may have alternative pages set as the home screen).

ANNOUNCEMENTS: Your instructor will communicate important information to you. You can view all the announcements sent by clicking here. These announcements also go to your student email.

SYLLABUS: A very IMPORTANT part of your course. This contains important information such as your instructor's contact information, the assignments, their due dates, and other relevant information. (PLEASE REVIEW THIS FIRST BEFORE BEGINNING THE COURSE).

MODULES: An organized view of the assignments that are due in the course. Some instructors have them organized by week, while other instructors may have them organized by due date. This information should also be included in the syllabus.

GRADES: Another very IMPORTANT part of your course. This link takes you to your personal grades for the course.

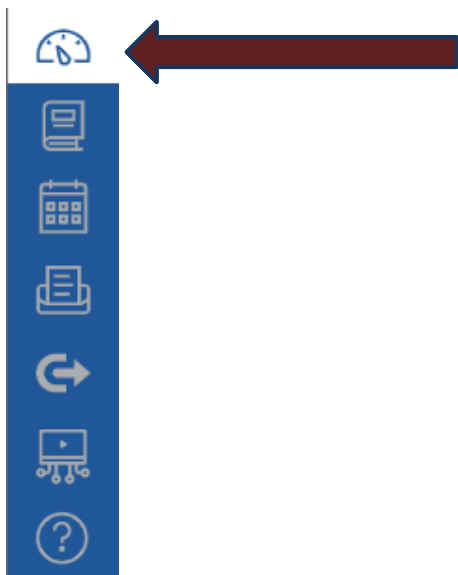
DISCUSSIONS: Your instructor may have you contribute to what is known as a “discussion board.” This is where you can post and interact with your fellow classmates in a social media style manner with posting, commenting, etc.

Brainfuse: A new online tutoring tool to aid you in your courses. Use this link to access tutoring for your course(s). Included in this service is a writing lab to provide expert analysis of your essays for your course(s).

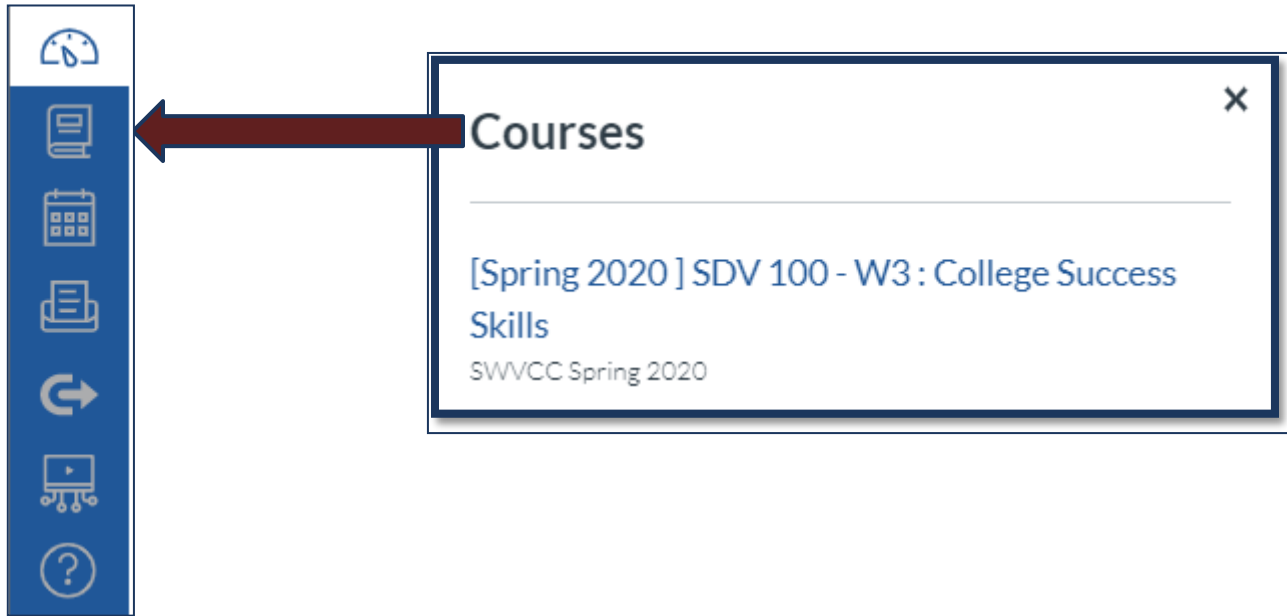
Testing on campus is arranged in advance and you are notified by your instructor if it is necessary. Otherwise, your online courses will utilize testing software for online testing.

What Are the Other Benefits of Canvas?

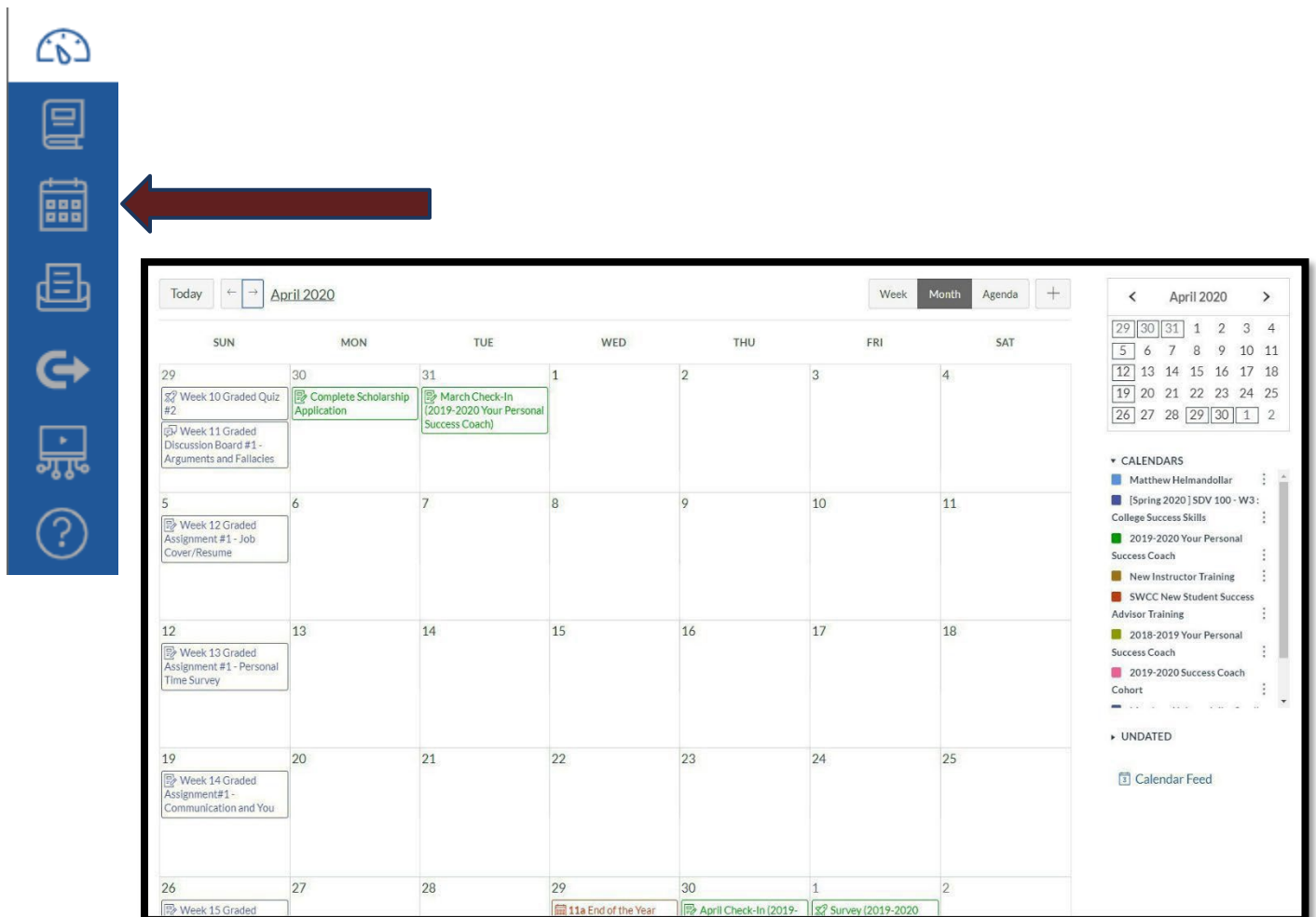
SINGLE CLICK BACK TO DASHBOARD OF COURSES



EASY COURSE NAVIGATION: CLICK HERE TO NAVIGATE BETWEEN COURSES



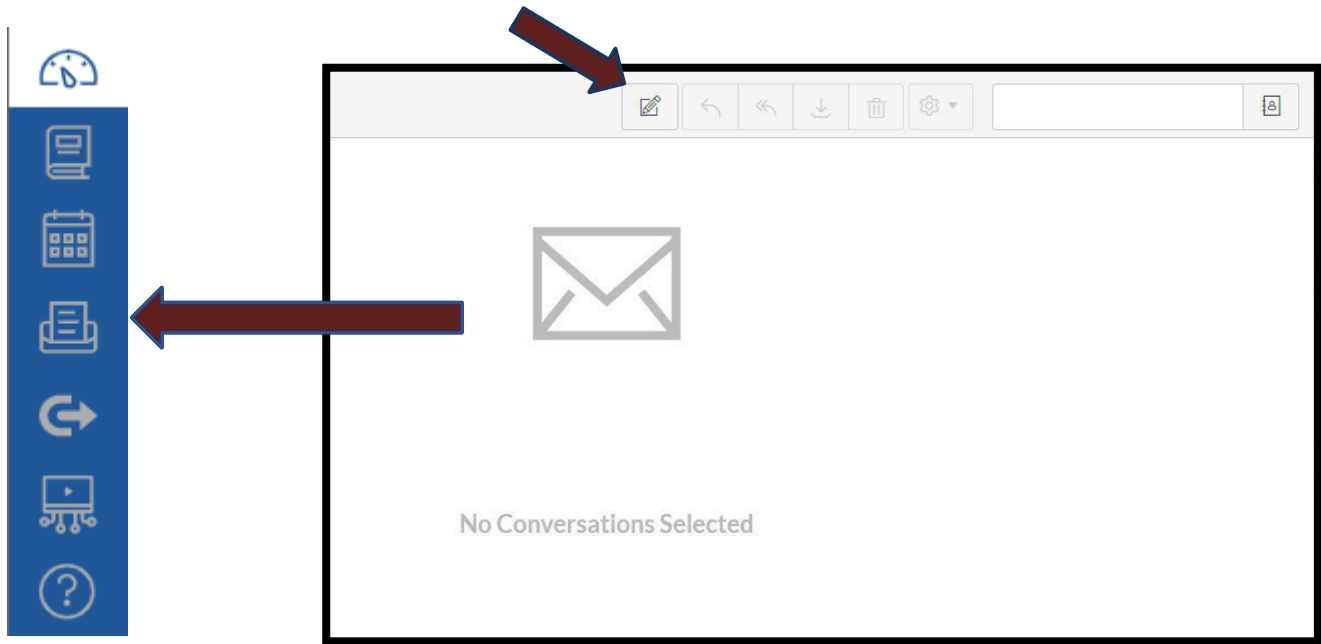
CALENDAR FEATURE: KEEP UP WITH YOUR DUE DATES FOR EACH COURSE IN ONE PLACE.



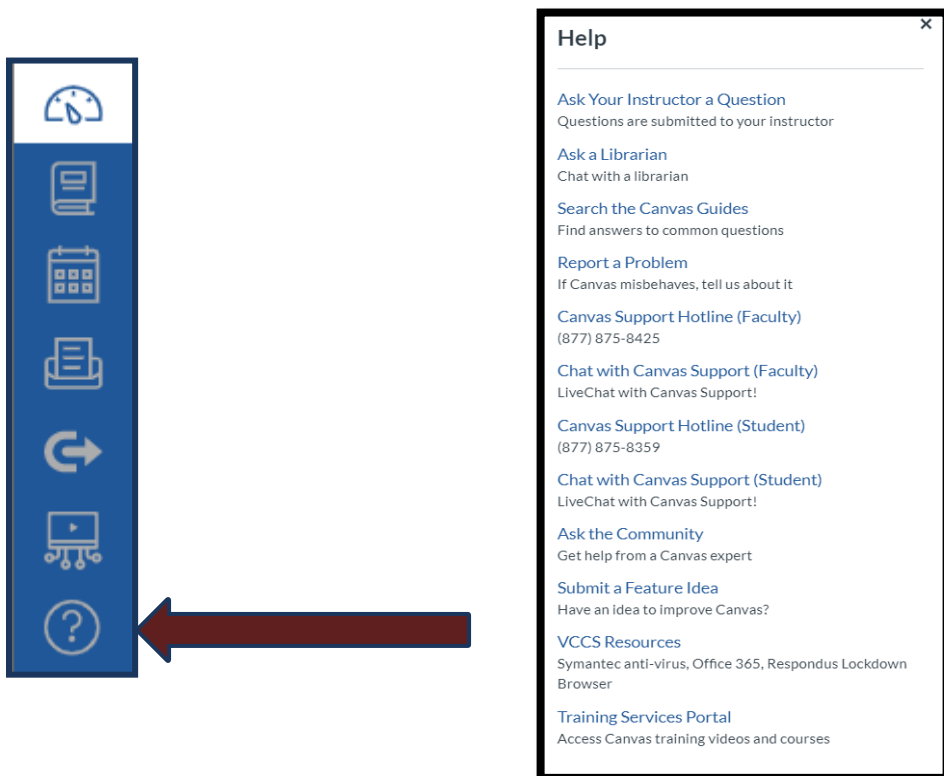
SEND MESSAGES TO YOUR INSTRUCTORS DIRECTLY FROM CANVAS.

**Messages are sent to their staff email and inbox.
Responses are sent to your inbox and student email.**

Click the “Compose” button, select your course and instructor, type & send the message

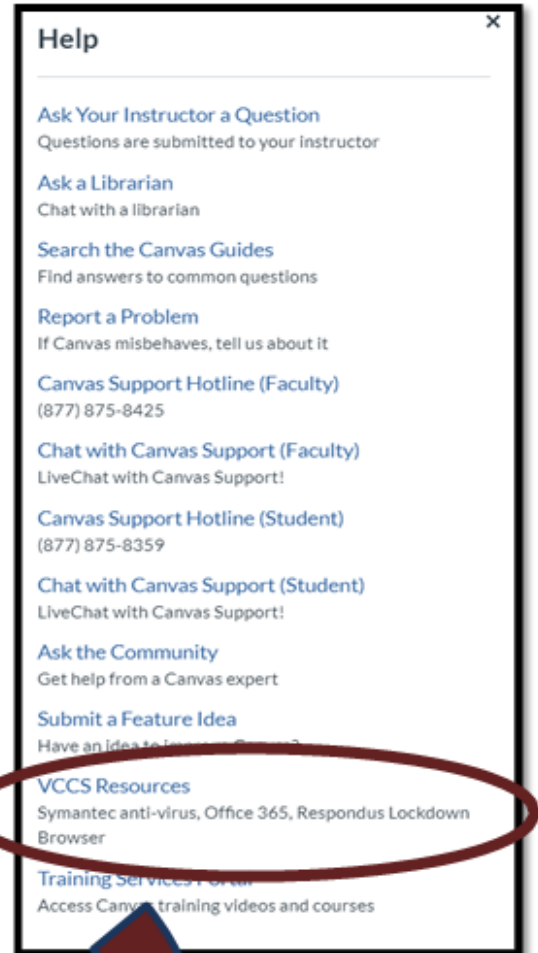


HELP ICON – EXPERIENCING AN ISSUE WITH CANVAS?



FREE MICROSOFT OFFICE AND FREE ANTIVIRUS SOFTWARE PROVIDED BY SYMANTEC

Additional software and discounts provided.





Discounts

All Virginia Community College System students, faculty, and staff are eligible to receive discounts on Apple products placed through the [Apple/VCCS Store](#).

There is a separate [Apple Store for VCCS Institutional Purchases](#).



Microsoft Office

Microsoft Office is available to all currently enrolled students at <http://office.vccs.edu/>.

Use your [jemail.vccs.edu](#) account to log in.

Respondus Lockdown Browser

If you take online tests at home, your instructor may require that you use [Respondus Lockdown Browser](#) to take a test.

[Download the Lockdown Browser](#)



Respondus®



Canvas: In Conclusion

This system allows for you, as the student, to complete a variety of tasks such as accessing course content. Many of these features are accessible 24 hours per day, 7 days per week, until the conclusion of the semester

Just as there are many ways in which you, the student, can access your course information from a computer, mobile phone, tablet, etc., there are equal amounts of assistance. For example, resources listed below such as Brainfuse and Zoom.

While this guide is designed to aid you in preparation for an online transition, Please DO NOT HESITATE to ask for help. We offer free tutoring offered through Brainfuse as well as via Zoom on your MySouthwest. Do not wait until it becomes an issue. Remember the following phrase:

BE PROACTIVE, NOT REACTIVE.

Important Notes

- Students should familiarize themselves with the instructor's method of teaching. To avoid falling behind, make sure to utilize the student support services available to you for free as a student at Southwest Virginia Community College such as free tutoring through the Office of Student Support Services or through the Brainfuse application (**more information on this application can be found on page 26**).
- Communication is key in online courses. If there is something you do not understand, or if you have a general concern, you should utilize the Canvas Inbox feature or your student email located on MySouthwest. **NO** outside email addresses will be accepted or responded to as identity cannot be confirmed.

Student Information System (SIS)

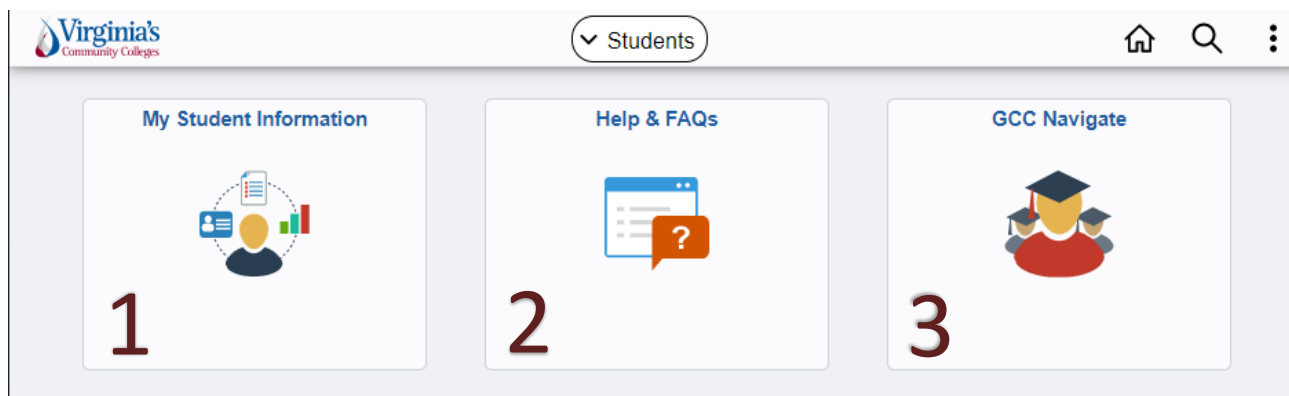
Step One:

Log in to your MySouthwest account.



Step Two:

Click “Launch” on the SIS (Student Information System) button on your dashboard as seen in the picture above.



1. My Student Information

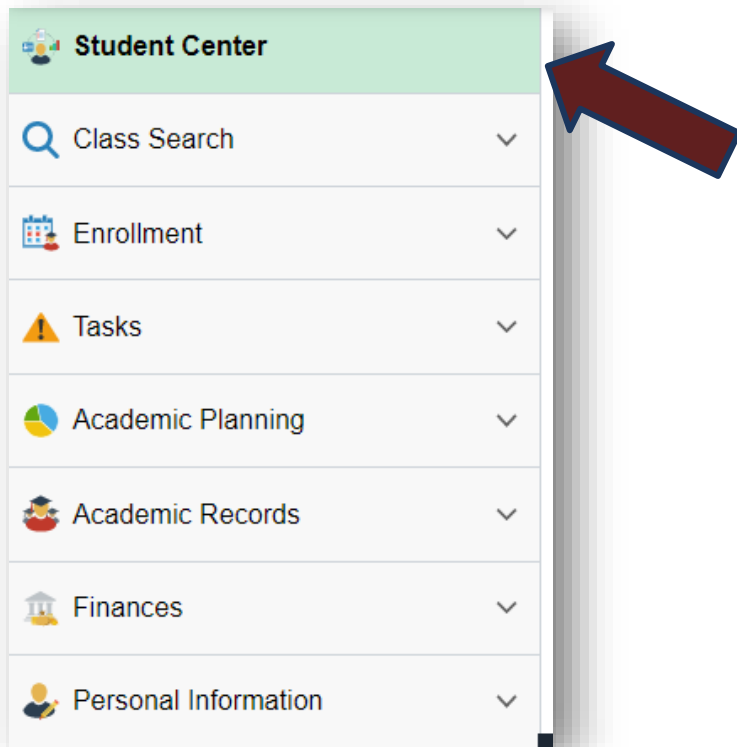
This tile takes you directly to your current Student Center page in SIS. Here, you will find important details, such as your class schedule, enrollment dates, and payment or Financial Aid information.

2. Help & FAQs

This tile is linked to the VCCS FLUID website which includes helpful tips and other information for the new user interface.

3. Navigate

This tile is linked directly to your college's Navigate system. Navigate provides planning and advising tools, along with other student supports. **More information on this tool can be found in this manual.**



The **Student Center** page now includes a collection of links on the left-hand side of the page. This allows for quick access to common areas that are spread across the student information system.

Students | My Student Information | Home Search Bell Menu

Student Center

- Class Search
- Enrollment
- Tasks
- Academic Planning
- Academic Records
- Finances
- Personal Information

Student Center

Academics

Search Plan Enroll My Academics Apply for Graduation

Enrollment Shopping Cart ▶

Search for Classes

Share My Information

other academic... ▶

Finances

Lord Fairfax Community College User Preferences

For up-to-date balance due or to make a payment, change User Preferences (link above) to correct college, then click Account Inquiry.

My Account Account Inquiry Apply for Payment Plan Financial Aid View Financial Aid Accept/Decline Awards Report Other Financial Aid

You have no outstanding charges at this time.

Make a Payment ▶

other financial... ▶

Please note that all tuition and most fees are set by the State Board for Community Colleges and are subject to change each semester without prior notice.

Personal Information

Demographic Data Emergency Contact Names User Preferences

other personal... ▶

Contact Information

Mailing Address Billing Address None

Main Phone VCCS Student E-mail goesnowhere@vccs.edu

Holds

No Holds

To Do List

No To Do's

Milestones

No Milestones

Enrollment Dates

Open Enrollment Dates

Advisor


Advisor None Assigned

Admission Information

Application for Admission


Students

My Student Information




Welcome,
EmplID: _____
Username: _____

Help & FAQs



SWCC Navigate



Student Center

Class Search

Enrollment

Tasks

Academic Planning

Academic Records

Finances

Personal Information

Class Search

Class Search

Browse Course Catalog

Enrollment

My Weekly Schedule

My Class Schedule

Enrollment Dates

Add Classes

Drop Classes

Edit a Class

Swap Classes

Exam Schedule

Academic Planning

My Planner

Enrollment Shopping Cart

My Advisors

Tasks

To Do List

Holds

Academic Records

View My Grades

My Course History

Request Official Transcript

View Unofficial Transcript

My Academic Requirements

View What-if Report

Apply for Graduation

Finances

Account Inquiry

Accept/Decline Awards

View Financial Aid

Personal Information

Addresses

Names

Phone Numbers

Email Addresses

Emergency Contacts

Demographic Information

FERPA Restrictions

User Preferences

Click here to view this menu on the right side of your computer screen.

Click here to search for particular courses you know you need for your program.

Click here to view your schedule in list or week format, add, drop, or swap your classes

Click here to also view your to-do list as noted on Navigate Student. See page 29.

Click here to plan your academic program as noted on Navigate Student.

Click here to access your grades, unofficial transcript, and view your academic requirements for your program.

Click here to view your Financial Aid award for the current academic year.

Click here to update any information related to you. Name/Address changes must be made through the Admissions office.

Admissions

Academic Deadline Information

View this information by typing https://sw.edu/campus_events/ into your browser.

Academic deadlines include dates such as:

- The first day of early registration for an upcoming semester.
- The last day to register for an upcoming semester.
- The last day to withdraw with a tuition refund.
- The last day to withdraw without academic penalty.

....and more!

This information can also be found on the Southwest Virginia Community College homepage.

The screenshot shows the Southwest Virginia Community College homepage. The navigation bar at the top includes links for News, About, Admissions, Academics, Students, Faculty & Staff, Workforce, Donate, Alumni, and MYSouthwest. The Academics dropdown menu is open, and the 'Calendars & Schedules' link is circled in red. A red arrow points from the 'Admissions' link in the navigation bar to the 'Calendars & Schedules' link. Another red arrow points from the 'Calendars & Schedules' link to the search bar. The main banner features the text 'GET A SKILL GET A JOB GET AHEAD' and 'G3 Assistance for tuitions, books, and more.' Below the banner is a 'LEARN MORE' button. At the bottom, there are five tiles: 'APPLY NOW', 'REGISTER FOR CLASS', 'EXPLORE OUR PROGRAMS', 'REQUEST INFORMATION', and 'QUESTIONS? ASK FREEDOM'. The footer shows the URL 'https://sw.edu/schedule/' and the system clock '12:53 PM 1/28/2022'.

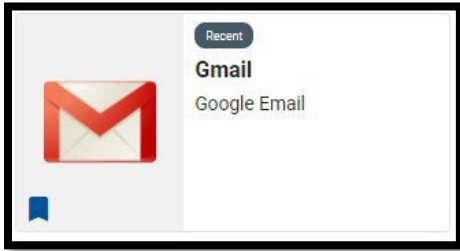
Please continue to review this often as the dates are subject to change and new academic information can be added throughout the semester.

Adding or Changing My Program of Study

Method One: Via Student Email

Step One:

Log in to MySouthwest and go to the student Gmail icon on the dashboard seen below:



Send an email to admissions@sw.edu with your name, student ID (EMPLID), and the desired program of study change in the email.

Method Two: Via the Program Change Request Form

This form allows you, the student, to change your program of study, add an additional program of study, or remove an additional program of study if it is no longer desired.

Pictured below, this form can be found online at: <https://sw.edu/wp-content/uploads/Web-SWCC-Program-Plan-Change.pdf>

It can also be obtained in the SWCC Admissions Office located in Dellinger Hall

Southwest Virginia Community College
 Admissions Office
 PO Box 1101, Richlands, VA 24641
 PH: 276.964.7238 FAX: 276.963.3450
 Download to computer/phone, complete & email to admissions@sw.edu from STUDENT EMAIL ONLY

PROGRAM / PLAN / ADVISOR CHANGE REQUEST

Please print information below:

Name: _____
 Last Name First Name Middle

Emplid or SSN: _____ Phone No: _____

High School: _____ Year Graduated: _____ QED: _____

Effective Term of Change: ____ Fall ____ Spring ____ Summer ____ 20____

Current Plan(s)	New Plan(s)
1. _____	1. _____
2. _____	2. _____

Signature _____ Date _____

NOTE: If you are interested in Nursing (RN), Occupational Therapy, Practical Nursing or Radiography you must complete a new and Allied Health Care Application. Applications are available in the Admissions Office or online at <https://sw.edu/allied-health-care>. Email admissions@sw.edu with questions about completing this form.

Admissions Office (Use Only)	Admission(s)	Processed (staff/ide)
Plan (check)		

Revised 3/10/20

Upon completion, this form
 should be sent by student email
 on MySouthwest to:

Admissions@sw.edu

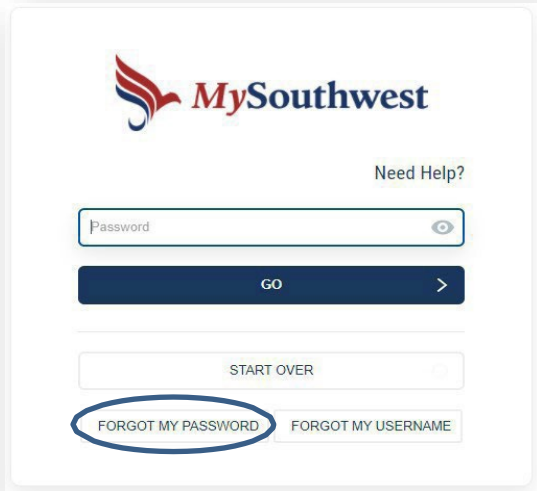
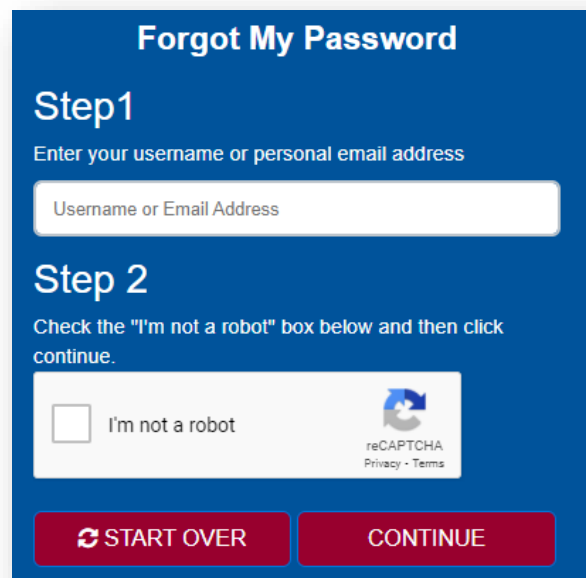
or

Kathy.Sword@sw.edu

Resetting my MySouthwest Password

Step One:

Click “Forgot Password” from your MYSouthwest

The image shows the MySouthwest login page. At the top is the MySouthwest logo. Below it is a "Need Help?" link. There is a password input field with a "Password" placeholder and an eye icon. Below the password field is a dark blue "GO" button with a right arrow. Further down is a "START OVER" button with a right arrow. At the bottom, there are two buttons: "FORGOT MY PASSWORD" (which is circled in blue) and "FORGOT MY USERNAME".The image shows the "Forgot My Password" process. The top section is titled "Forgot My Password" and "Step 1". It asks the user to "Enter your username or personal email address" and has a corresponding input field. The bottom section is titled "Step 2" and asks the user to "Check the 'I'm not a robot' box below and then click continue." It features a checkbox labeled "I'm not a robot" and a reCAPTCHA widget. At the bottom, there are two buttons: "START OVER" and "CONTINUE".

You will be prompted to answer your security questions.

Step Two:

Enter your MYSouthwest username. If you do not know this information, please contact our Admissions office at (276) 964-7238.

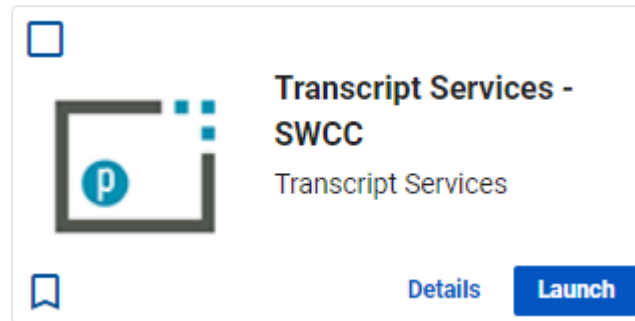
- You will then be directed to enter your new password.
- You will re-type your password to confirm the change.

If you do not have security questions set up, or if you still have trouble accessing your account, please contact Admissions at (276) 964-7238.


Obtaining my Official SWCC Transcripts

Order your transcript records using the “Transcript Services – SWCC” icon on your MySouthwest. You will need to create an account and enter your information when attempting to obtain an academic record.

Please note: There is a fee for using this service. Admissions no longer administers transcripts. You can still access a free unofficial copy of your transcripts using the Student Information System under “Academic Records.”




You will need to agree to the terms of service and then you will be directed to enter your credentials if you are an existing user or create an account if you are a new user.




Existing User Account
I have an existing learner or third party account with Parchment.

OR



New Learner Account
I am a student or parent in need of a Parchment learner account.

OR



New Third Party Account
I am an administrator or third party ordering on behalf of a student.

A message from Southwest Virginia Community College

Welcome to Parchment. We're offering this service to make ordering transcripts easier for you. It's also more efficient for your school, and will deliver your transcripts to the colleges you choose in the format they prefer.

If you have any questions about Parchment, select the "help" link above.

Your Name
Matthew Helmandollar

[+ I would like to add a maiden name or variation to help match the credential I'm ordering](#)

Date of Birth

MM

DD

YYYY

Gender (Optional)

Gender

Start Year

YYYY

Last Year Attended

YYYY

Highest Level of Education
None selected

SSN (Last 4 digits)
 ☐ I do not have a Social Security Number

Email

Password (Must be at least 7 Characters)

Re-type Password

By signing up you agree to the Parchment [terms of use](#) and [privacy policy](#).
[Already have an account?](#)

SIGN UP

How Do I Get My Books?

There are two methods you can use to obtain your books for your courses using your financial aid or other payment options through the SWCC Campus Bookstore.

Method One:

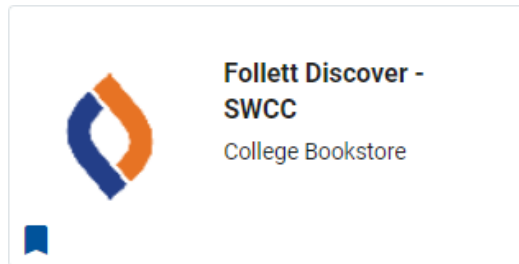
In-Store on main campus at Southwest Virginia Community College with a copy of your student schedule for the semester and your student ID (EMPLID) number.

Method Two:

Online using the online campus bookstore icon on MySouthwest.

Step One:

Click the Follett Discover icon on MySouthwest after logging in to your account.



Step Two:

A screenshot of the Follett Discover website for Southwest Virginia Community College (VCCS). The header is blue with 'Follett Discover' and 'SOUTHWEST VIRGINIA COMMUNITY COLLEGE (VCCS)' on the left, and 'Hi, Student Matthew H.' with a dropdown arrow on the right. Below the header is a 'My Courses' section. It includes a 'My Courses' heading with a book icon, a paragraph about purchasing materials, and a 'Select Term' dropdown menu showing '2021 Summer, 2021 Summer WF Kids, Summ'. An 'Update' button is next to the dropdown. A blue 'Purchase All Materials' button is at the bottom. Two red arrows with text boxes provide instructions: one points to the 'Select Term' dropdown with the text 'Make sure the "Select Term" option is set to the correct term and year.', and the other points to the 'Update' button with the text 'Click to update if the term is required to be changed.'

Follett Discover
SOUTHWEST VIRGINIA
COMMUNITY COLLEGE
(VCCS)

Hi, Student Matthew H. ▾

My Courses

My Courses

Select below to easily purchase all required and recommended course materials based on your course schedule.
Your order can be shipped anywhere, or picked up at your campus store.

Select specific courses below to access videos or digital content that your instructor adopted.

Select Term

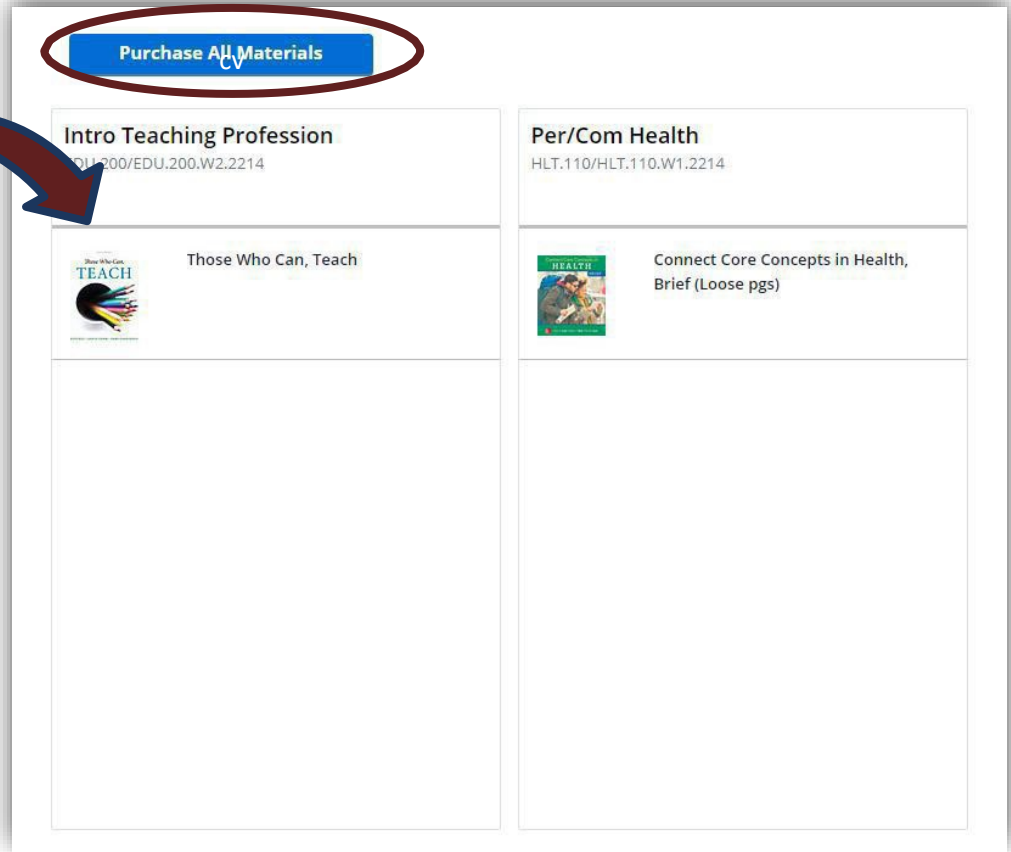
2021 Summer, 2021 Summer WF Kids, Summ

Update



Purchase All Materials

Make sure the "Select Term" option is set to the correct term and year.

Click to update if the term is required to be changed.



Purchase All Materials

Course	Textbook
Intro Teaching Profession EDU.200/EDU.200.W2.2214	Per/Com Health HLT.110/HLT.110.W1.2214
 Those Who Can, Teach	 Connect Core Concepts in Health, Brief (Loose pgs)

Select the course and textbook that you would like to purchase or you can select the “Purchase All Materials” button to purchase all course materials for the term.

- Continues on next page -

Click individual books and materials to purchase individually.

****Please make sure you are purchasing ALL materials for your courses.****



Intro Teaching Profession
2021 Fall, 2021 Fall VECAT
EDU,200/EDU,200,W2,2214

Those Who Can, Teach

ISBN: 9781305077690
Required


14 Edition
Author(s): Ryan
Publisher: Cengage Learning
Starting Price: \$66.00

RENTAL
BRYTEWAVE

PAPER

Purchase

1 EDU / 200 / W2 Instructor Olivia Ratliff
Required Materials (1) [Hide Course](#)

 **REQUIRED**
Those Who Can, Teach
\$34.95 to \$150.00
Edition: 14th
ISBN: 9781305077690
Author: Ryan
Publisher: Cengage Learning
Formats: PA-PERBACK, BryteWave Format

Rent

<input type="checkbox"/> Used ⓘ	\$66.00
Great Value Rental Due 12/20/21	
<input type="checkbox"/> Digital Requirements	\$34.95
120 Days	
<input type="checkbox"/> Digital Requirements	\$39.99
180 Days	

Buy

<input type="checkbox"/> Used ⓘ	\$112.50
<input type="checkbox"/> New	\$150.00
<input type="checkbox"/> Digital Requirements	\$69.49

[Add to Wishlist](#)

Choose the option that you feel is best suited for your needs. Many textbooks offer virtual and physical textbook options as well.

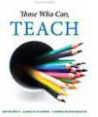
Please make sure when purchasing your books that you select the option that is best for you and that you make note of whether or not you are buying the textbook or renting it for the term.



CONTINUE SHOPPING if you wish to add another individual textbook or course materials.

Select **VIEW BAG & CHECKOUT** when ready to make your purchase.

1 Item has been added to your bag from your course list

 **Those Who Can, Teach** **\$66.00**
EDU / 200 / W2 Instructor Olivia Ratliff
Selection: Rent Used
Rental Due: 12/20/21

Your Bag (1): \$66.00

[CONTINUE SHOPPING](#) [VIEW BAG & CHECKOUT →](#)

Bookstore Charge Fin Aid/VA/Workforce/Etc is Accepted.
See checkout for details.

2 1 Create an Account

VCCS Students: use email format "@email.vccs.edu"

We'll send rental due date reminders to this email address.

By creating an account, I accept the [Terms of Use](#) and [Privacy Policy](#).

CREATE ACCOUNT →

Already have an account?

[Sign In](#)

Step One:

Create an account.

Please note the log in and password for future use.

Step Two:

Please use your VCCS mail address to create this account.

EXAMPLE:

username@email.vccs.edu

1 Delivery Method

☐ Pick Up (FREE)

☐ Ship to an Address

☐ Is this a gift?

☐ Any special instructions?

PROCEED TO PAYMENT METHOD

Step Three:

Select your delivery method. You can select in-store pickup or you can select the option to have it shipped to the address of your choosing.

2 Payment Method

APPLY

☐ Bookstore Charge Fin Aid/VA/Workforce/Etc

☐ Gift Card

☐ Credit / Debit Card



PayPal Credit: No Interest if paid in full in 6 months on purchases of \$99+. Subject to credit approval.

[See Terms.](#)

Step Four:

Select your method of payment. You can pay using Financial Aid if funds are available or you can pay using a gift card or credit/debit card.

Other options include PayPal and PayPal Credit.

☒ Bookstore Charge Fin Aid/VA/Workforce/Etc

Financial Aid

7/16/21

\$0.00

You will see the financial aid funds that you have available to spend here.

If you feel this amount is in error – please contact our Financial Aid office or ensure there are no items on your to-do list (see pages 26-28 for more information).

[I don't see my Financial Aid listed](#)

☐ Gift Card

☐ Credit / Debit Card



Accepted self-pay options.

PayPal Credit: No Interest if paid in full in 6 months on purchases of \$99+. Subject to credit approval. [See Terms.](#)

3 Rental Agreement

Step Five (if applicable)

If you selected "RENT" as your purchase option, please read and review the rental agreement carefully.

If you are unsure about information contained within the agreement, please contact our campus bookstore for more information. Please note that rental books are due back by a specified date. It is advised to mark this date on a calendar.

Brainfuse Online Tutoring

24-7 Virtual tutoring on your computer and at your fingertips!

Get the mobile-friendly
Brainfuse app for your phone!

Get the Brainfuse HelpNow App

What subject or class can we help you with? Try 'Algebra'...

SEARCH

Live Help

Get live help now

-- Select Topic --

-- Select Subject --

☐ tutoría en español

Connect

[Send a question](#)

Writing Lab

Click here to send your paper to our writing experts.

You will receive a reply in your inbox 24 hours.

Submit Paper

Select your topic and subject to begin getting the help you need.

Get connected with live help by clicking here after selecting your topic & subject!

Submit your paper through the writing lab for suggestions and revisions for your essays!

Academic Tools



SkillSurfer

Live skills building and a library of lessons, videos, tests and more



FlashBulb™

Create and share flashcards, tests, and games



Language Lab

Live help for language learners

Academic tools to provide you with extra study assistance in

Collaboration Tools



MEET™

Schedule sessions with friends in our private virtual study room



Brainwave™

Create and share movie-like notes and ideas

Collaboration tools to allow you to meet with your fellow classmates and schedule study sessions and other meetings to assist you with your academic progress.

Free tutoring is also available provided by your SWCC peers through the Student Support Services office.

Beth Gianato – Tutorial Coordinator

(276) 964-7624

Beth.Gianato@sw.edu

Financial Aid Verification & Information

Students applying for federal student aid are required to complete the FAFSA located at www.studentaid.gov each year. You will need the prior year's taxes (for example: a student completing the 2022-2023 FAFSA will need to have their 2020 tax information).

Have you been flagged for “verification” by the office of Financial Aid?

You may have some questions like:

WHAT IS VERIFICATION?

Verification is a process in which information on a student's Free Application for Federal Student Aid (FAFSA) is reviewed by a school for accuracy and completeness. Each year, the Federal Department of Education selects certain applicants for verification. The verification process requires the Financial Aid Office to confirm the data supplied by the student and/or parent(s). Although the College cannot determine who will be selected for verification each year, students should anticipate selection. If your FAFSA is selected for verification, immediately submit all requested documentation to our office for review. Failure to provide required documentation by stated deadlines may negatively impact or delay your financial aid award package.

HOW WILL I KNOW IF I AM SELECTED FOR VERIFICATION?

Your Student Aid Report (SAR) will indicate whether or not your file has been selected for verification. If you are selected for verification, there will be an asterisk* next to your Expected Family Contribution (EFC) figure on your SAR. You will also receive notification via the Message Center from the Financial Aid Office alerting you to check your 'To Do List' of our Student Information System to determine what documentation you will be required to submit before your financial aid application is fully processed.

SHOULD I SEND DOCUMENTATION EVEN IF MY APPLICATION HAS NOT BEEN SELECTED FOR VERIFICATION?

Students should not send any financial documentation unless requested to do so. SWCC only verifies the FAFSA information of selected students or in special cases when inconsistent information is found.

However, the Financial Aid Office must review all information in its possession, even for students not selected for verification. Sending in information that is not required could result in unnecessary delays in the disbursement of your financial aid. If you need to make corrections to your FAFSA, you may do so by logging into your application online.

WHY WAS I SELECTED FOR VERIFICATION?

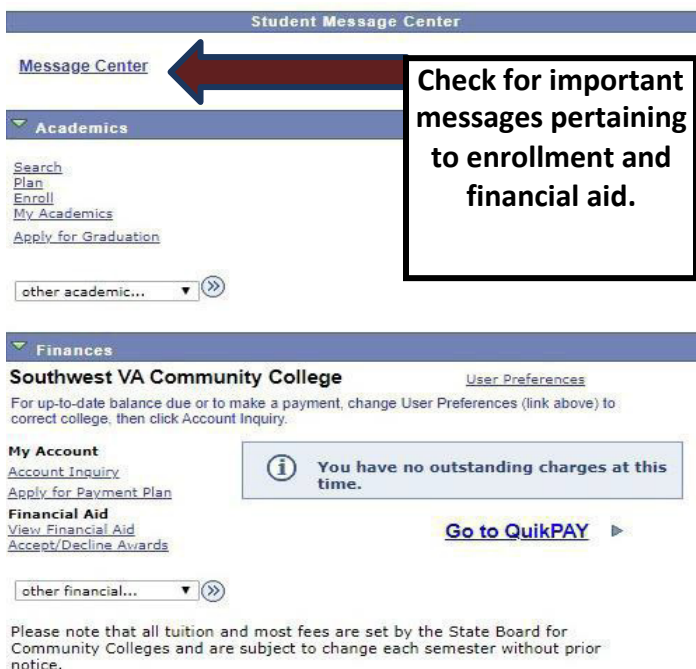
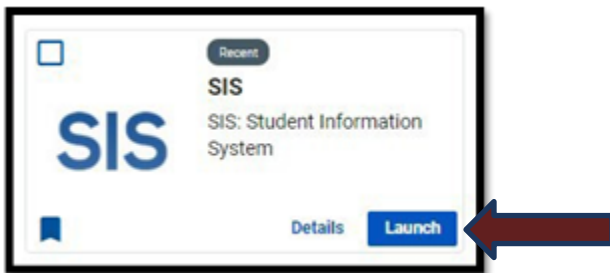
Many students selected for verification are chosen randomly. However, you are more likely to be selected for verification if the data you provided on the Free Application for Federal Student Aid (FAFSA) was inconsistent, if the FAFSA you submitted was incomplete, or if your FAFSA contained estimated information.

IF I WAS SELECTED FOR VERIFICATION, WHAT DO I NEED TO DO?

Provide the requested documentation through your Student Information System (SIS) and click the “Student Center” located in the top left corner. Under the “To-Do” list on the side of the screen and click the link to each required document(s).

Step One:

Log in to your MySouthwest account and click “Launch” on the SIS (Student Information System) icon pictured below:



Click on the various items required in the student “To-Do List” to get started. Information is provided for each requirement.

This is mandatory and must occur before financial aid can be awarded and/or disbursed.

Most of the verification forms are fillable online and can be submitted to the financial aid office by completing them through the link on your Student Information System (SIS).

Tax and income data can be obtained by updating your FAFSA at www.studentaid.gov and using the IRS Data Retrieval Tool. You can also provide an official IRS Tax Return Transcript by online request at www.irs.gov and selecting “Get Your Tax Record”, by calling 1-800-908- 9946, or by mailing the form 4506-T “Request for Transcript of Tax Return” and selecting the option “Return Transcript”.

Documents can be uploaded from your phone or computer if necessary.

All information requested will need to be submitted as soon as possible. Financial aid awards are considered “tentative” until the required evaluation related to the verification process is completed.

ADDITIONAL INFORMATION REGARDING VERIFICATION AND OTHER FINANCIAL AID POLICIES

Visit the SWCC Financial Aid Policies & Procedures Manual

<https://sw.edu/wp-content/uploads/Financial-Aid-Policy-Procedure-Manual.pdf>

How Do I Access Student Advisement?

There are a variety of different ways in which you can receive student support from a student success advisor or from the Student Support Services Department.

REACHING YOUR STUDENT SUCCESS ADVISOR BY ZOOM, EMAIL, OR PHONE

You may arrange a ZOOM meeting*, phone call, or email appointment using the NavigateStudent option of your MySouthwest account, or contacting them at the number or email listed below:

***NOTE* YOU MAY BE PROMPTED TO DOWNLOAD "ZOOM" PRIOR TO USING THIS SERVICE.**

Leslie Brooks	(276) 964-7229 Leslie.Brooks@sw.edu
Brandon Hensley	(276) 964-7762 Brandon.Hensley@sw.edu
Seth Helmandollar	(276) 964-7627 Seth.Helmandollar@sw.edu
Christopher Hess	(276) 964-7664 Christopher.Hess@sw.edu
Runie Mensche	(276) 964-7676 Runie.Mensche@sw.edu
Valerie Stanton	(276) 964-7763 Valerie.Stanton@sw.edu
Workforce Solutions	276-964-7562 Adrianna.Culbertson@sw.edu

CAREER SERVICES

Jessica Dotson – (276) 964-7262 – jessica.dotson@sw.edu

TUTORING

Beth Gianato – (276) 964-7624 – beth.gianato@sw.edu

TRANSFER ASSISTANCE

Dr. Susie Mullins – (276) 964-7231 – susie.mullins@sw.edu

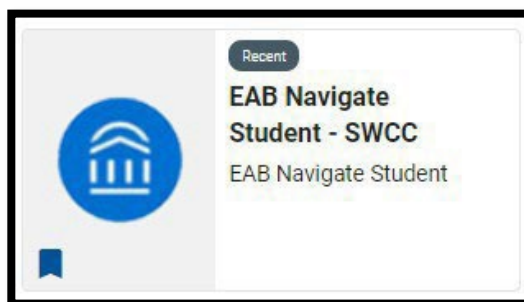
STUDENT SUPPORT SERVICES

Dr. Mike Henry – (276) 964-7233 – mike.henry@sw.edu

GREAT EXPECTATIONS

Denise Miller – (276) 964-7653 – denise.miller@sw.edu

Navigate Student Academic Planning Tool



SOUTHWEST COMMUNITY COLLEGE

NAVIGATE Explore **Planner** ? Logout

- Home
- To-Dos and Events
- Appointments
- Study Buddies
- Messages
- Class Schedule
- My Major
- Settings

Hey STUDENT
Looks like you have something to do today.

Tue, Jun 8 Refresh

You have 3 important to-dos for today
Check them out [View Details](#)

SOUTHWEST COMMUNITY COLLEGE

NAVIGATE Explore **Planner** ? Logout

My Planner
Substance Abuse Counselor CERT

Plan Suggestions
Drag or add courses through the course menu to plan them on your terms.

Program Template Courses

- ENG111 College Composition I
- HMS121 Basic Counseling Skills I
- HMS141 Group Dynamics
- HMS251 Substance Abuse I
- HMS266 Counseling Psychology
- PSY232 Life Span Human Development II
- SDV108 College Survival Skills
SDV 100 Requirement
- HMS142 Group Dynamics II
- HMS145 Effects of Psychoactive Drugs
- HMS252 Substance Abuse II
- HMS258 Case Management and Substance Abuse
- HMS290 COORDINATED INTERNSHIP IN
- PSY120 Human Relations

My Academic Plan
+ Add a new term

Show Completed Terms
Current and Upcoming Terms

2021 Summer
Term Status: Registration Open
Planned
HMS290 COORDINATED INTERNSHIP
[View / Edit Schedule](#)

2021 Fall
Term Status: Registration Open
Planned
HMS258 Case Management and Substance Abuse
HMS290 COORDINATED INTERNSHIP IN
[View / Edit Schedule](#) 4 Credits

Feedback History [Print](#) [Lightbulb](#)

Make sure that your planner reflects your current program of study or program of interest. If you need to change your program, please utilize the steps found on page 17.

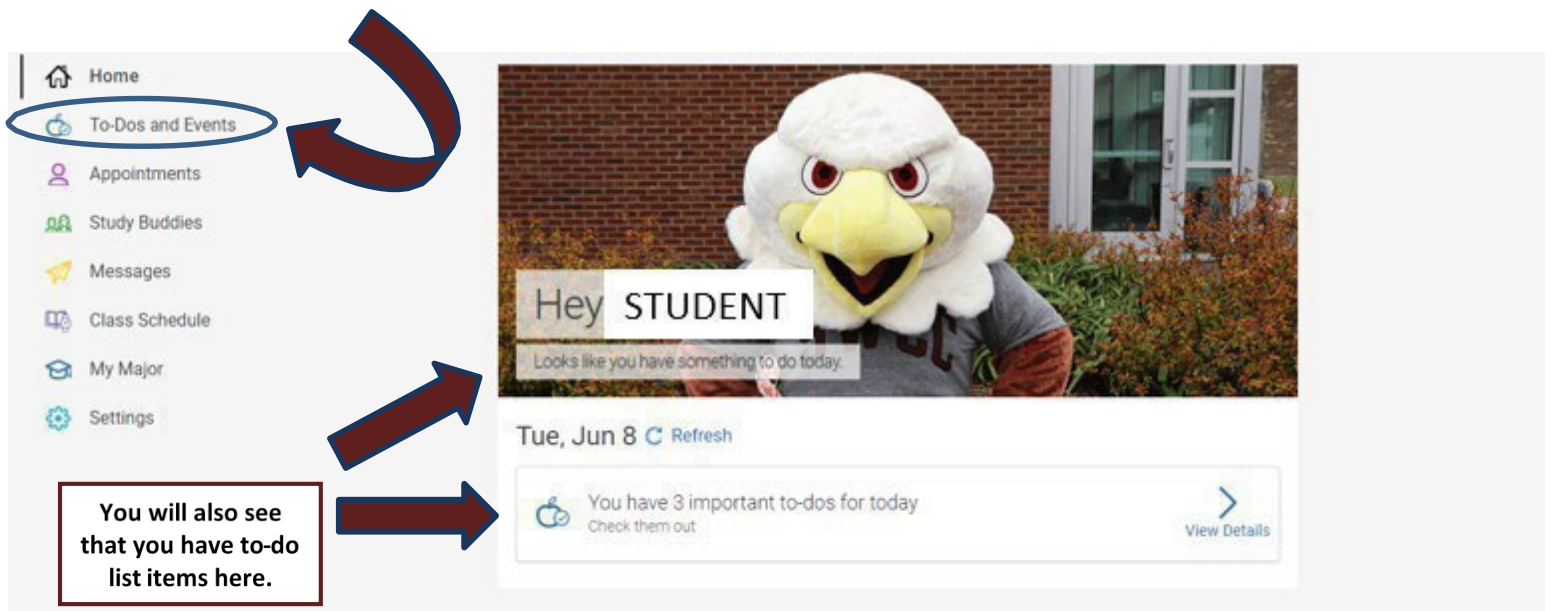
View feedback history from you and your faculty or staff advisor on your academic plan and print your plan from here.

Show your completed terms to view your entire course history of completed courses.

Drag and drop the program requirements from the left to the right into the terms in which you wish to plan those courses. You can view the suggested order of your program's requirements at "catalog.sw.edu".

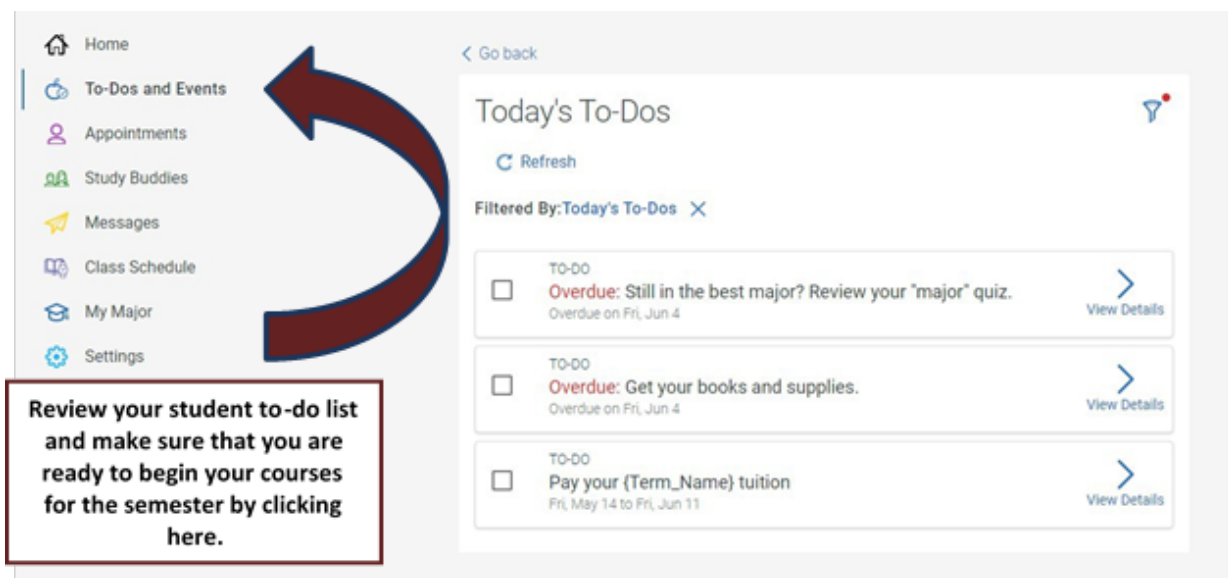
Plan ahead up to two terms forward to determine the courses you would like to take and when. You can bring this list with you to your advising appointment to assist with registration.

Student To-Do List



The screenshot shows the Student To-Do List interface. On the left is a navigation menu with the following items: Home, To-Dos and Events (circled in blue), Appointments, Study Buddies, Messages, Class Schedule, My Major, and Settings. A large red arrow points from the 'To-Dos and Events' menu item to the main content area. The main content area features a banner image of a white eagle mascot with the text 'Hey STUDENT' and 'Looks like you have something to do today.' Below the banner, it shows the date 'Tue, Jun 8' and a 'Refresh' button. A notification states 'You have 3 important to-dos for today' with a 'View Details' link.

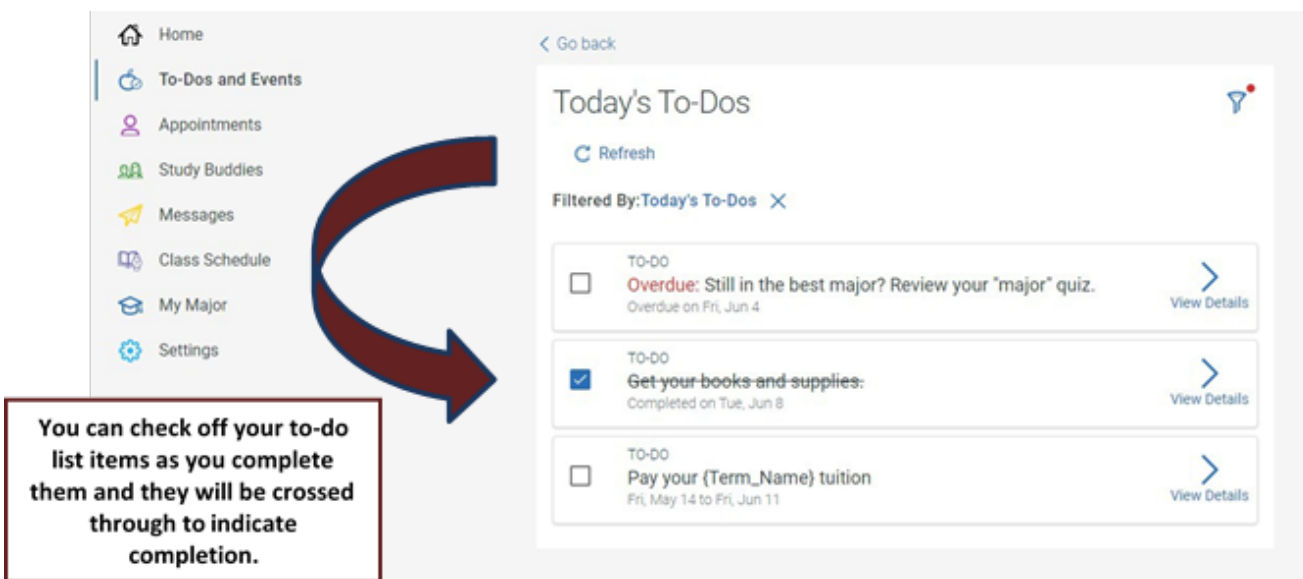
You will also see that you have to-do list items here.



The screenshot shows the 'Today's To-Dos' page. The navigation menu on the left is the same as in the previous screenshot. A large red arrow points from the 'To-Dos and Events' menu item to the 'Today's To-Dos' page. The page has a 'Go back' button and a 'Refresh' button. It shows 'Filtered By: Today's To-Dos'. The list of tasks includes:

- ☐ **Overdue:** Still in the best major? Review your "major" quiz. Overdue on Fri, Jun 4. [View Details](#)
- ☐ **Overdue:** Get your books and supplies. Overdue on Fri, Jun 4. [View Details](#)
- ☐ **TO-DO** Pay your (Term_Name) tuition. Fri, May 14 to Fri, Jun 11. [View Details](#)

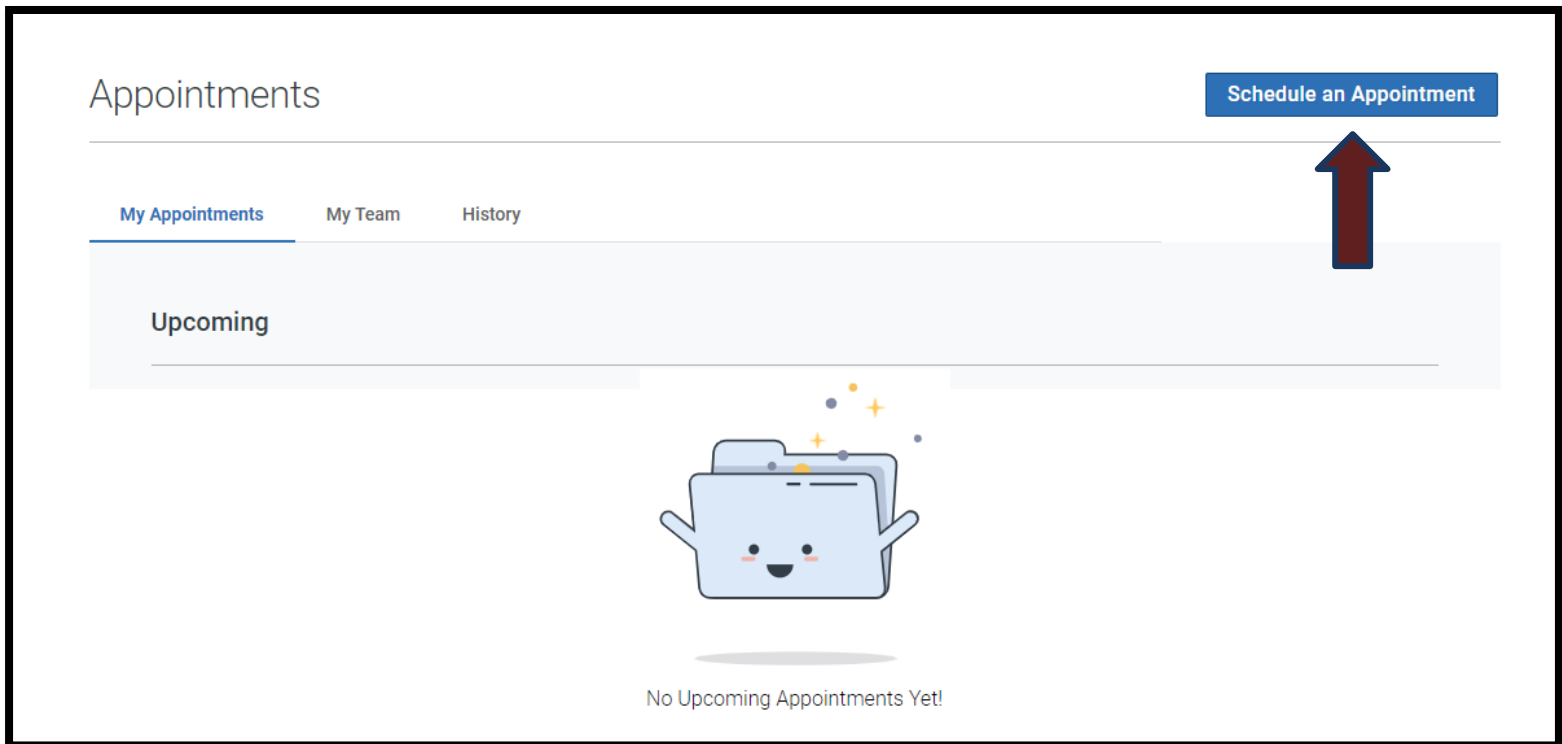
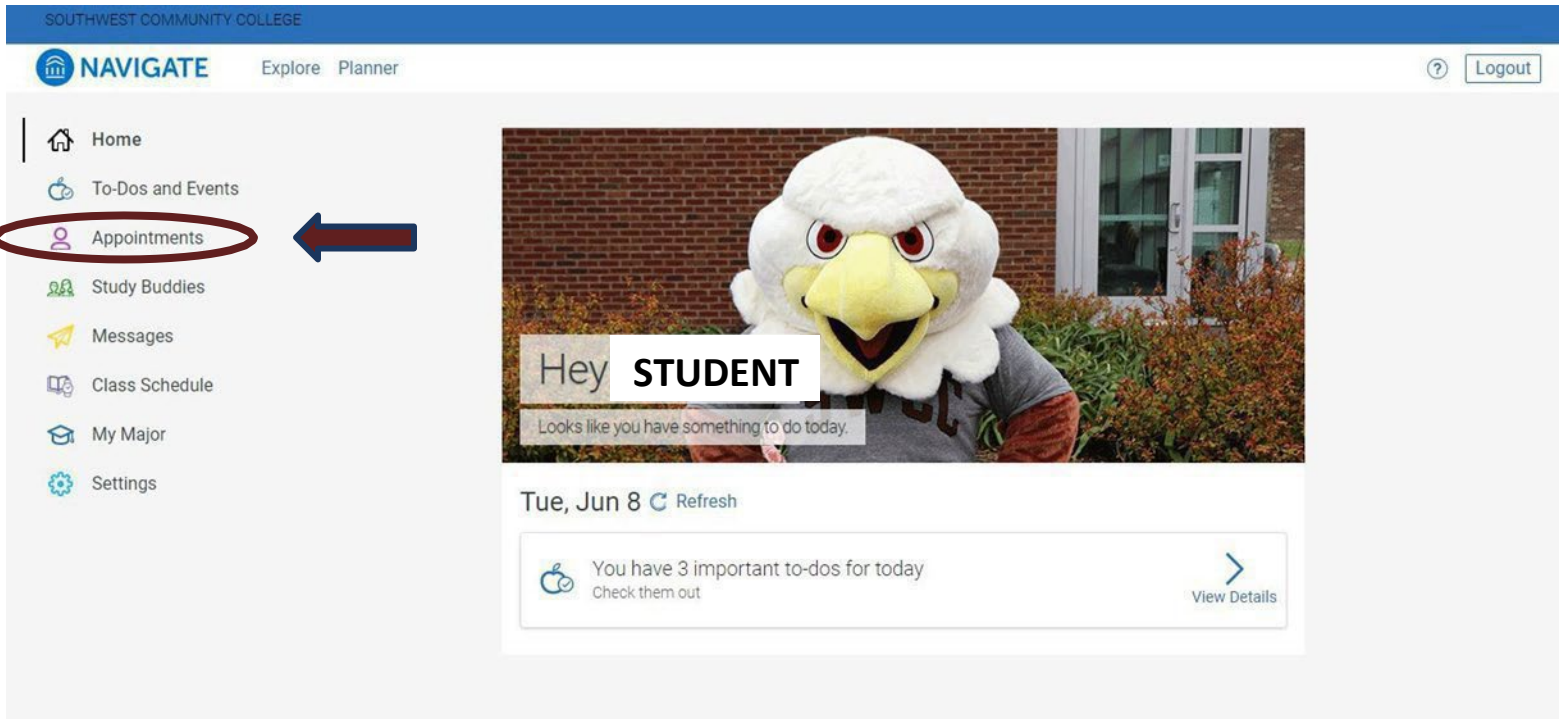
Review your student to-do list and make sure that you are ready to begin your courses for the semester by clicking here.



The screenshot shows the 'Today's To-Dos' page with the same navigation menu and 'Go back' button. The 'Refresh' button is present. The list of tasks is the same as in the previous screenshot, but the 'Get your books and supplies' task is now checked off with a blue checkmark and shows 'Completed on Tue, Jun 8'.

You can check off your to-do list items as you complete them and they will be crossed through to indicate completion.

Scheduling an Appointment Using Navigate



New Appointment

What can we help you find?

Below, you will find available options for scheduling an appointment. If you cannot find something that you are looking for, try the other appointment options to see available options for dropping in or requesting an appointment.

*What type of appointment would you like to schedule?

X Advising X

*Service

Pick a Date ⓘ

Wednesday, February 9th 2022

Find Available Time

Select the service you need such as “Adding/Dropping a Course” or “General Advisement” – Note: These options may vary by institution.

Select a date that works best for your schedule.

Click here to see available advisors, times, and meeting methods based on your chosen date.

Virtual Advisement (Email)

Please provide an email address so an advisor can contact you.



4 People

- 10:30 - 10:40 AM
- 10:40 - 10:50 AM
- 10:50 - 11:00 AM
- 11:00 - 11:10 AM
- 11:10 - 11:20 AM
- 11:20 - 11:30 AM
- 11:30 - 11:40 AM
- 11:40 - 11:50 AM
- 11:50 - 12:00 PM
- 12:00 - 12:10 PM
- 12:30 - 12:40 PM
- 12:40 - 12:50 PM
- 12:50 - 1:00 PM

See the available times based on the date you selected. Meeting options can vary by institution. For example: If you need email advisement you will see this option.

Staff

Search by name

Location

Search by name

Course

Select course

Do you know who you would like to speak to specifically? You can narrow your search by selecting the advisor options here.

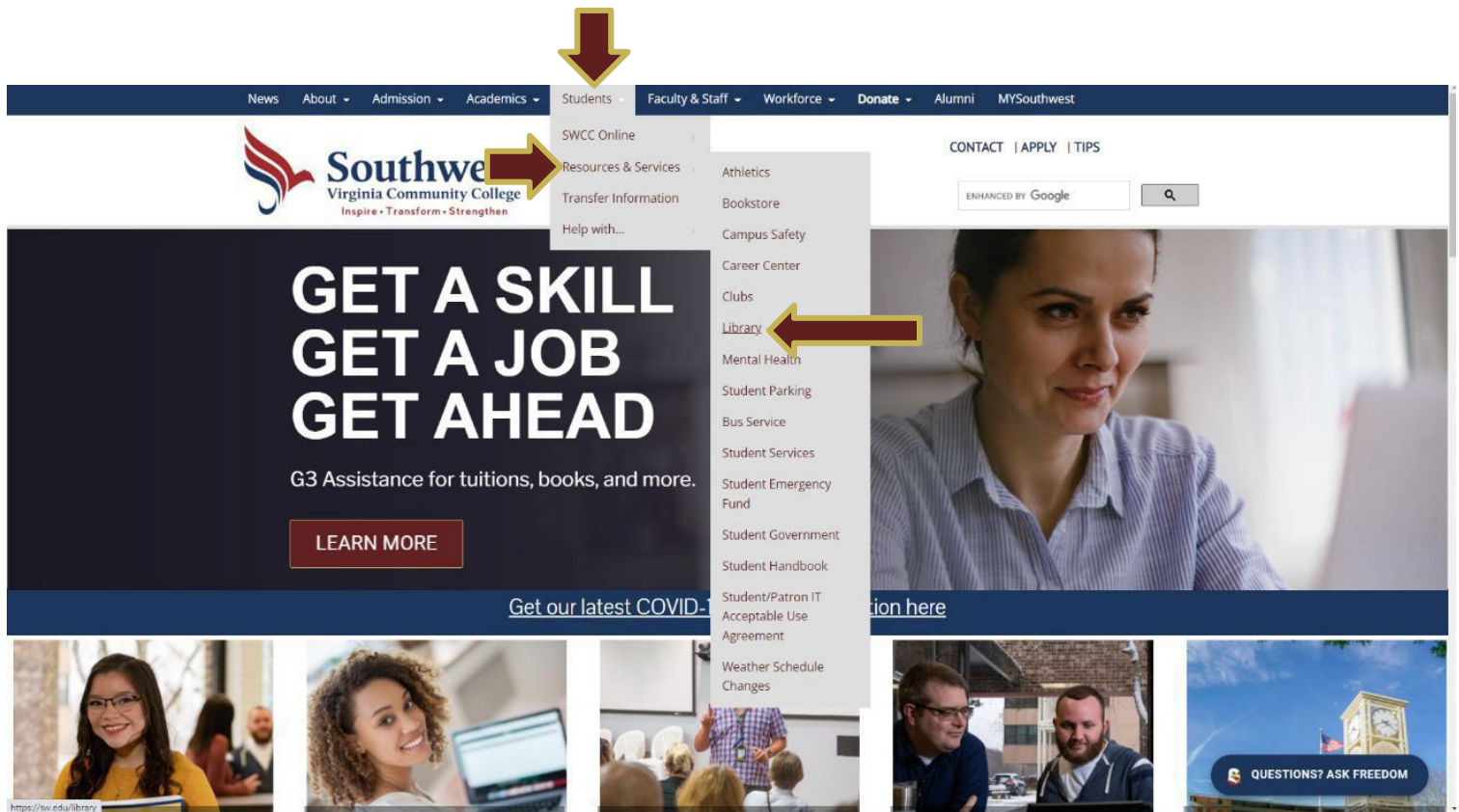
SWCC Library

Step One:

Visit www.sw.edu from your device.

Step Two:

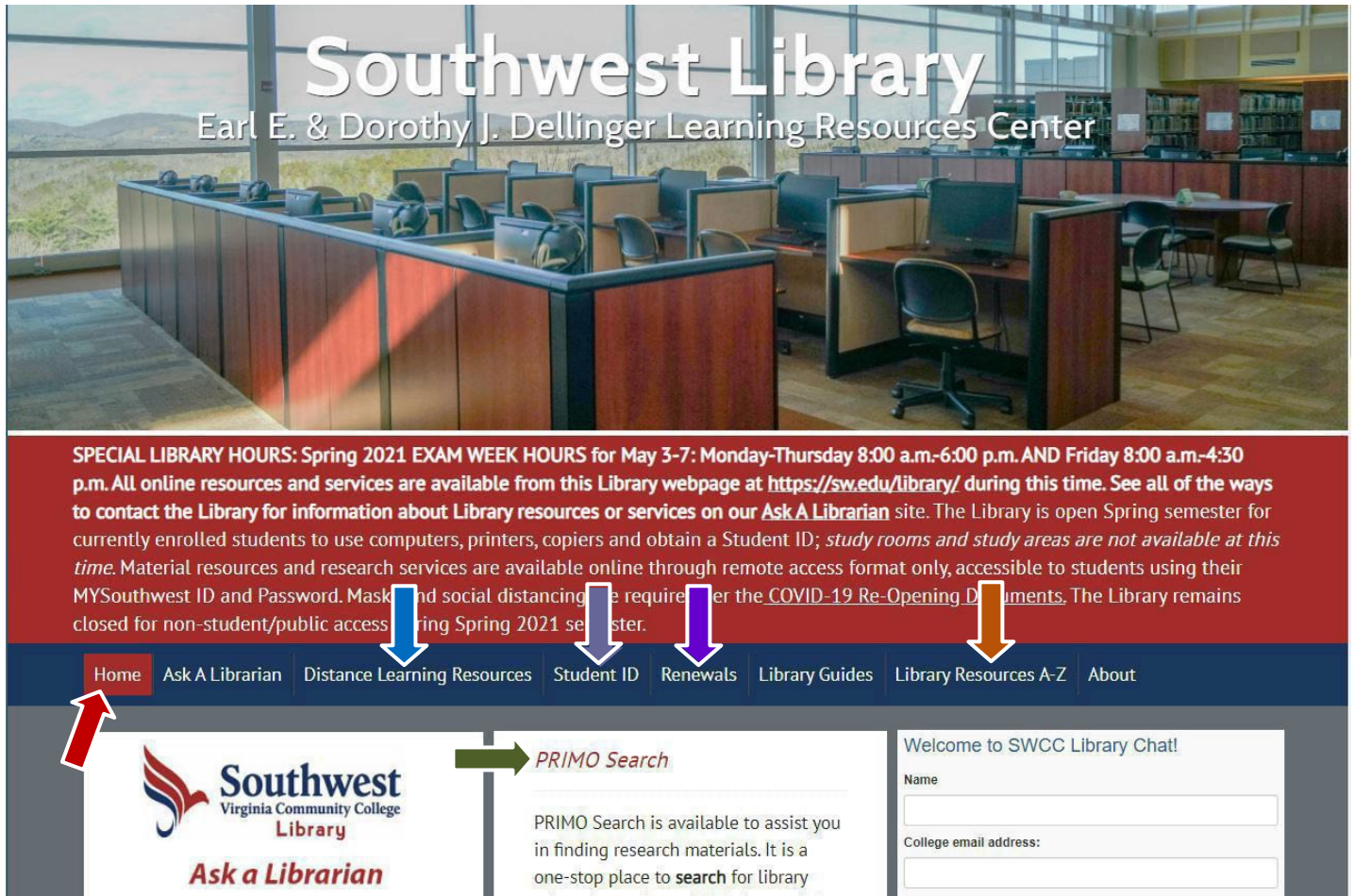
Without clicking, hover your mouse over the “Students” tab, and select “Resources & Services.” From here you will see the link to the online library.



Step Three:

Navigate the online library to locate the resources you need.

See the diagram on the next page for more information.



LIBRARY HOME: Returns the student to the library's homepage.

PRIMO: Library catalog - search for books, audio, video, articles, etc. that may be located in our library or online. Sign in to your MYSouthwest to reserve an eligible library item for pickup at a later time.

PERIODICALS: Search for scholarly and peer-reviewed journals, magazines, newspapers, and other print media for research or reference purposes.

ONLINE DATABASES INCLUDE:

ONLINE JOURNAL LOCATOR • CQ RESEARCHER • EBSCOhost RESEARCH DATABASES ISSUES & CONTROVERSIES • OPPOSING VIEWPOINTS IN CONTEXT • ProQuest...and

MORE!

OVERDUE/RENEWAL: To avoid fines for overdue library materials, you can request renewal online with this feature to avoid overdue status on your borrowed materials such as books.

STUDENT ID: Get your student ID card made in our SWCC Library. It's printed immediately and you get some great discounts when showing it to local merchants in the area that are listed. You will need this to check out books in the library, sell books back to the SWCC Bookstore, and it serves as a form of ID for testing.

[FOR MORE INFORMATION PLEASE VISIT WWW.SW.EDU/LIBRARY/](http://WWW.SW.EDU/LIBRARY/)



The Library is open Monday-Thursday from 7:45 am to 6 pm for current students, faculty and staff to use services and resources such as computers, printers, copiers, etc.; *study rooms and study areas are not available at this time*. Check-in with ID and status at the Circulation Desk is required. Contact the **Library Circulation Desk** at (276) 964-7265 for information. Leave a message (name and call-back number) if your call is not immediately answered.

Library hours and access to student resources such as computers and printers are subject to change with regard to COVID-19 and C.D.C. guidance for higher education.

Helpful Applications to Download on Your Mobile Devices



Navigate Student
Schedule Appointments
See To-Do Lists



Canvas Student
See Online Course
Materials



Rapid Identity
Verify Your Identity for
MySouthwest Login



**Brainfuse Online
Tutoring**
Live Online Tutoring



ZOOM
Audio & Video Web
Conferencing for
Online Courses



Gmail
Receive student emails on
your mobile devices by
signing in to your
MySouthwest email account.
(Username@email.vccs.edu)

Please note: These apps may have a slightly different appearance depending on your mobile device. Check with your institution prior to download if you are not certain.

Admissions			
Admission Application	Admissions Office	(276) 964-7238	Admissions@sw.edu
Graduation Application	Alta Lewis	(276) 964-7293	Alta.Lewis@sw.edu
Password Reset	Admissions Office	(276) 964-7238	Admissions@sw.edu
Program Change/Add	Kathy Sword	(276) 964-7297	Kathy.Sword@sw.edu
Transcript Requests	Teresa Thompson	(276) 964-7299	Tersea.Thompson@sw.edu
Advisement			
Academic Advising	Advising Center	(276) 964-7300	OnlineAdvisor@sw.edu
Career Services	Jessica Dotson	(276) 964-7262	Jessica.Dotson@sw.edu
Workforce Solutions	Angela Miller	(276) 964-7244	Angela.Miller@sw.edu
Financial Aid and Books			
Bookstore	Kathy Wright	(276) 964-7217	Kathy.Wright@sw.edu
Financial Aid	Office of Financial Aid	(276) 964-7724	FinancialAid@sw.edu
Scholarships	Julia Dotson	(276) 964-7286	Julia.Dotson@sw.edu
New Student Orientation & Student Engagement			
Campus Tours & Orientation	Mandy Barrett	(276) 964-7705	Mandy.Barrett@sw.edu
Campus Clubs	Mandy Barrett	(276) 964-7705	Mandy.Barrett@sw.edu
Library Services			
Library Circulation Desk	SWCC Library	(276) 964-7265	Teresa.Yearout@sw.edu
Student Resources			
Canvas Assistance	Garrett Wright	(276) 964-7563	Garrett.Wright@sw.edu
Disability Services	Dionne Cook	(276) 964-7301	Dionne.Cook@sw.edu
Four County Transit	Transit Office	(276) 963-1486	Fourcountytransit.org
Project ACHIEVE	Dr. Susie Mullins	(276) 964-7231	Susie.Mullins@sw.edu
Student Housing	Victor Scott	(276) 245-2779	Victor.Scott@sw.edu
SWCC Email Assistance	Charles Musick	(276) 964-7647	Charles.Musick@sw.edu
Testing Center	Melissa Stiltner	(276) 964-7706	Melissa.Stiltner@sw.edu
Transfer Assistance	Dr. Susie Mullins	(276) 964-7231	Susie.Mullins@sw.edu
Tutoring Assistance	Beth Gianato	(276) 964-7624	Beth.Gianato@sw.edu
Campus Support and Safety			
Campus Police	Chief Justin McCulley	(276) 964-7603	Justin.McCulley@sw.edu
SWCC Alerts	Jennifer Hale	(276) 964-7295	Jennifer.Hale@sw.edu
Title IX Office	Dyan Lester	(276) 964-7677	Dyan.Lester@sw.edu
Dean of Business, Engineering, and Industrial Technology			
Division Dean	James Dye	(276) 964-7278	James.Dye@sw.edu
Dean of Health Technologies			
Division Dean	Dr. Clint Pinion	(276) 964-7224	Clint.Pinion@sw.edu
Dean of Humanities, Sciences, Mathematics, and Social Sciences			
Division Dean	Dr. Brian Wright	(276) 964-7207	Brian.Wright@sw.edu
Dean of Student Success			
Division Dean	Dyan Lester	(276) 964-7677	Dyan.Lester@sw.edu

