A Student Guide to Online Learning & Making the Transition
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Resources and Tips to Assist with Online Learning

How Do You 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 13)
How Do You Access Canvas and Your Course(s)?

Step One:
Select the icon labeled “Canvas” from your MYSouthwest dashboard.

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 9 on how to access this software). Testing on campus will not be available until further notice.

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) (877) 875-8425
- Chat with Canvas Support (Faculty)
- LiveChat with Canvas Support!
- Canvas Support Hotline (Student) (877) 875-8359
- Chat with Canvas Support (Student)
- LiveChat with Canvas Support!
- 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.

**Symantec Antivirus**

Students, faculty, and staff can download Symantec Antivirus for use on their personal computers.

**Microsoft Office**

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

Use your @mail.vccs.edu account to log in.

**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.

**Respondus Lockdown Browser**

If you take online tests at home, your instructor may require that you use Respondus 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 as some instructors have strict due dates, while others allow the student work at their own pace.

- 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 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.
Adding or Changing a Program of Study

CHANGING YOUR PROGRAM VIA YOUR STUDENT EMAIL ADDRESS

Send an email to admissions@sw.edu via your student email.

CHANGING YOUR PROGRAM VIA THE PROGRAM CHANGE FORM

This form can be found online at:

Upon completion, this form should be sent by STUDENT EMAIL to:
admissions@sw.edu
or
alta.lewis@sw.edu
Resetting Your MYSouthwest Password

**Step One:**
Click “Forgot Password” from your MYSouthwest

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

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

You will be signed out and prompted to sign in with your new password.

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.
Accessing Library Resources Online

**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:

**Library Menu**

- **Library Home**
- **PRIMO: Search Books/Audio/Video/Articles**
- **Periodicals: Search for Journals/Magazines/Newspapers**
- **Library Resources**
- **Library Guides (includes Critical Thinking)**
- **Distance Learning Library Resources**
- **Help/Services**
- **Library Hours/Staff/Contact**
- **Overdue/Renewal**
- **Library Student Handbook**
- **Library Views & News**

**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.

**FOR MORE INFORMATION PLEASE VISIT WWW.SW.EDU/LIBRARY/**
How Do You Reach A Student Success Advisor?

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 OR PHONE

Select the ZOOM link for the advisor of your choice:

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

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<tr>
<th>Advisor</th>
<th>Link</th>
<th>Phone</th>
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<tr>
<td>Christopher Hess</td>
<td><a href="https://vccs.zoom.us/j/7264471333">https://vccs.zoom.us/j/7264471333</a></td>
<td>(276) 964-7664</td>
</tr>
<tr>
<td>Brandon Hensley</td>
<td><a href="https://vccs.zoom.us/j/6430136054">https://vccs.zoom.us/j/6430136054</a></td>
<td>(276) 964-7762</td>
</tr>
<tr>
<td>Emily Farmer</td>
<td><a href="https://vccs.zoom.us/j/4121174693">https://vccs.zoom.us/j/4121174693</a></td>
<td>(276) 964-7676</td>
</tr>
<tr>
<td>Jacob Richardson</td>
<td><a href="https://vccs.zoom.us/j/6741805187">https://vccs.zoom.us/j/6741805187</a></td>
<td>(276) 964-7763</td>
</tr>
<tr>
<td>Lisa Haywood</td>
<td><a href="https://vccs.zoom.us/j/4597962548">https://vccs.zoom.us/j/4597962548</a></td>
<td>(276) 964-7220</td>
</tr>
<tr>
<td>Seth Helmandollar</td>
<td><a href="https://vccs.zoom.us/j/5681299427">https://vccs.zoom.us/j/5681299427</a></td>
<td>(276) 964-7627</td>
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**TUTORING**
Mary Margaret Thompson – (276) 964-7399 – mary.margaret.thompson@sw.edu

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

**GENERAL ADVISEMENT**
Dr. Mike Henry – (276) 964-7233 – mike.henry@sw.edu
Student Information System (SIS)

Step One:
Log in to MYSouthwest

Step Two:
Click the SIS (Student Information System) button on your dashboard.

Click here to view your financial aid awards for the academic year or a breakdown of charges on your account.

Click here to view any holds on your account, any tuition balances that you may owe, your student “to-do list,” and other important messages. You can also update your information (i.e. address).

Click here to search for a particular course offering for a particular semester.

Click here to request an official transcript of your courses or view an unofficial copy. You can also view your course history and academic advisor information here as well.

Click here to add classes for the upcoming term(s), withdraw from a course, view your schedule for the semester, as well as view your grades at the end of the semester.

Click here to see progress toward graduation in your particular program of study or see how many credits you lack toward another degree or certificate.
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 2020-2021 FAFSA will need to have their 2018 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).
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 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