

Southwest

Virginia Community College

Inspire • Transform • Strengthen

Student Guide
to Online Learning &
the Basics of Online Services



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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.



MYSOUTHWEST

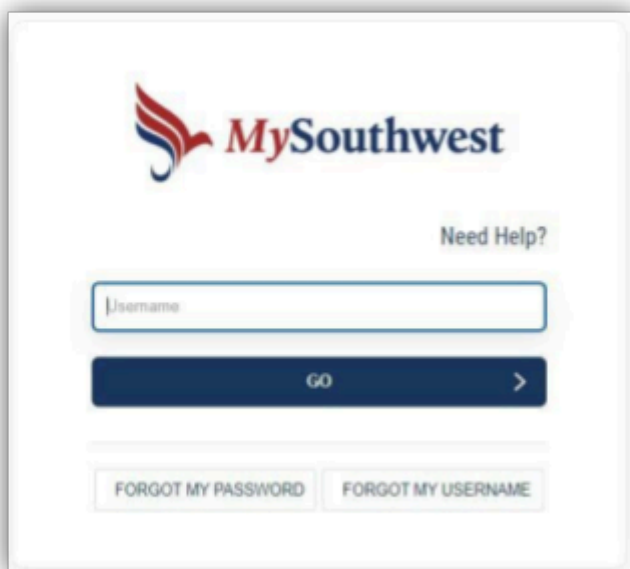
DONATE NOW

INFO FOR...



Step Three:

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



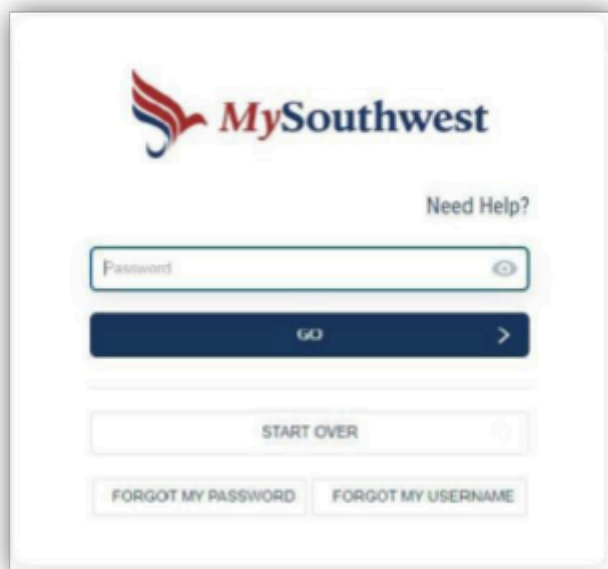
MySouthwest

Need Help?

Username

GO

FORGOT MY PASSWORD FORGOT MY USERNAME



MySouthwest

Need Help?

Password

GO

START OVER

FORGOT MY PASSWORD FORGOT MY USERNAME

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. For assistance, please call 276-964-7641.

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:

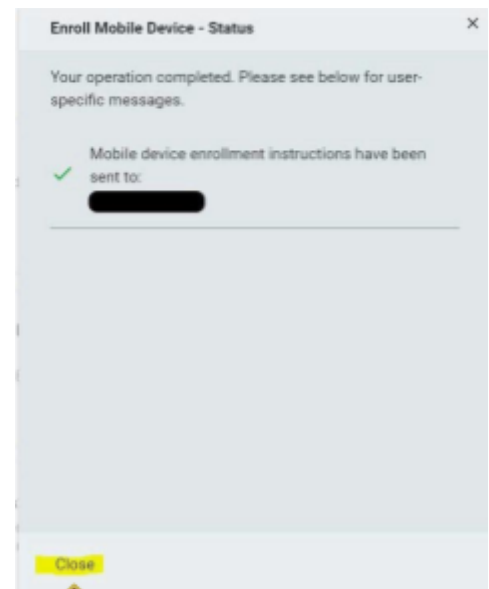
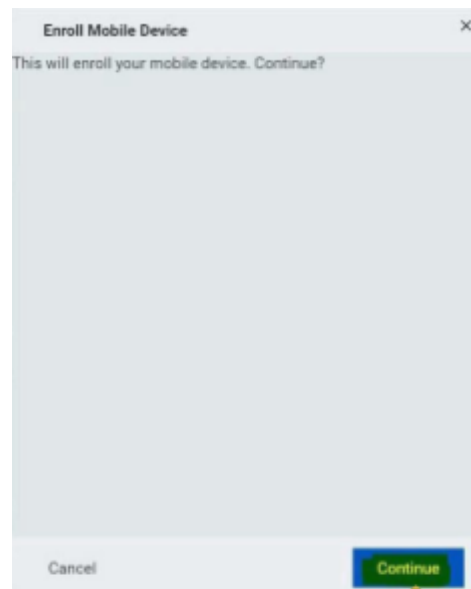
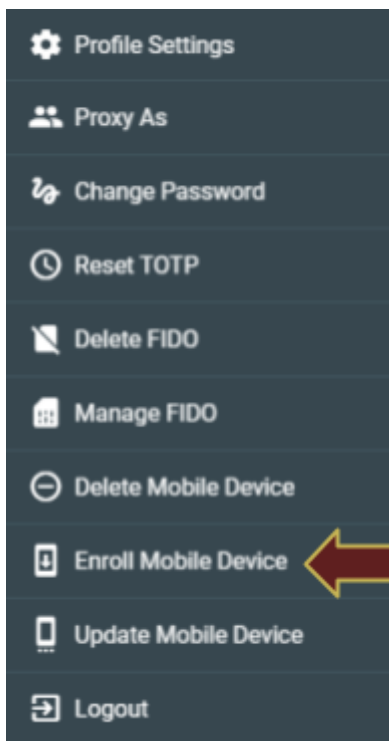
On your cell phone – open your Play Store (Android) or App Store (Apple) and search for the “Rapid Identity” application. It will look like the icon below:



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 will likely 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 use an email app on your phone, use a browser to check your email. Click on the link listed as “Tap this Provisioning URL...” If you are not able to click the link, 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 into MySouthwest from this point forward, you will be required to use the Rapid Identity application to approve log in requests on your student account every time you wish to login.

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 Tile icon on your Canvas “dashboard.” Select the course you wish to enter by clicking on the course tile.

For example:



Step Three:

Review your course. Each course should have most, if not all, of the following links. Below is a color-keyed description of each link.

NOTE Not all courses share the same homepage; it will vary from course to course.

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

Home
Announcements
Syllabus
Modules
Grades
Discussions
Brainfuse

Southwest Virginia Community College
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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 above.

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 introduction, contact information, assignments, due dates, and other relevant information. (ALWAYS REVIEW SYLLABUS BEFORE BEGINNING 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: An 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).

Please Note:

Proctored testing on campus is arranged in advance and requires approval from the Dean of each department and the Director of Distance Learning.

Contact your instructor to arrange testing services if required.

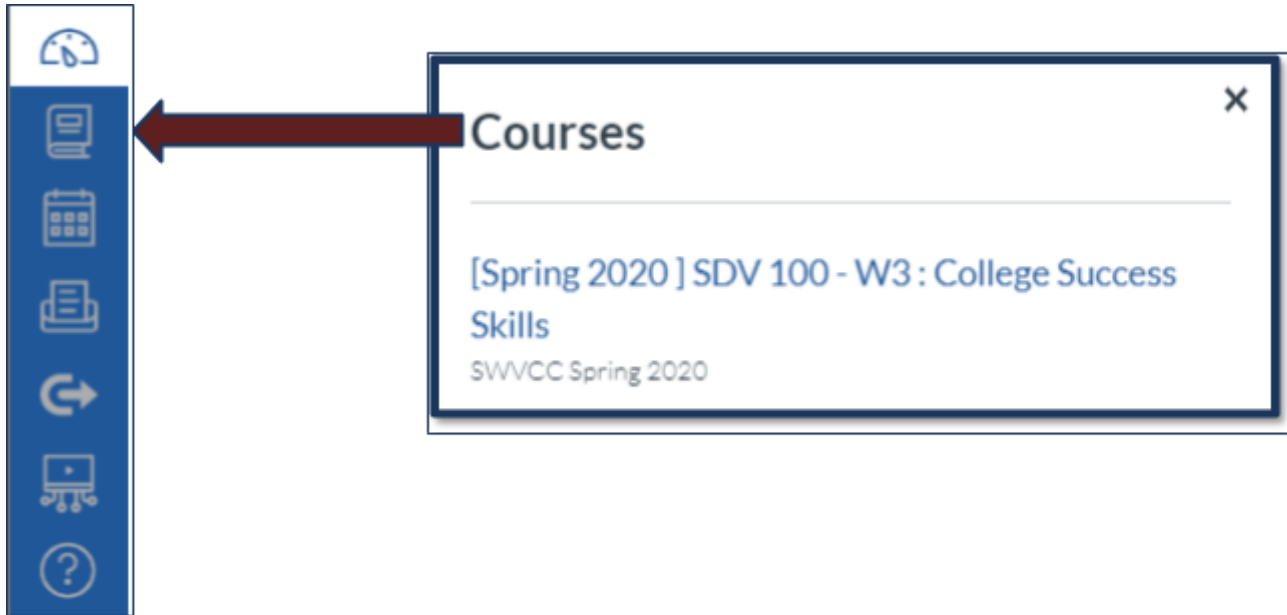
Otherwise, your instructor will notify you if you must utilize specialized software for online testing.

What Are the Other Benefits of Canvas?

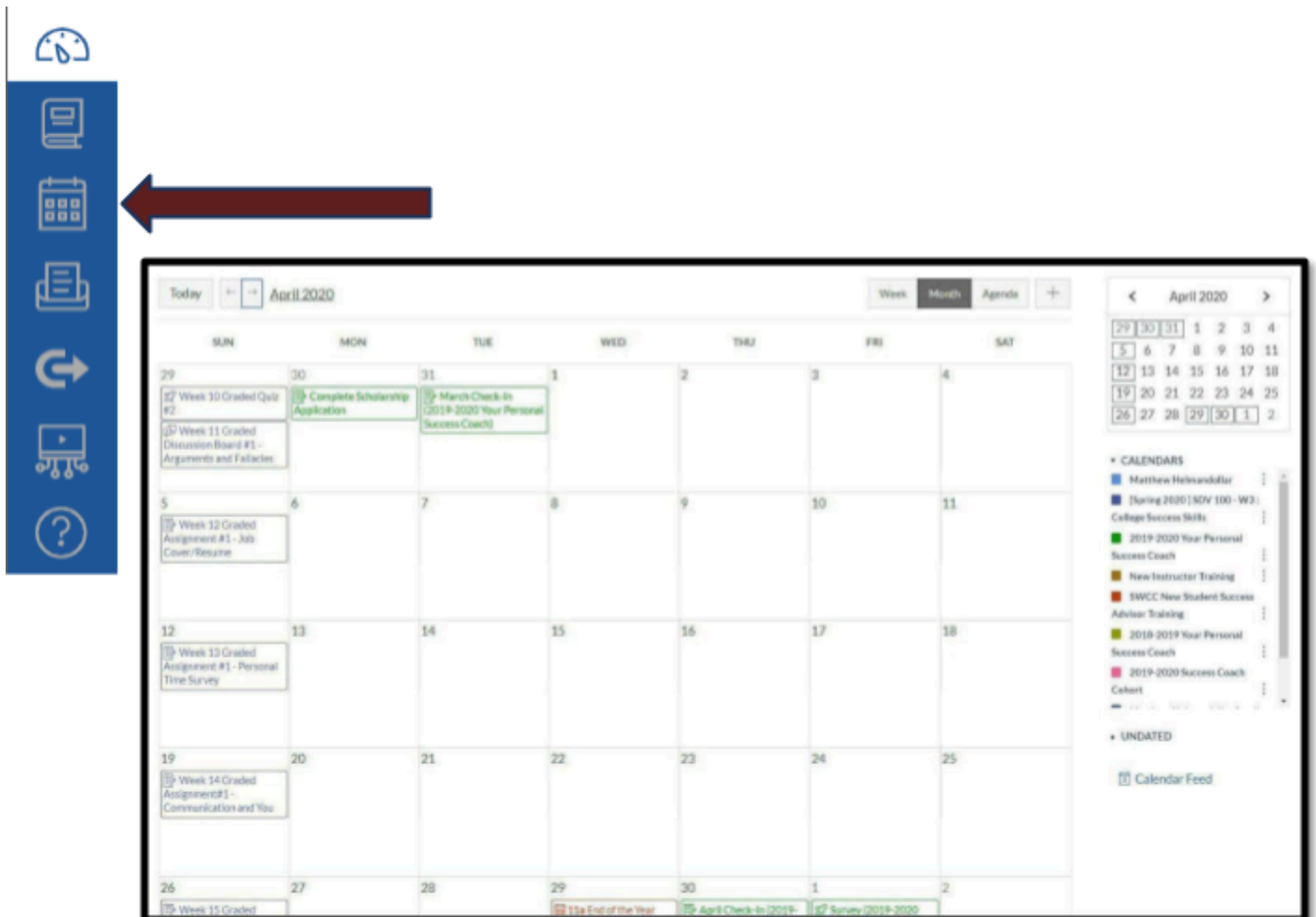
SINGLE CLICK BACK TO DASHBOARD OF COURSES



EASY COURSE NAVIGATION: CLICK HERE TO NAVIGATE BETWEEN COURSES



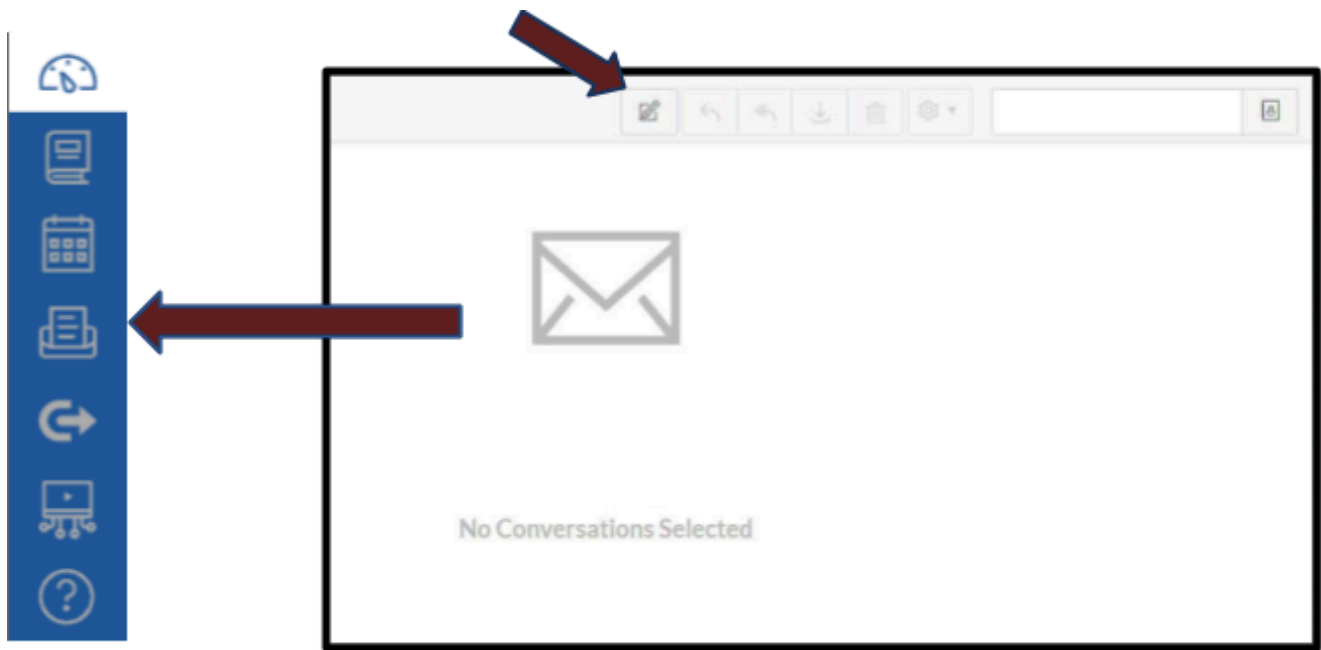
CALENDAR FEATURE: KEEP UP WITH YOUR DUE DATES FOR EACH COURSE IN ONE PLACE.



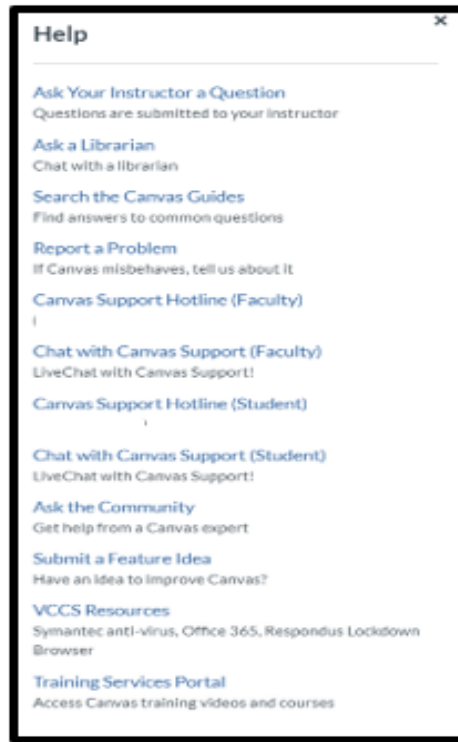
SEND MESSAGES TO YOUR INSTRUCTORS DIRECTLY FROM CANVAS.

Messages are automatically sent to the instructor's email and Canvas inbox, and Responses are sent to your student email & Canvas inbox.

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



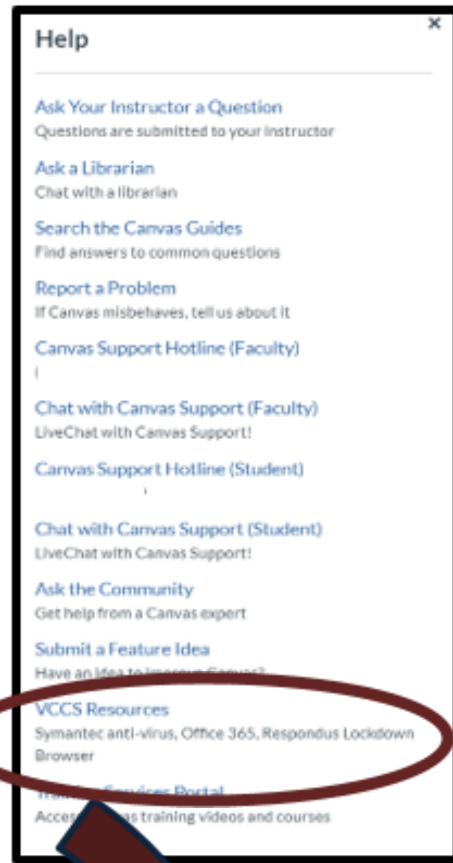
HELP ICON - EXPERIENCING AN ISSUE WITH CANVAS?



- Continues on next page -

FREE MICROSOFT OFFICE

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 <https://portal.office.com/>

Use your @email.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 access and complete course content. Most features are accessible 24 hours per day, 7 days per week, until the conclusion of the semester. For your convenience, course content can be accessed from a desktop, laptop, mobile phone, tablet, or other web device.

While this guide is designed to aid you in preparation for success in online education, Please **DO NOT HESITATE** to ask for help. We have many resources available, including free tutoring through Brainfuse and via Zoom in your MySouthwest account, and we encourage you not to wait until it becomes an issue to get the help you need.

Remember the following phrase:

Be PROACTIVE, not REACTIVE!

Important Notes

- Students should familiarize themselves with each instructor's method of teaching. To avoid falling behind, make sure to utilize the student support services available to you at no cost as a student at Southwest Virginia Community College.
- 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 in MySouthwest to contact your instructor. Because your identity cannot be confirmed on an outside email address, NO outside emails will be accepted or responded to.

Student Information System (SIS)

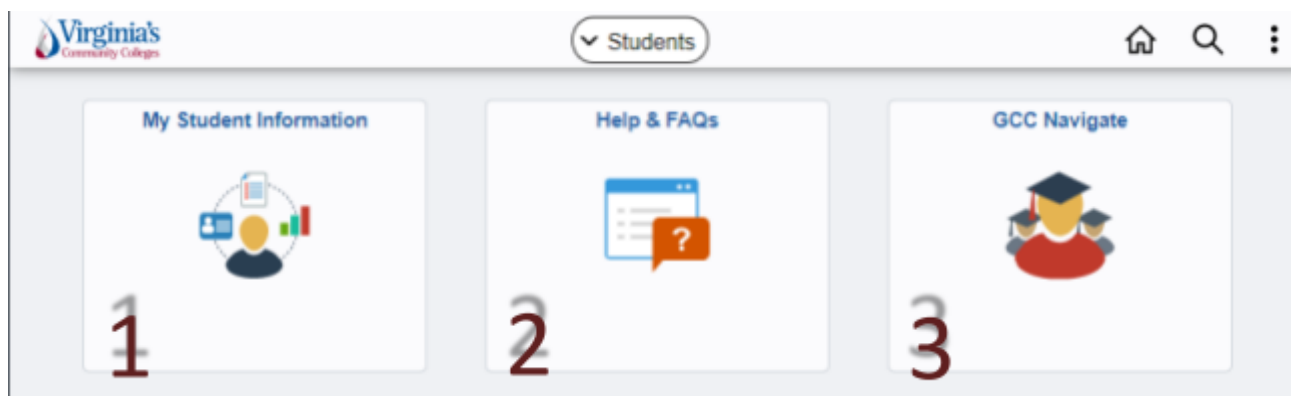
Step One:

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

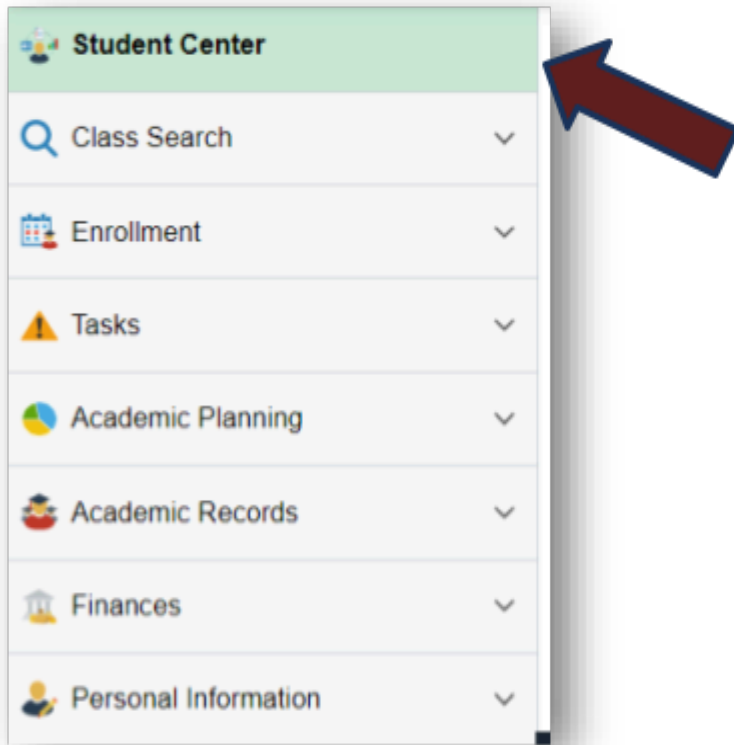
This tile takes you directly to your Student Center page in SIS. Here, you will find important details like your class schedule, enrollment dates, and Financial Aid information.

2. Help & FAQs

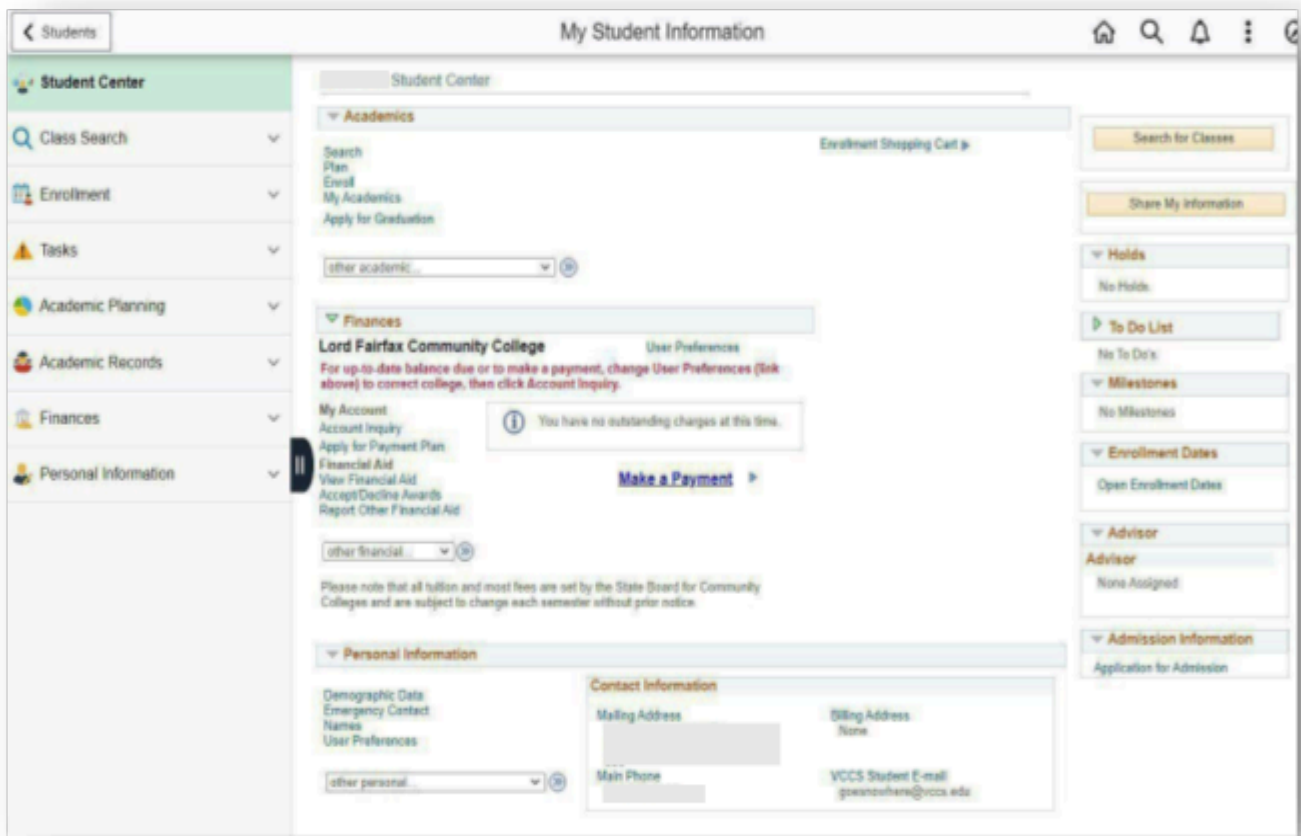
This tile is linked to the VCCS FLUID website which includes helpful tips, answers to frequently asked questions, and other information about the user interface.

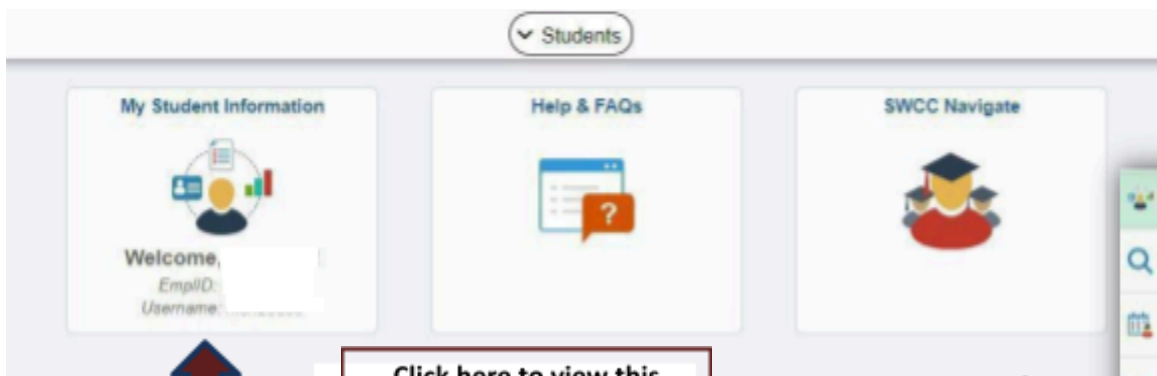
3. Navigate

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

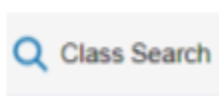
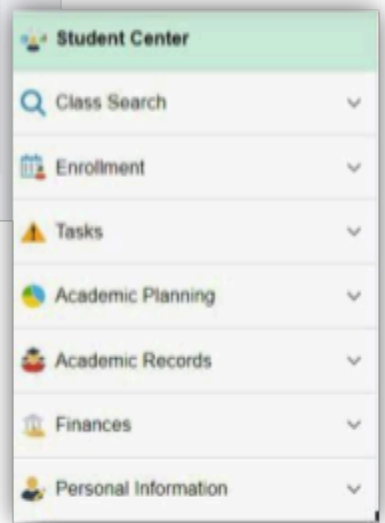


The **Student Center** page now includes a collection of links on the left-hand side of the page. This allows for quick access to common areas that are spread across the student information system.

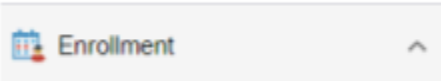




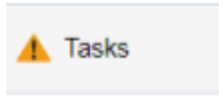
Click here to view this menu on the right side of your computer screen.



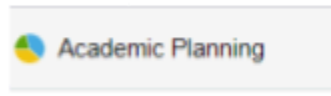
Click here to search for particular courses you know you need for your program.



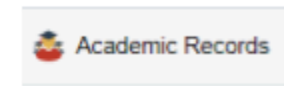
Click here to view your schedule in list or week format, add, drop, or swap your classes



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

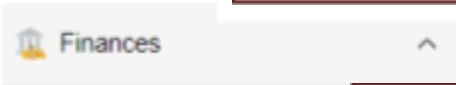


Click here to plan your academic program as noted on Navigate Student.

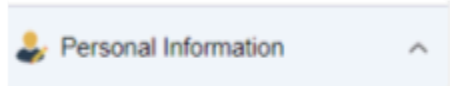


Click here to access your grades, unofficial transcript, and view your academic requirements for your program.

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.



Class Search
Browse Course Catalog

To Do List
Holds

View My Grades
My Course History
Request Official Transcript
View Unofficial Transcript
My Academic Requirements
View What-if Report
Apply for Graduation

My Weekly Schedule
My Class Schedule
Enrollment Dates
Add Classes
Drop Classes
Edit a Class
Swap Classes
Exam Schedule

Addresses
Names
Phone Numbers
Email Addresses
Emergency Contacts
Demographic Information
FERPA Restrictions
User Preferences

Admissions

Academic Deadline Information

View this information by typing <https://sw.edu/schedule> into your browser.

Academic deadlines include:

- 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 by clicking the menu button in the top right, and selecting “*Academic Calendar*” under the Academics menu.

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MYSOUTHWEST DONATE NOW INFO FOR...

ACADEMICS
ACADEMIC CALENDAR
ACADEMIC CATALOG & STUDENT HANDBOOK
ACADEMIC DIVISIONS
ACADEMIC SUPPORT
PROGRAMS OF STUDY
CONTINUING EDUCATION
EXAM SCHEDULE
FORMS
GOVERNOR'S SCHOOL
GRADUATION
VIEW MORE

ADMISSIONS & AID
ADMISSIONS & RECORDS
ADVISORS
APPLY TO SOUTHWEST
CONSUMER INFORMATION
CONTINUING EDUCATION
FINANCIAL AID
FORMS
HIGH SCHOOL STUDENTS
INTERNATIONAL STUDENTS
ORIENTATION
VIEW MORE

SERVICES & SUPPORT
ALERTS
REPORT AN INCIDENT
ADVISORS
BOOKSTORE
CAMPUS POLICE
CAREER SERVICES
CASHIER'S OFFICE
COMMUNITY RESOURCES (SINGLESTOP)
CONSUMER INFORMATION
DIRECTORY
VIEW MORE

FLY WITH THE EAGLES.

FOLLOW US ON: f i y t

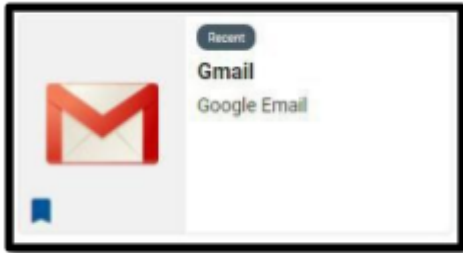
PLEASE remember to check these dates regularly, as they are subject to change and new dates may be added or removed at any time during the semester.

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 at the following link:

<https://sw.edu/wp-content/uploads/2020/03/Web-SWCC-Program-Plan-Change.pdf>

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

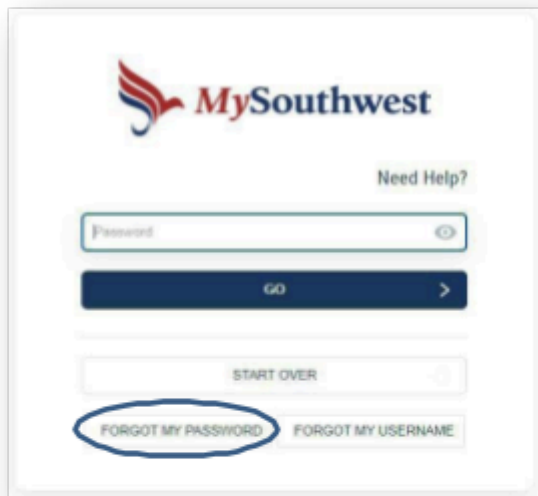
A screenshot of a form titled 'PROGRAM / PLAN / ADVISOR CHANGE REQUEST' from Southwest Virginia Community College. The form includes fields for Name (Last, First, Middle), Email, Employer ID#, Phone No., High School, Year Graduated, and GED. It also has sections for 'Current Plan(s)' and 'New Plan(s)' with checkboxes. At the bottom, there is a table for 'Advisor Information' with columns for Name, Title, and Phone No. The form is dated 10/2019.

Upon completion, please send to Admissions@sw.edu through your SWCC student email.


How to Reset your MySouthwest Password

Step One:

Click “Forgot Password” from your MySouthwest



The screenshot shows the MySouthwest login page. At the top left is the MySouthwest logo. To the right of the logo is a "Need Help?" link. Below the logo is a password input field with a "Password" label and a toggle icon. Below the password field is a dark blue "GO" button with a right-pointing arrow. Below the "GO" button is a "START OVER" button with a left-pointing arrow. At the bottom, there are two buttons: "FORGOT MY PASSWORD" (circled in blue) and "FORGOT MY USERNAME".



The screenshot shows the "Forgot My Password" page. The page has a blue background. At the top, it says "Forgot My Password". Below that is "Step 1" with the instruction "Enter your username or personal email address". There is a white input field with the placeholder text "Username or Email Address". Below that is "Step 2" with the instruction "Check the 'I'm not a robot' box below and then click continue.". There is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. At the bottom, there are two red 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.

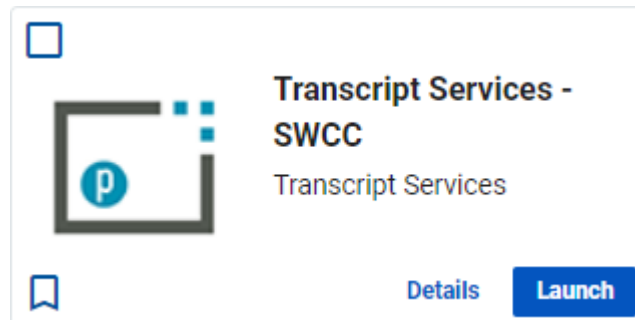
- You will then be directed to enter your new password.
- You will re-type your password to confirm the change.

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

Obtaining my Official SWCC Transcripts

Order your transcript 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 official academic record.

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



Once you agree to the terms of service, you will be directed to enter your log-in credentials. If you are a new user, you will need to create an account.

A screenshot of the Parchment account creation page. At the top, there are three options: 'Existing User Account', 'New Learner Account', and 'New Third Party Account'. Below these is a message from Southwest Virginia Community College. The form includes fields for 'Your Name' (Matthew Helmandollar), 'Date of Birth' (MM, DD, YYYY), 'Gender (Optional)', 'Start Year', 'Last Year Attended', 'Highest Level of Education', 'SSN (Last 4 digits)', 'Email', 'Password (Must be at least 7 Characters)', and 'Re-type Password'. A 'SIGN UP' button is at the bottom right.

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:

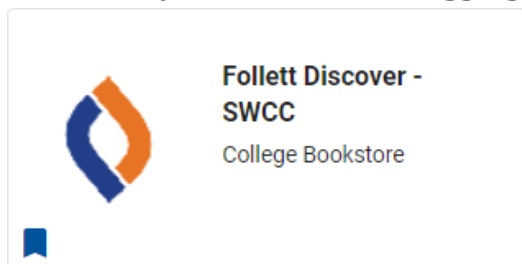
In-Store on main campus at Southwest Virginia Community College with a copy of your student schedule for the semester and your student ID (EMPLID) number.

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:

The screenshot shows the "My Courses" page on the Follett Discover website. The header includes the Follett Discover logo and "SOUTHWEST VIRGINIA COMMUNITY COLLEGE (VCCS)". The user is logged in as "HL Student Matthew H.". The page content includes instructions to select courses for purchasing materials and a "Select Term" dropdown menu. A callout box with a red arrow points to the "Update" button, stating "Click to update if the term is required to be changed." Another callout box with a red arrow points to the "Select Term" dropdown, stating "Make sure the 'Select Term' option is set to the correct term and year." A "Purchase All Materials" button is also visible.

Purchase All Materials

Intro Teaching Profession

EDU.200/EDU.200.W2.2214



Those Who Can, Teach

Per/Com Health

HLT.110/HLT.110.W1.2214



**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
BRYSEWAVE

PAPER

Purchase

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
Format: PAPERBACK, BryseWave Format

Rent

<input type="checkbox"/> Used	\$66.00
<input type="checkbox"/> Digital Requirements	\$34.95
<input type="checkbox"/> Digital Requirements	\$39.99

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.



1 Create an Account

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

First Name

Last Name

Email Address

Confirm Email Address

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

Create Password

Phone Number

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

Promo Code **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

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!

The screenshot shows the Brainfuse website interface. At the top, a dark blue banner reads "Get the Brainfuse HelpNow App". Below this is a search bar with the text "What subject or class can we help you with? Try 'Algebra'..." and a "SEARCH" button. The main content area is divided into two columns. The left column features a "Live Help" section with a circular icon of two heads, a dropdown menu for "Select Topic", another for "Select Subject", a checkbox for "tutoría en español", and a "Connect" button. A callout box points to the "Select Topic" dropdown with the text "Select your topic and subject to begin getting the help you need." The right column features a "Writing Lab" section with a pencil icon, a "Submit Paper" button, and a callout box pointing to the "Submit Paper" button with the text "Submit your paper through the writing lab for suggestions and revisions for your essays!". Below these sections is a grid of "Academic Tools" and "Collaboration Tools". The "Academic Tools" section includes SkillSurfer, FlashBulb™, Language Lab, LEAP Learning Platform, and eParachute. A callout box points to the "Academic Tools" header with the text "Academic tools to provide you with extra study assistance". The "Collaboration Tools" section includes MEET™ and Brainwave™. A callout box points to the "Collaboration Tools" header with the text "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." At the top right of the interface, there is a "Get the Brainfuse HelpNow App" banner with an arrow pointing to the mobile app download information.

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 at www.studentaid.gov each year. You will need the prior year's taxes (Ex: a student completing the 2022-2023 FAFSA will need to have their 2020-2021 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?

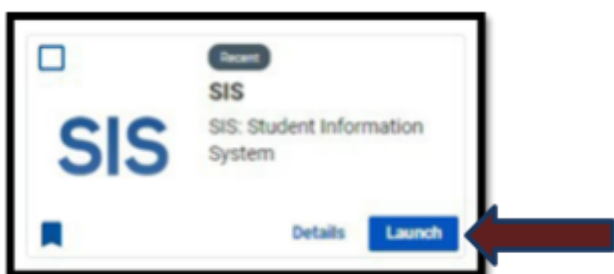
Many students selected for verification are chosen randomly. However, you are more likely to be selected for verification if the data you provided on the Free Application for Federal Student Aid (FAFSA) was inconsistent, if the FAFSA you submitted was incomplete, or if your FAFSA contained estimated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

A screenshot of the Student Message Center interface. The interface is divided into several sections. On the left, there is a "Message Center" link with a red arrow pointing to it. Below it are sections for "Academics" and "Finances". The "Academics" section includes links for "Search", "Plan", "Enroll", "My Academics", and "Apply for Graduation". The "Finances" section includes "Southwest VA Community College", "User Preferences", "My Account", "Account Inquiry", "Apply for Payment Plan", "Financial Aid", "View Financial Aid", and "Accept/Decline Awards". A red arrow points from a text box to the "Message Center" link. On the right side of the interface, there is a "SEARCH FOR CLASSES" button and a "To Do List" section. The "To Do List" section has a red arrow pointing to it from another text box. The "To Do List" section includes "Holds", "Milestones", "Enrollment Dates", and "Advisor".

Check for important messages pertaining to enrollment and financial aid.

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.

FOR ADDITIONAL INFORMATION
REGARDING VERIFICATION AND OTHER
FINANCIAL AID POLICIES:

Visit the SWCC Financial Aid Policies & Procedures Manual

<https://sw.edu/wp-content/uploads/2020/02/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.**

SWCC Student Success Advisors

Name	Title	Phone	Email
Leslie Brooks	Advisor, Student Success	276-964-7534	leslie.brooks@sw.edu
Leah Call	Advisor, Student Success	276-964-7627	leah.call@sw.edu
Beth Gianato	Tutorial Coordinator	276-964-7624	beth.gianato@sw.edu
Emily Goodman	Advisor, Student Success	276-964-7712	emily.goodman@sw.edu
Lisa Haywood	Coordinator of Advising	276-964-7220	lisa.haywood@sw.edu
Mike Henry	Director of Student Support Services	276-964-7233	mike.henry@sw.edu
Runie Mensche	Advisor, Student Success	276-964-7676	runie.mensche@sw.edu
Denise Miller	Great Expectations Advisor	276-964-7653	denise.miller@sw.edu
Susie Mullins	Transfer Advisor	276-964-7231	susie.mullins@sw.edu
Kendra Mutter	Advisor, Student Success	276-964-7711	kendra.mutter@sw.edu
Marsha Sparks	Advisor, Student Success	276-964-7219	marsha.sparks@sw.edu
Valerie Stanton	Retention Specialist	276-964-7763	valerie.stanton@sw.edu

INTERIM DIRECTOR of ADVISING

Leslie Brooks - 276-964-7534 - leslie.brooks@sw.edu

WORKFORCE SOLUTIONS

Adrianna Culbertson - 276-964-7262 - adrianna.culbertson@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

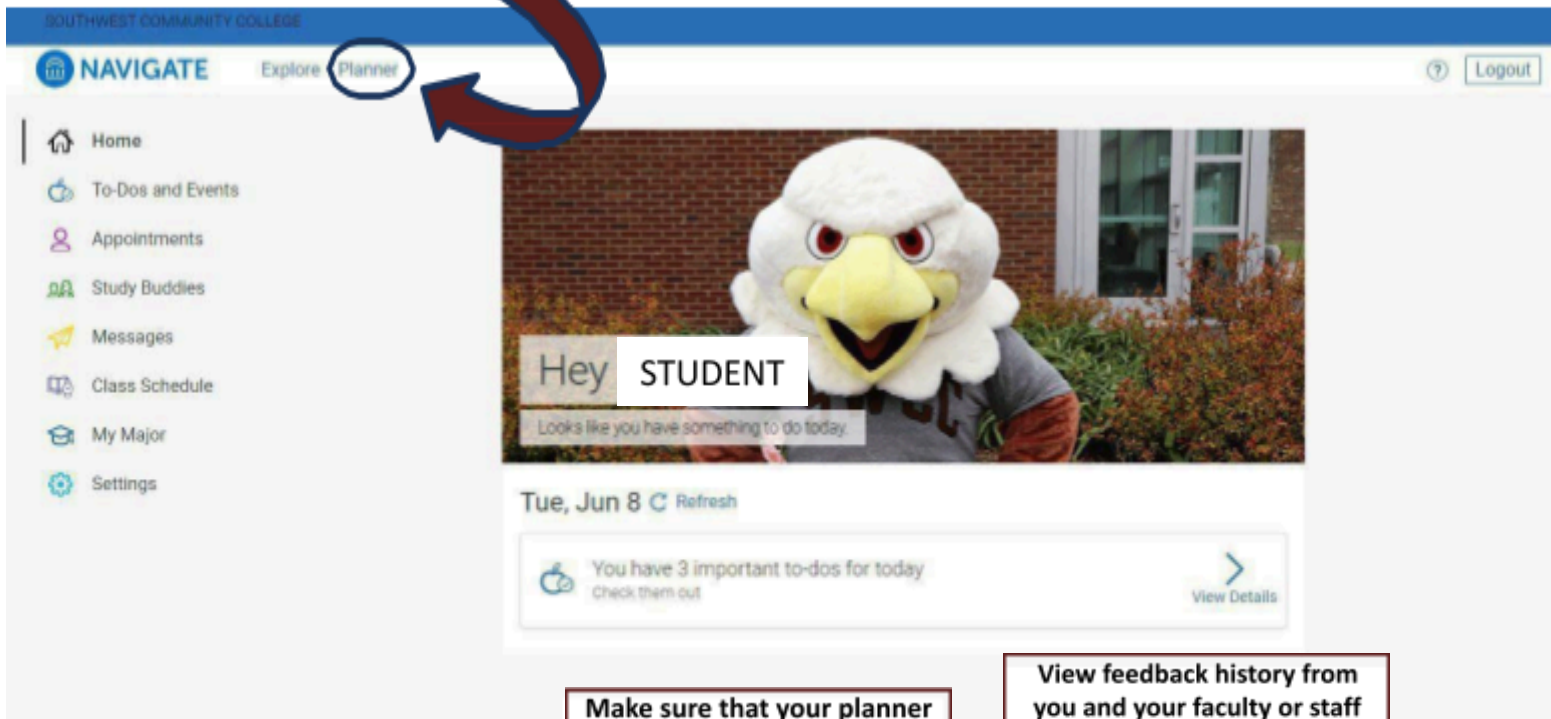
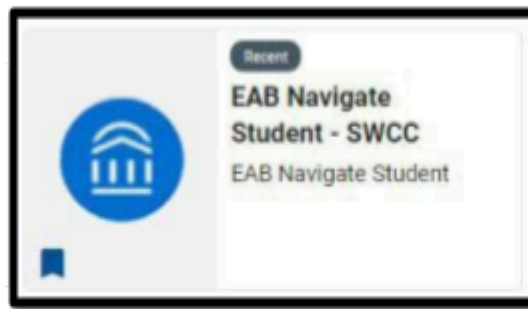
Denise Miller - 276-964-7653 - denise.miller@sw.edu

CAREER SERVICES

Chris Hess - 276-964-7262 - christopher.hess@sw.edu

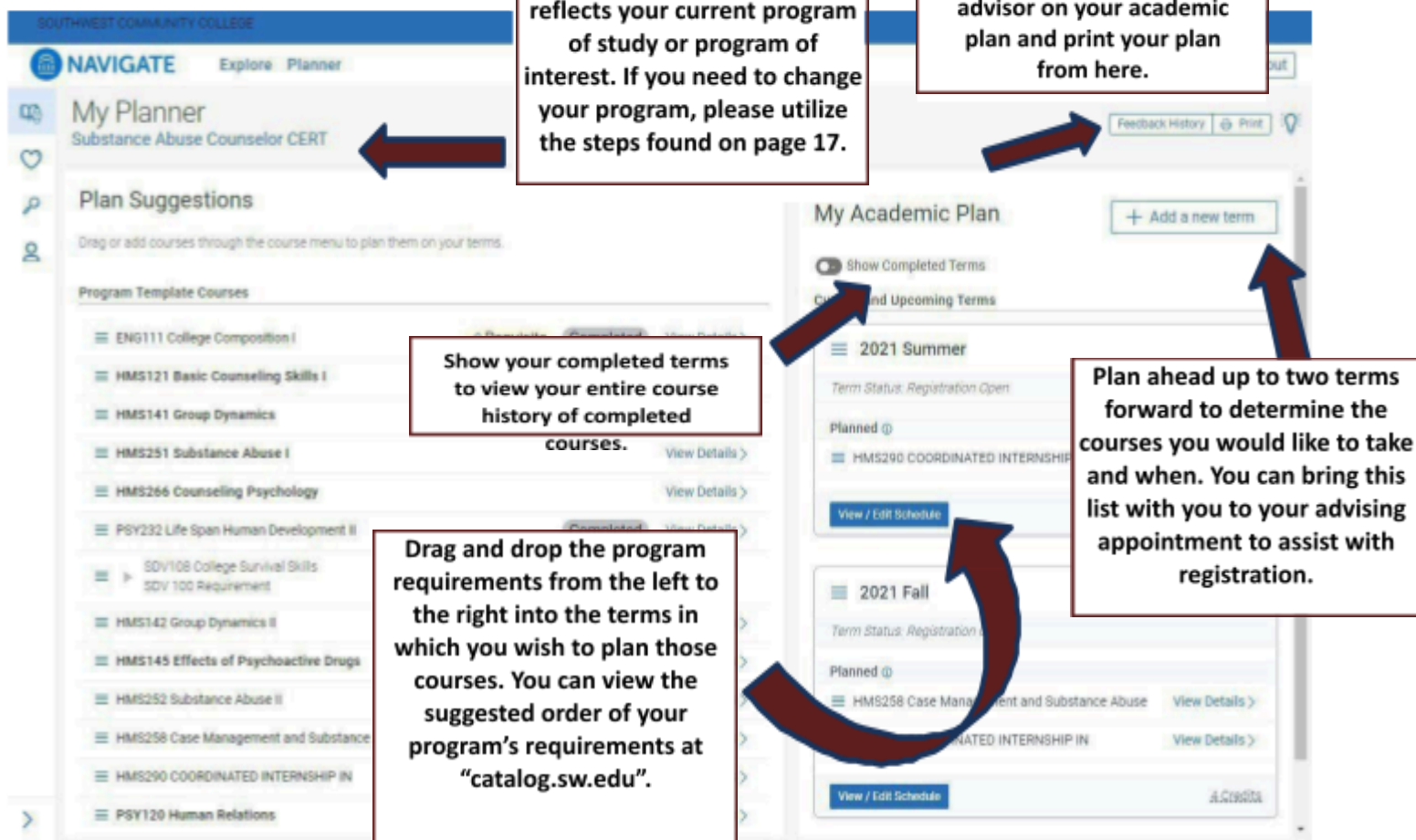
Navigate Student

Academic Planning Tool



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



Home

To-Dos and Events

Appointments

Study Buddies

Messages

Class Schedule

My Major

Settings

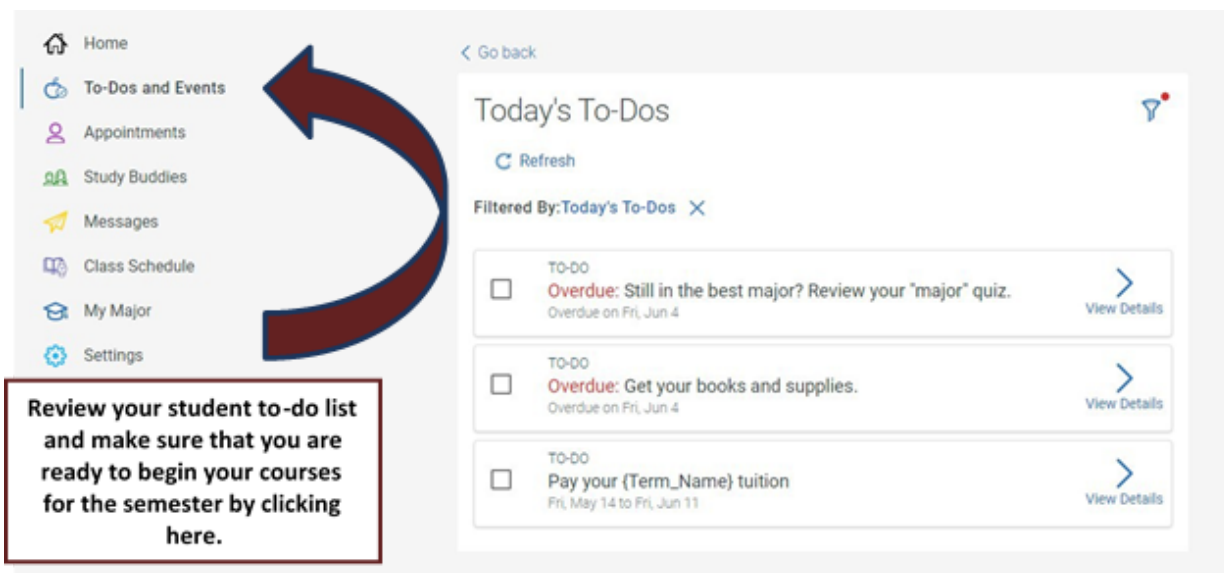
Hey STUDENT

Looks like you have something to do today.

Tue, Jun 8 C Refresh

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

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



Home

To-Dos and Events

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Go back

Today's To-Dos

Refresh

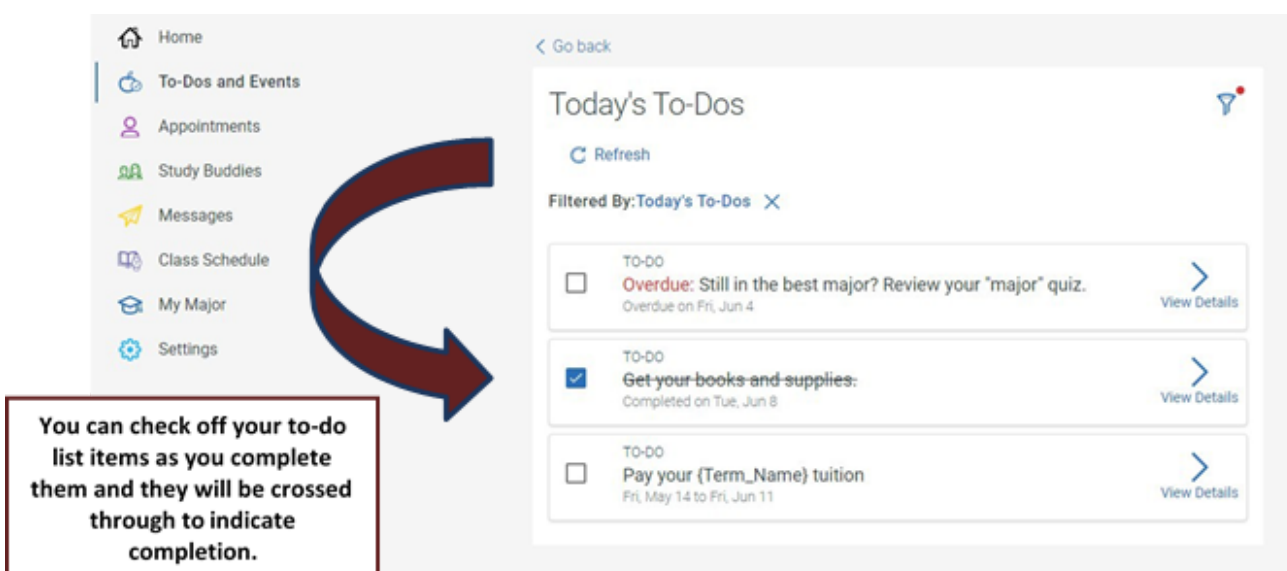
Filtered By: Today's To-Dos X

TO-DO
Overdue: Still in the best major? Review your "major" quiz.
Overdue on Fri, Jun 4 [View Details](#)

TO-DO
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.



Home

To-Dos and Events

Appointments

Study Buddies

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Class Schedule

My Major

Settings

Go back

Today's To-Dos

Refresh

Filtered By: Today's To-Dos X

TO-DO
Overdue: Still in the best major? Review your "major" quiz.
Overdue on Fri, Jun 4 [View Details](#)

TO-DO
Get your books and supplies:
Completed on Tue, Jun 8 [View Details](#)

TO-DO
Pay your {Term_Name} tuition
Fri, May 14 to Fri, Jun 11 [View Details](#)

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

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

Appointments

Schedule an Appointment

My Appointments My Team History

Upcoming

No Upcoming Appointments Yet!

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 12:10 - 12:20 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

You can visit the SWCC Library, located in the Earl E. & Dorothy J. Dellinger Learning Resources Center, online at <https://sw.edu/library>.

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 many 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 & online merchants in the area that are listed here:

****<https://sw.edu/sga/discount>***

You will need this ID to check out books in the library, sell books back to the SWCC Bookstore, and as ID for Distance Learning Testing services.

***Check the list frequently as new discounts are added or removed frequently**

Library Hours of Operation

The Library is open Monday – Thursday from 7:45 am – 6 pm and Friday 7:45 am – 4:30 pm for current students, faculty and staff, and community patrons. Contact the Library Circulation Desk at 276-964-7265 for more information.

Please Note: Library hours and access to student resources, computers, and printers are subject to change at any time or for any reason. Changes will be posted on the sw.edu/library homepage.

Helpful Applications to Download on your Mobile Devices



Navigate Student
Schedule
Appointments
See To-Do Lists



Canvas Student
Online Course
Materials



**Rapid
Identity**
Verify Your
Identity for
MySouthwest
Login



Brainfuse
Live Online Tutoring



ZOOM
Online
Conferencing for
Online Courses



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

Please note: These apps may have a slightly different appearance based on device or operating system. Check with your institution prior to download if you are not certain which is correct.

Admissions			
Admission Application	Admissions Office	276-964-7238	admissions@sw.edu
Graduation Application	Alta Lewis	276-964-7293	alta.lewis@sw.edu
Password Reset	IT Help Desk	276-964-7767	josh.hess@sw.edu
Program Change/Add	Angela Smith	276-964-7297	angela.smith@sw.edu
Transcript Requests	Teresa Thompson	276-964-7299	teresa.thompson@sw.edu
Advisement			
Academic Advising	Advising Center	276-964-7300	onlineadvisor@sw.edu
Career Services	Jessica Dotson	276-964-7262	christopher.hess@sw.edu
Financial Aid and Books			
Bookstore	Follett	276-963-3627	1412628@follett.com
Financial Aid	Office of Financial Aid	276-964-7724	financialaid@sw.edu
Scholarships	Erin Smith	276-964-7286	erin.smith@sw.edu
New Student Orientation & Student Engagement			
Campus Tours & Orientation	Mandy Barrett	276-964-7705	mandy.barrett@sw.edu
Campus Clubs	Antwan VanBuren	276-964-7741	antwan.vanburen@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
Accessibility 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
Distance Learning & Testing Services	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 Millard McGhee	276-964-7603	millard.mcghee@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. Bethany Rose	276-964-7224	bethany.rose@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

