Dear Distance Education Student,

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

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

**To Do Immediately:**
- Make sure your computer is ready for you to complete your Distance Education course. Download and install our recommended browser, either Mozilla Firefox or Google Chrome. Make sure you have Adobe Reader installed as well.
- Create an LCCC student email and network account at http://student.luzerne.edu.

**To Do On or After January 5, 2016:**
- Find out what materials your course needs, including access codes, by going to http://www.luzerne.edu/distanceeducation and selecting Class Listings/Course information
- Purchase your materials in person at the LCCC Bookstore or online at http://www.luzerne.edu/bookstore. Be sure to select the online section when ordering online.
- The College assumes no responsibility for textbooks or other materials, including access codes, purchased outside the College.

**To Do On or After January 15, 2015:**
Try logging into Blackboard Learn at http://learn.luzerne.edu.
- Your Username for Blackboard your first/last name initials (lowercase) followed by your 7-digit student ID number. For example, if your student ID number is 0987654 and your name is John Doe, your Learn Username would be jd0987654. If this is the first time you are using Learn, your password is the same as your Username.
- **You will not see any classes listed before the semester starts. However, logging in early will allow us to help you solve any log in problems early so you are ready to start your classes as soon as they are available.**
**To Do On the First Day of Classes - January 19, 2016:**

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

**Spring 2016 Distance Education Orientation**

If you are a first time online student, please attend one of the live online Orientation sessions via Zoom web conferencing:

- Wednesday, December 16 from 5:00 PM to 6:00 PM
- Thursday, January 14 from 5:00 PM to 6:00 PM
- Thursday, January 20 from 5:00 PM to 6:00 PM

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

If you have any problems, please go to https://studentportal.luzerne.edu/distanceeducation/ and review the information on the FAQ list. Many common questions can be answered by simply checking there. If you still have problems after checking the FAQ, you can contact the following people:

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

Jerry Wilk/Joe Nester
helpdesk@luzerne.edu
1-800-377-5222 Ext.7711

HELP DESK HOURS OF OPERATION:

Monday through Thursday 7:00 am to 10:00 pm
Friday 7:00 am to 3:00 pm
Saturday 8:00 am to 4:00 pm

If you don’t see a course listed, you don’t understand how to navigate your course once you access it, or if you have a technical issue with Learn itself, contact the College’s Instructional Designer:

Karen Droms
kdroms@luzerne.edu
1-800-377-5222 Ext. 7326

If you have a question about Distance Education in general, contact the Distance Education Center:

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