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

![Rapid Identity Application](image)

![Enroll Mobile Device Steps](image)
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.

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.

ASSIGNMENTS: This is another way of viewing what is due in your course in a list view.

QUIZZES: This is where you will click to take any quizzes required for your course. *NOTE* some quizzes are password protected and require a “proctor” to oversee your taking of the test. Please consult with your instructors. You may be required to download “Respondus” so that you may take your quizzes and tests from home (See page ___ on how to access this software). 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.

PAGES: This is where your instructors may have important documents for you to view, or that you may need at a particular moment in the semester.

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).

What Are the Other Benefits of Canvas?

SINGLE CLICK BACK TO DASHBOARD OF COURSES
EASY COURSE NAVIGATION: CLICK HERE TO NAVIGATE BETWEEN COURSES

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

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?

- Ask Your Instructor a Question
- Ask a Librarian
- Search the Canvas Guides
- Report a Problem
- Canvas Support Hotline (Faculty)
- Chat with Canvas Support (Faculty)
- Canvas Support Hotline (Student)
- Chat with Canvas Support (Student)
- Ask the Community
- Submit a Feature Idea
- VCCS Resources
- Symantec Anti-Virus, Office 365, Respondus LockDown Browser
- Training Services Portal
- Access Canvas training videos and courses
FREE MICROSOFT OFFICE AND FREE ANTIVIRUS SOFTWARE PROVIDED BY SYMANTEC

Additional software and discounts provided.

VCCS Resources
- Symantec anti-virus
- Office 365
- Respondus Lockdown Browser

Training Services:
- Access Canvas training videos and courses

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://office.vccs.edu/
  - Use your jmail.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
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.
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 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 plan your academic program as noted on Navigate Student.

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.

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 admissons@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

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

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.
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: Online on MySouthwest

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

Step Two:
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.
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.
Click individual books and materials to purchase individually.

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

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.
**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

**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.

**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.
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).

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.

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!

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.fafsa.ed.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 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:

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.fafsa.ed.gov](http://www.fafsa.ed.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](http://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

How Do I Access Student Advisement?

There are a variety of different ways in which you can still 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 Navigate Student 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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leslie Brooks</td>
<td>(276) 964-7229</td>
<td><a href="mailto:Leslie.Brooks@sw.edu">Leslie.Brooks@sw.edu</a></td>
</tr>
<tr>
<td>Brandon Hensley</td>
<td>(276) 964-7762</td>
<td><a href="mailto:Brandon.Hensley@sw.edu">Brandon.Hensley@sw.edu</a></td>
</tr>
<tr>
<td>Seth Helmandollar</td>
<td>(276) 964-7627</td>
<td><a href="mailto:Seth.Helmandollar@sw.edu">Seth.Helmandollar@sw.edu</a></td>
</tr>
<tr>
<td>Christopher Hess</td>
<td>(276) 964-7664</td>
<td><a href="mailto:Christopher.Hess@sw.edu">Christopher.Hess@sw.edu</a></td>
</tr>
<tr>
<td>Runie Mensche</td>
<td>(276) 964-7676</td>
<td><a href="mailto:Runie.Mensche@sw.edu">Runie.Mensche@sw.edu</a></td>
</tr>
<tr>
<td>Valerie Stanton</td>
<td>(276) 964-7763</td>
<td><a href="mailto:Valerie.Stanton@sw.edu">Valerie.Stanton@sw.edu</a></td>
</tr>
<tr>
<td>Workforce Solutions</td>
<td>276-964-7562</td>
<td><a href="mailto:Adrianna.Culbertson@sw.edu">Adrianna.Culbertson@sw.edu</a></td>
</tr>
</tbody>
</table>

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) 964-7557 – denise.miller@sw.edu
Navigate Student
Academic Planning Tool

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”.

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.

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

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

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

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

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

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

Appointments

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?

- Advising

*Service

Select a date that works best for your schedule.

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.

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

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

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.
SWCC Library

**Step One:**
Visit [www.sw.edu](http://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/

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.