# STUDENT SUCCESS GUIDE

The QC Learning Innovation Hub

# Anytime, Anywhere, Anyone | Succeed at QC

## Contents

QC Learning │ Innovation Hub

# Anytime, Anywhere, Anyone │Succeed at QC

Congratulations on being a part of our QC Community! Our online and on campus student experience offers the flexibility and convenience necessary for the work-life-learn balance of the 21$^{st}$ Century. Whether you attend part-time or full-time, we offer live, online and on campus classes throughout the semester to help you organize and discover how to learn effectively. The following information and resources were created to help you succeed in your courses.

## I.   What We Offer: On Campus and Online

In addition to on campus classes, Quincy College offers three types of online learning experiences: Online Synchronous, Online Asynchronous, Hybrid, Blended Online, and Hyflex courses.

***Note:*** *QC has a student laptop loaner program for students in need of a laptop to complete your course work online or on campus. Please see page 6 for more information.*

### *Asynchronous Online Courses*

- Asynchronous online courses at Quincy College are fully online and do not have a set class time in which you need to be at your computer. You will have the chance to interact with your professor and classmates for voluntary, live sessions using Zoom or Microsoft Teams. These sessions typically include content review, discussions, Q&A sessions, and collaborative activities.
- Asynchronous online courses provide ways to engage with your instructors and peers, through online discussions, group work, peer to peer feedback and the voluntary, live sessions using Zoom or Microsoft Teams.
- Asynchronous online course materials such as instructional videos, and activities such as quizzes or homework submission are managed and submitted online in Canvas.

This course experience works best for:
- o Independent, self-directed learners who like the flexibility to balance their own work-life-learn schedules.
- o Students who have effective, time management skills to manage online course expectations such as viewing instructional content, pre-recorded lectures, and submitting assignments and assessments online. Keep in mind that asynchronous online courses do not have a set class time in which you need to be at your computer.
- o Students who feel comfortable using technology such as Zoom, Microsoft Teams and Canvas.
- o Students who have technology, such as a laptop, webcam, and microphone, to interact with the course material, submit assignments and assessments online using Canvas, and attend voluntary class sessions using Zoom or Microsoft Teams.

### *Synchronous Online Courses*
- Synchronous online courses are fully online and follow a schedule with specific dates and times for mandatory, live sessions using Zoom or Microsoft Teams. During the live sessions, you will engage with your instructor and classmates in real-time. These sessions typically include lectures, discussions, Q&A sessions, and collaborative activities.
- Synchronous online courses provide a lot of social interaction such as real-time support, communication, collaboration, discussion, and sharing using Zoom, Microsoft Teams, and Canvas.

- Synchronous online course materials such as instructional videos, and activities such as quizzes or homework submission with due dates are managed online in Canvas.

This course experience works best for:
- o Students who have time to attend scheduled, live class meetings online using Zoom or Microsoft Teams.
- o Students who have a quiet, physical place to be without distractions during the scheduled, mandatory, live sessions.
- o Students who feel comfortable using technology such as Zoom, Microsoft Teams and Canvas.
- o Students who have technology, such as a laptop, webcam, and microphone, interact with the course material, submit assignments and assessments online using Canvas, and attend mandatory class sessions using Zoom or Microsoft Teams.

### *Hybrid Courses*

- Hybrid courses are designed for students to enjoy course content online, in combination with scheduled, mandatory, on campus class meetings to interact with instructors and peers.
- Hybrid course materials such as instructional videos, and activities such as quizzes or homework submission are managed and submitted online in Canvas.
- Individual programs may require a different number of on campus hours, but no less than six hours, often delivered in three on campus class meetings throughout the semester.

This course experience works best for:
- o Independent, self-directed learners who like the flexibility to balance their own work-life-learn schedules.
- o Students who have effective time management skills to manage online course expectations such as viewing instructional content, pre-recorded lectures, and submitting assignments and assessments online.
- o Students who have time to attend scheduled, mandatory class meetings on campus.
- o Students who feel comfortable using technology such as Zoom, Microsoft Teams and Canvas.
- o Students who have technology, such as a laptop, webcam, and microphone, to interact with the course materials and submit assignments and assessments online using Canvas.

### *Blended Online Courses*

- Blended online courses follow a schedule with specific dates and times for mandatory, live sessions using Zoom or Microsoft Teams. During the live sessions, you will engage with your instructor and classmates in real-time. These sessions typically include time to practice new skills, discussions, Q&A sessions, and collaborative activities.
- Blended online courses provide social interaction such as real-time support, communication, collaboration, discussion, and sharing using Zoom, Microsoft Teams, and Canvas.
- Students watch online lectures and interact with other course materials online to learn new information before the mandatory, live class sessions.  During the mandatory, live sessions students practice applying new information with their classmates while getting feedback and guidance from their professor.
- Blended online course materials such as instructional videos, and activities such as quizzes or homework submission are managed and submitted online in Canvas.

This course experience works best for:
- Independent, self-directed learners who like the flexibility to balance their own work-life-learn schedules.
- Students who have the time to attend the scheduled, mandatory live sessions using Zoom or Microsoft Teams.
- Students who have a quiet, physical place to be without distractions during scheduled, mandatory live sessions.
- Students who feel comfortable using technology such as Zoom, Microsoft Teams and Canvas.
- Students who have technology, such as a laptop, webcam, and microphone, to interact with the course materials and submit assignments and assessments online using Canvas.

### Hyflex Courses

- Hyflex courses meet on campus and online at the same time during mandatory, scheduled dates.
- Students have the choice to attend class on campus or online. When attending class online via Zoom, students will engage with their instructor and classmates attending on campus in real-time.
- Students must attend scheduled classes either on campus or online.
- Hyflex course materials such as instructional videos, and activities such as quizzes or homework submission with due dates are managed online in Canvas.

This course experience works best for:
- Independent, self-directed learners who like the flexibility to balance their own work-life-learn schedules.
- Students who have the time to attend scheduled, mandatory classes on campus or online using Zoom or Microsoft Teams.
- Students who have a quiet, physical place to be without distractions when attending virtually using Zoom or Microsoft Teams.
- Students who feel comfortable using technology such as Zoom, Microsoft Teams and Canvas.
- Students who have technology, such as a laptop, webcam, and microphone, to interact with the course materials and submit assignments and assessments online using Canvas.

## II. Expectations and Tips for Success

### Attendance and Participation in an Online Class

To get the most out of your online class experience and to be considered in attendance each week, we have provided the following guidelines.

1. Participation in an online classroom means that you are engaging in the course materials, attending scheduled virtual class, and completing weekly assignments and discussions.
2. Attendance is NOT simply logging into the online course and logging out without engaging in any learning activity within the week.
3. Online students must establish their "attendance" or "participation" by engaging in online course learning activities such as, but not limited to:
   - Submitting assignments via Canvas
   - Engaging in online discussion boards

- o Completing assessments such as quizzes/exams
- o Engaging in course group work via Google Collaborate, Canvas Groups
- o Interacting with instructor via Canvas messaging and/or email or 1:1 Zoom
- o Participating in third-party publisher activities, i.e. *MyMathLab*
- o Viewing and completing video quizzes and/or attending scheduled mandatory or optional virtual meetings

### *Academic Integrity*

Quincy College fosters a high standard of academic honesty for students, faculty, and staff, and expects all to adhere to the basic values of mutual respect and responsibility as well as individual and institutional integrity.

- To promote the best environment for learning, courses **utilize test proctoring and plagiarism software** to maintain integrity of tests and coursework.
- Please reach out to your instructors for specific information about the academic integrity software used in your courses.
- Our test proctoring software **does require a working microphone and webcam**. For more information about our **laptop loaner program**, see page 6 of this guide.
- Student guides for Respondus Monitor, our proctoring software, see the Appendix beginning on page 18 of this guide.

To assist students in observing academic integrity the following guidelines have been developed:

- Students must do their own work and submit only their own work, unless otherwise permitted by their instructor. If appropriate citation guidelines are not stated on the syllabus, students are encouraged to contact their instructor for guidance.
- Students may collaborate or cooperate with other students on assignments or examinations only as directed by the instructor.
- Students must follow all written and/or oral instructions given by instructors or designated College representatives for taking exams, placement assessments, tests, quizzes, and other evaluative instruments.

### *Netiquette*

The word "netiquette" is a combination of 'net' from the words 'internet' and 'etiquette'. Netiquette refers to conversations that occur online as in an email or online class discussion. Due to the common casual communication in the online environment, students are sometimes tempted to relax their grammar, spelling, and/or professionalism. All communication should always be respectful and appropriate.

### *Tips to Succeed on Campus and Online*

There are many advantages to taking both on campus and online classes. With the help of effective learning skills, you'll get the most out of your learning experience at QC. Here are some tips to consider:

- **Time Management**
  - Block out time during the week to work on assignments.
  - Create a weekly schedule to help you set time for reading, watching videos, studying, and participating in online discussions.

*Note: Keep in mind that for every credit you will work approximately 2-3 hours, so for a **3-credit class you should expect to work 6-9 hours per week.***

- **Course Syllabus**:
  - Carefully read through the course syllabus to identify requirements and major assignments.
  - Note when assignments and other expectations are due throughout the semester
  - **Consistent Place to Work**
  - Create or locate a place to work without distractions.
  - Work there regularly so that you can establish a routine.
- **Actively Participate**
  - Participate in discussions during your on campus and online classes.
  - **On Campus Classes:** Listen to what your instructor and peers say and ask questions to make sure you are understanding.
  - **Online Classes:** When engaging in your online discussions, read your instructor's directions carefully and thoughtfully write your replies.
- **Connect with Your Instructor**
  - If you feel like you are falling behind, reach out to the instructor or your advisor for support right away.
- **Plan Ahead**
  - Give yourself enough time to complete schoolwork so you are not working on something at the last minute.
  - Keep in mind that for every course credit you will work 2 -3 hours, so for a 3-credit class you should expect to work 6 -9-hours per week.
- **Weekly Check-ins**
  - Check in with yourself weekly so you can get the most out of your on campus and online class.
  - Monitor your progress by asking yourself if you are understanding material and submitting work in on time.
  - Check assignment due dates and keep a calendar so that you stay up to date with your course work.

## III. Technology Support and Requirements

This section describes what you need to access our online course.

If you have any questions, email go to [the QC Technology site.](#)

### *Computer Needs & Laptop Loaner Program*

You will need a desktop or a laptop computer, as well as a webcam. If you need a laptop or webcam, Quincy College will loan one out to you to complete your course work online or on campus. For more information about this valuable program, please reach out to the QC Library Staff.

- Fill out our webcam loaner request form here.
- Email: library@quincycollegelibrary.org
- Phone: 617-405-5949

### *Canvas Learning Management System (LMS)*

Quincy College uses the **Canvas Learning Management System** (LMS) to access and manage our courses. We have learned that **Canvas** works better with Google Chrome and Mozilla Firefox than with Internet Explorer.

If Internet Explorer is currently your only browser, you may want to install Chrome or Firefox. We highly recommend updating to the **newest version** of whatever browser you are using.
- **Chrome** 128 | 129
- **Firefox** 130 | 131 (Extended Releases are not supported*)
- **Edge** 126 | 127
- **Respondus LockDown Browser** (supporting the latest system requirements)
- **Safari** 17 | 18 (Macintosh only)

We also recommend the following operating systems
- Windows 8.1 or newer
- MAC OS 10.9+ or newer
- IOS
- Android

### *Computer Speed and Processor*
- Use a computer 5 years old or newer when possible.
- 4GB of RAM (8GB is recommended)
- 2GHz or faster processor

### *Screen Readers*
- Macintosh: VoiceOver (latest version for Safari)
- PC: JAWS (latest version for Firefox; we currently do not support the Edge browser for accessibility)
- PC: NVDA (latest version for Firefox)
- There is no screen reader support for Studio in Chrome

### *Adobe Reader for PDF documents*

Some files in online courses are PDF files and require Adobe Reader. To ensure a successful online learning experience, be sure to download the free Adobe Reader.

### Free Student Office 365 Account

All QC students have access to Microsoft Office 365. To sign up for a free account:

1. First go to Microsoft Office Student
2. Enter your QC email address and select GET STARTED
3. Select, *I am a student*.
4. Enter your *First Name and Last name*
5. Create a password
6. Your school email will receive a verification code – enter it on the verification line
7. Enter your *date of birth*
8. Select *Start* at the bottom of the page

For more details on signing up for this free account, go to our QC Portal and select the **Student tab** at the top of the page.

### Quincy College Email

Once you register for a "for-credit" class at QC, you will receive your official QC email address. To access your QC email, you must first log in to the QC Portal. Once logged in to the QC Portal, you will find your QC Student email link located in the Quick Links on the left-side menu.

## IV. Navigating Your Course on Canvas

### The Canvas Learning Management System

Quincy College uses the Canvas Learning Management System (LMS) to access and manage our courses. Canvas is a reliable, web-based software that helps us create and deliver our courses in a structured and organized way. To Access Canvas:

1. Go to the Quincy College web site
2. Enter your username and password on the top-right corner of the page.
3. Click on the *Canvas Online Access link* under the *Quick Links* on the left-side menu.

Once logged into Canvas, you will go right to your Dashboard. You will see all your registered courses in the Canvas Dashboard.

Watch this short video on how to access and use our Canvas LMS.

- Quincy College Canvas Navigational Video

There are other resources to guide you on the QC Learning Innovation Hub site.

### Canvas Dashboard - Where to Find Your Classes in Canvas

The Canvas Dashboard is the first thing you see when you log into Canvas via the Canvas Online Access link in our QC Portal. The Dashboard displays course cards for quick access to all of your courses. You will also see QC announcements posted at the top of your Dashboard. These announcements provide updates on current events and reminders to help you stay on track throughout the semester.

Please keep in mind that you will only see current semester courses once they are published by your instructor.

***What You Will See in Your Online Courses***

Here are a few of the basic features of Canvas that you can expect in your online courses:

- **Course Syllabus**
  - Locate the course syllabus by clicking on the syllabus link located on the left-side course menu.
  - Carefully read through the syllabus to identify requirements and major assignments.
  - Note when assignments and other expectations are due throughout the semester.

- **Modules**
  - Your course will be organized by weeks, topics, or a different structure.
  - Whichever organizational structure your instructor uses, they are referred to as modules.
  - Each module will contain instructional materials, assignments, discussions, quizzes, and other learning materials.

- **Assignments**
  - Assignments will show you all that is expected of you such as directions, due dates and how many points each is worth.

- **Discussions**
  - Online discussions in Canvas allow you to have conversations with your instructors and peers about course related content.

- **Quizzes/Tests/Exams**
  - Your instructors will create quizzes, tests, and exams using a variety of question types.
  - For each quiz, test or exam you will find directions, due dates and how many points each is worth.

***The QC Course Template***

All courses at QC use the same online course template. This template is used to support consistency, equity, and the highest quality online course experience. You can be sure that when you log in to any of your courses, you will be able to get started right away.

Here is what you will find in each course:

- A course syllabus
- A weekly to-do list
- A variety of learning materials such as videos, readings, websites, blogs
- Weekly assignments and assessments, such as tests and homework, with clear instructions and due dates
- A schedule of virtual (live) class times that students must attend (*if applicable*)

- Links to the virtual (live) classes with clear instructions on how to join *(if applicable)*

### *Canvas Studio*

Canvas Studio is a video sharing platform that will allow you to create and submit video assignments within your course in Canvas.

- You can easily create, store, and share videos and podcasts (audio-only), safely and securely.
- You can easily create and submit videos as a Canvas assignment as a means to demonstrate understanding.
- You can use Canvas Studio across all devices such as PC, Android, MAC and iPhone.
- You can use and create closed captioning in Canvas Studio.
- You can easily upload videos from your desktop, link from YouTube, or instantly record with your webcam or screen capture.

*Note: The assignment submission process will be different for students when using the Canvas mobile app. Video content that students create with their mobile device can be uploaded to Studio using the Canvas Student app.*

## V. QC Academic and Student Support Resources

### *Our Quincy College Libraries-Fully Online*

All students have full access to our QC Libraries. Easy access to the QC Library site can be found in several locations:

- On the QC Canvas Resources tab on the left-side, blue navigation menu on your Canvas Dashboard.
- On our QC website under the Student Services tab: https:www.quincycollege.edu
- Directly from the QC Libraries site | https://quincycollegelibrary.org

Our librarians are available to support your learning Mondays through Fridays. Please visit the QC Library website for up-to-date hours of operation. They are available to answer questions and help with research, finding books, articles, videos, movies, and other resources.

They are available for 1:1 support. Feel free to reach out to them!

- Email: library@quincycollege.edu
- Text: 617-934-8546
- Phone: 617-405-5949
- Chat: ASK US Online chat feature available on the QC Library website
- Visit the website to schedule a Virtual Reference Appointment via Zoom.

### *First Year Seminar*

All new, degree-seeking students who begin at Quincy College with less than twelve (12) credits from another institution are required to take IDS 167: First Year Seminar (FYS), which is a three-credit course.

- Students have the option to enroll in this course either online or on campus.
- The course will introduce students to the fundamental components of being a successful Quincy College student.
- Students will become more familiar with Canvas, the different student services that are available to them, as well as the many ways in which they can achieve academic success as a Quincy College student.
- All FYS instructors are full-time faculty and staff who are dedicated to supporting all students and helping them navigate their college experience.

***Academic Advising Support***

The academic advising team is ready to help you discuss your academic plans or to answer any questions about Quincy College courses and programs.

To contact one of our academic advisors, reach out either by email or phone.
- Timothy Shaw: (617) 984 – 1726 | tshaw@quincycollege.edu
- Heather Keen: (617) 984 – 1721 | hkeen@quincycollege.edu
- Jill Benn: (617) 984 – 1725 | jbenn@quincycollege.edu

*Note: Quincy College is committed to your success. If you need help, don't hesitate to contact your instructor. In some instances, an instructor and/or support staff may reach out by email and phone. You are encouraged to work with your instructors, Academic Advising and/or Student Services to receive the assistance you need to be successful.*

The tools below are also available to get many tasks completed online or through email:
**Access the following:**

- ✓ **Your Degree Audit**
  - o Start at the MY QC Portal
  - o Select the *student* tab at the top of the page.
  - o Select the *My Academic Advising* link on the left side of the screen.
  - o Select *view all details* under the degree audit section.
  - o Select *my degree audit PDF link.*
- ✓ **Search and Register for your Courses**
  - o Start at the MY QC Portal
  - o Select the *Student* tab at the top of the page.
  - o Select the *Course Search* tab at the top of the page.
  - o Select the Course Search link.
  - o Select the *Register Online* link under the ADD/DROP
    - ▪ The term can be changed by clicking on the dropdown course section.
  - o Adjust the selections (title, course code, term, department, division).
  - o Courses will appear at the bottom of the screen.
  - o Reach out to an advisor with any questions or concerns.

- ✓ **Locate Your QC Email**
  - o Start at the MY QC Portal
  - o Select the Student Quincy College Email link on the left-side Quick Links section.
- ✓ **Change Your Major, Your Name, Your Address, and Much More**
  - o Go to Registrar Forms  OR
  - o Access Forms through MY QC Portal
    - ▪ Select the needed form(s) under the Registrar Forms section on the right-side of the page.

*Note: The course withdrawal form is only available on MY QC Portal*

### *Student Services, Student Life and Programming*

To access student services, please visit our Student Services page on the website.

- Career Services
- Financial Aid
- International Student Services
- Military & Veteran Services
- Student Accessibility Services
- Student Success Coaching
- Academic Tutoring

Quincy College offers a variety of social and educational activities that help you achieve success such as the Computer Club, Phi Theta Kappa, the Guitar club, and more!

You can learn more about the different programs and club opportunities that are available at Quincy College through our Student Life page.

Whether or not you are able to visit our campuses in Quincy or Plymouth, MA, you have equal access to services, programs and activities that support the academic mission of our college. We create opportunities for you to engage in activities and services that help you develop confidence in your abilities and skills that will serve you at school, your community, and your career.

### *The QC Tutoring Center – Online and On Campus*

All QC students can choose the free tutoring service that is best for your busy schedule!

**Option 1: The Virtual Tutoring Center**

All QC Students have access to our Virtual (online) Tutoring Center to get the academic support that you need from the comfort of your home. All students can drop-in virtually for tutoring with QC peer and professional tutors. No appointment required. All our tutoring services are free, including Smarthinking. Take advantage of this critical and convenient service to reach your academic goals.

To Access the QC Virtual Tutoring Center

1. Log in to the QC Portal or go to: https://register.quincycollege.edu/

2. Click on Canvas Online Access in the Quick Links column on the left side of the QC Portal page
3. Select the QC Canvas Resources icon on the blue Canvas Navigation Menu on the left. A new menu will open.
4. Look for the Panda on the top of the menu. Just below the image, you'll see the link to the QC Virtual Tutoring Center.

**Brainfuse Online Tutoring**

Students can also take advantage of the Brainfuse 24/7 drop-in and appointment tutoring service to meet their needs at the time that works best. Accessed via any online course, online tutors are available to provide academic support in a variety of subjects, including but not limited to Computer Science, all Math subjects, Sciences, essay review and writing across the curriculum.

**Option 2: On Campus Tutoring Services**

IN-PERSON TUTORING: Free in-person tutoring services are available on campus. All tutoring is walk-in, no appointments are needed.

The schedule for in-person tutoring will be posted in Canvas in the QC Virtual Tutoring Center course, the QC Tutoring webpage QC Tutoring Services webpage and by the Tutoring Center, RM 330 in Presidents Place, Quincy.

All students are encouraged to take advantage of tutorial supports to successfully reach their academic goals.

For more information about our tutoring services, please contact:

- Kenny Nguyen: knguyen@quincycollege.edu
    - Call: 617-984-1682
    - Room 329 Quincy Campus

***Textbooks: Barnes and Noble – Online at Quincy College***

Quincy College and Barnes and Noble have partnered up to ensure you have online access to your required textbooks, school supplies, computer supplies and that important QC apparel.

A few helpful tips to keep in mind when visiting our online Barnes and Noble Bookstore.

How to Access the Bookstore

1. Go to the QC Website > Student Services | https://www.quincycollege.edu
2. Go directly to the Barnes and Noble website
    - https://quincycollege.bncollege.com/shop/quincy-college/home

How to Purchase Textbooks via the Online Bookstore

1. Log on to the Barnes and Nobles bookstore
    - https://quincycollege.bncollege.com/shop/quincy-college/home
2. Select the TEXTBOOK dropdown (top, left side)

3. Select go to FIND COURSE MATERIALS
   o Check on the course syllabus for textbooks and materials that are REQUIRED AND RECOMMENDED.
   o To use financial aid when purchasing books, you will need your STUDENT ID.
4. Select the term, department (ACC, CJS, FIN etc.), course and section.
5. Save the receipt you receive by email *in case you must return.*

How to Rent Textbooks via the Online Bookstore?

When you are ordering textbooks using the steps above, the course information will show a "rental" option with a "new" and "used" option. Pick the one you'd like.

1. Rent the book using your email address.

   o The bookstore will send you a reminder notice to let you know when your rental due date approaches.
2. Save the receipt you receive by email *in case you must return it early.*

How to Return Textbooks

1. Select the TEXTBOOK RENTAL option in the dropdown (top, right-side).
2. Select the RENTAL RETURN link on the bottom, right-side of the page.
   o You will need the email receipt for the ORDER ID number.
   o There is a $5.00 fee for the shipping label.

Reach out to the QC Barnes and Noble Online Bookstore for more information.

- Phone: 617-405-5952
- Email: visit their contact page – Contact Us at the bottom of their website.

***Barnes and Noble on Campus***

The QC Barnes and Nobles campus store is located on the 3ʳᵈ floor of the Quincy campus in room 325.

## *VI. Additional Support through the QC Learning Innovation Hub*

The **QC Learning Innovation Hub** supports students through ongoing Student Learning Series workshops and resources designed to build your confidence in online and on campus learning.

The Student Learning Series workshops are offered live, online and on campus throughout each semester. For more information on scheduled events, resources and support, visit the QC Learning Innovation Hub website.

### *Student Learning Series – Getting Started Workshops*

The QC Learning Innovation Hub continually collaborates and coordinates with faculty and staff across the College to provide an enriched learning environment online and on campus. Each workshop is designed to support your learning and help you become familiar with the support and resources available to you here at QC.

The Getting Started Workshops help you become more comfortable using technology and software such as:

- Canvas, the College's learning management system
- Canvas Studio, our video learning software
- Zoom our video conferencing tool
- Microsoft Office 365

### *Student Learning Series - Bringing Learning to Life Workshops*

Quincy College is committed to your continued academic success which is why we support lifelong learning and academic achievement throughout all areas for students online and on campus.

The Bringing Learning to Life Workshops, offered 5 times each semester, help you become aware of your learning through the use strategies, organizers, and tips for academic success.

The Bringing Learning to Life Workshops cover topics such as:

- Information and strategies on how to learn and succeed including metacognitive study skills
- Organizing your class materials
- Using mind mapping to help you think and organize content for learning
- Library skills including using the QC Library guides, Citing Sources and more!!

### *QC Canvas Student Resource*

All QC students have access to our free Canvas Student Resource filled with videos and guides to help you get started with the basic Canvas features such as, student user profile and settings, how to submit an assignment, and how to participate in a discussion.

- [Access the QC Canvas Student Resource](#)

## VII. *Quick Contact List*

Throughout this document, we mentioned different ways to reach out if you need help. We have also included them below:

### *Technology Access and Support*

If you have any questions, go to [the QC Technology page on the website.](#)

### *Canvas Help*

Canvas Student Support is available 24/7, 365 days a year through chat, phone or via email through on Canvas.

### *Computer Needs & Laptop Loaner Program*

- [Fill out our webcam loaner request form here.](#)
- Email: [library@quincycollegelibrary.org](mailto:library@quincycollegelibrary.org)  Phone: 617-405-5949

### *QC Innovation Hub*

For questions about using Canvas, Canvas Studio, course support or to sign up for workshops, please contact:

Dr. Lisa Desruisseaux, Associate Vice President of Online Learning, and the Learning Innovation Hub
- Email: ldesruisseaux@quincycollege.edu
- Phone: 617-405-5914

Mike Jarowski
- Email: mjarowski@quincycollege.edu
- Phone: 617-405-5916

Dr. Tamara Rabinovich, Senior Instructional Designer
- Email: jsomers@quincycollege.edu
- Phone: 617-405-5917

### *QC Barnes and Noble Online Bookstore*

- Phone: 617-405-5952
- Email: visit their contact page – ContactUs at the bottom of their website. https://quincycollege.bncollege.com/shop/quincy-college/page/customer- service

### *Academic Advisors*

- Timothy Shaw: (617) 984 – 1726 |tshaw@quincycollege.edu
- Heather Keen: (617) 984 – 1721 | hkeen@quincycollege.edu
- Jill Benn: (617) 984 – 1725 | jbenn@quincycollege.edu

### *Virtual Tutoring Center*

- Kenny Nguyen: knguyen@quincycollege.edu

# Respondus LockDown Browser Student Guide

Use this guide to help you get started with the QC proctoring software, Respondus. If you have questions or are unsure about how to use Respondus LockDown Browser in your class, please reach out to your instructor as soon as possible.

| **What is Respondus Lockdown Browser?** |
| --- |
| LockDown Browser is a locked browser for use when taking quizzes or exams (assessments) in Canvas. It prevents printing, copying, going to another URL, or accessing other applications during an assessment. |

| **What do I need to install on my computer?** |
| --- |
| QC has a unique download link for installing the LockDown Browser application to your personal **Windows or Mac** computer, which includes everything needed for **Respondus Monitor** (the proctoring application). The download is a one-time installation. You will not have to download and install more than once to your device. <br><br> Click on link below or copy and paste it to your browser to begin downloading. <br><br>     https://download.respondus.com/lockdown/download.php?id=844114664 <br><br> • **iPad:** If you are using an iPad, the download link can be downloaded from the Apple App Store. Go here for more details. <br> • **Chromebook**: Click on our QC unique download link (above) or copy and paste it to your browser to begin downloading. <br>     o The link will direct you to the Chrome web store. Select **"Add to Chrome"** to install the LockDown Browser Extension to your Chromebook. <br><br> LockDown Browser and Respondus Monitor are not available for use on mobile phones, such as the iPhone or Android phones. |

| **Will I need a webcam to use Respondus LockDown Browser?** |
| --- |
| You may be required to use LockDown Browser with a **webcam** which will record you during an online exam. The webcam feature is sometimes referred to as "**Respondus Monitor.**" <br><br> Your computer must have a functioning webcam and microphone. <br><br> • If you need to use a QC webcam and/or microphone as part of our laptop loan program, one will be loaned out to you. <br> • Fill out our webcam loaner request form here. |

For more information, please reach out to our library staff.

- Email: help@quincycollegelibrary.org
- Phone: 617-405-5949

## What are the computer system requirements to Use Respondus LockDown Browser?

- Windows 10 and 8, Memory: 2 GB RAM
- MAC: OS X 10.12 or higher, Memory: 512 MB RAM
- IOS: 11.0+ (iPad only)
- Chromebook

## What type of internet connection do I need for Respondus Monitor to run?

There isn't a specific broadband requirement for using a webcam with Respondus Monitor because it automatically adjusts when a slower connection is detected.

If you are able to connect with Canvas without internet delays, the bandwidth will be fine for Respondus Monitor.

Here are a few **tips** to help ensure a good connection when using Respondus Monitor

- If you are using a shared internet connection, be sure that others on the connection don't use online games, movies, file sharing, etc. while you are taking the quiz or exam.
- If possible, plug your computer into an Ethernet cable

## How do I begin taking my exam or test?

Follow the steps to begin taking your exam or test with Respondus.

**First**, please be sure to **complete the practice exam** that your instructor will provide you. This practice exam will help you set up Respondus and become more comfortable with the software.

1. Close all programs, unless one is used to connect you to the Internet.
2. Log into **Canvas** with a regular browser, select the course and **navigate to the quiz**.
3. If **LockDown Browser** has not previously been installed, you will be prompted to download and install the browser. *See What do I need to Install on My Computer section above*.
4. Return to the quiz and open it to **launch LockDown Browser**.
5. If prompted to **close a blocked program** (e.g. screen capture, instant messaging), choose **Yes**.

*Note: Once a test has been started with Respondus LockDown Browser, you cannot exit until the test has been submitted for grading.*

## How do I use my webcam with LockDown Browser?

You may be required to use LockDown Browser with a webcam, which will record you during an online, non-proctored exam. The webcam feature is sometimes referred to as "**Respondus Monitor**."

Your computer must have a functioning webcam and microphone. A broadband connection is also required. *See What Type of Internet Connection Do I Need section above.*

If a quiz requires LockDown Browser **and** a webcam, follow the steps in the previous section. At this point, the Startup Sequence for the webcam begins.

- You will first need to review and agree to the **Terms of Use**.
- The **Webcam Check** will confirm that your webcam and microphone are working properly.
- The remaining steps of the **Startup Sequence** will depend on settings chosen by your instructor. Follow the instructions and note your progress along the left side of the screen.
- If you encounter a problem, select the **it's not working link** for troubleshooting tips and access to **24/7 Live Chat Help**.

The quiz will begin after the Startup Sequence is complete. You cannot exit LockDown Browser until the quiz is submitted for grading.

## What are some testing tips?

- Sit at a clean **desk or table** (not a bed or a couch).
- Ensure the desk or table is cleared of all other materials.
- Adjust the lighting in the room so it is bright enough to considered "daylight" quality. **Overhead lighting** is preferred; however, if overhead lighting is not possible, the source of light should not be behind you.
- If prompted to do a room scan, be sure to include your desk or table. Complete a **360-degree rotation** of the room. Partial room scans and/or failure to show your desk or table may be flagged during the proctoring review.
- Make sure that your **laptop is fully charged**, and keep the charger within arm's reach.

## Who can help me with problems downloading, installing or taking an assessment with Respondus?

If you have problems downloading, installing, or taking an assessment with Respondus LockDown Browser

1. Inform your **instructor** via email that you are having problems with Respondus.
2. Once you are in LockDown Browser, you will see a **"Help Center"** button on the toolbar.
   a. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area.

3. You can also reach out to the **24/7 "Live Chat" Student Support**. There is already a powerful "It's not working" feature in Respondus Monitor that helps you find the right solution. But if you are unable to solve the issue by the last step, a "**Chat now**" prompt appears**.**

The QC Learning Innovation Hub can help you with **downloading** the LockDown Browser.

- Email: innovation@quincycollege.edu
- Phone: 617-405-5917

## Additional Resources for Using Respondus LockDown Monitor

- Here is a short video on how to use Respondus LockDown Monitor
- Information from the Respondus Knowledgebase: LockDown Browser: The Student Experience
- The Respondus Help Center website
- Live Chat Help When Using Respondus Monitor with a Webcam
- Respondus, Inc. Privacy Policy