



Dear New River Instructor (for online MAST instructors),

Welcome to **New River Community and Technical College**! To help you get started at New River, I'm including some important information in this letter for you. If you have any questions about the information please contact our Help Desk (304-929-6725) for assistance.

New River has recently made significant progress across all five of our campus locations in creating a state-of-the-art data and voice network as well as many other improved technology services. As a new part-time instructor, you will not have an office with computer and phone assigned to you. But you will have several New River accounts created for you so that you may access all the online resources that we have available for you from any computer at any location.

To access New River's online resources you must know your **username** and **password**. To find out if your account has been created and to locate your username, start by searching our online directory (People Search). Your **username** is the part of your email address to the left of the @ symbol. My email address is [dayersman@newriver.edu](mailto:dayersman@newriver.edu) so my username is **dayersman**. Student usernames are comprised of last name + first initial + middle initial, so if I were a student mine would be **ayersman\_dj**. Your **password** is based on your 9-digit New River ID number (it begins with 3-4 zeros and anyone in Human Resources or at the Help Desk can provide you the information). An example of one would be **000456789**. But to conform to our new password complexity requirements, your 9-digit ID is only part of your password. We add an uppercase letter "N" in front of the number and a lowercase letter "r" at the end so that it actually looks like this **N000456789r** (student passwords are formed in the very same way, so please assist your students with finding their information). The links in the table below will also be helpful to you as you get started.

New River home page:	<a href="http://www.newriver.edu">http://www.newriver.edu</a>
Verify that you have an email account and locate your username (People Search):	<a href="http://directory.newriver.edu">http://directory.newriver.edu</a>
New River Portal	<a href="https://my.newriver.edu">https://my.newriver.edu</a>
Orientation Overview:	<a href="http://web.newriver.edu/training/ito75/">http://web.newriver.edu/training/ito75/</a>
<b>Blackboard 9.1</b>	<a href="https://ilearn-newriver.wvnet.edu">https://ilearn-newriver.wvnet.edu</a>
Computer Use Policy:	<a href="http://web.newriver.edu/procedures/computer-use-policy.pdf">http://web.newriver.edu/procedures/computer-use-policy.pdf</a>
Cisco Phone Information:	<a href="http://web.newriver.edu/quicksteps/phones.html">http://web.newriver.edu/quicksteps/phones.html</a>

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**www.newriver.edu**

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**Central Administration**  
221 George Street  
Suite 2  
Beckley, WV 25801  
304.929.5445  
304.929.5478 Fax

**Advanced Technology Center**  
527 Odd Road  
PO Box 307  
Ghent, WV 26651  
304.929.3300  
304.929.6739 Fax

**Beckley Campus**  
167 Dye Drive  
Beckley, WV 25801  
304.929.5450  
304.929.5462 Fax

**Greenbrier Valley Campus**  
101 Church Street  
Lewisburg, WV 24901  
304.647.6560  
304.647.6561 Fax

**Mercer County Campus**  
1397 Stafford Drive  
Princeton, WV 24740  
304.425.5858  
304.425.0860 Fax

**Nicholas County Campus**  
6101 Webster Road  
Summersville, WV 26651  
304.872.1236  
304.872.3587 Fax

We strongly encourage you to **change** your password so that it is not easily guessed by anyone. To change your password, click the **Forgot Password** link on the New River portal login page. You will need to enroll into the SSRPM service if you've never used it before and then you can change your password. You can also change your Blackboard password from within Blackboard, but since Blackboard is not integrated with the portal for authentication, you'll need to keep track of your passwords as you change them.

The portal (<http://my.newriver.edu>) provides single sign-on for several online services, but Blackboard is not one of them. You can access your New River email and Self-Service Banner through the portal.

For **Self-Service Banner**, your 9-digit New River ID number is your **User ID** and your 6-digit date of birth (formatted like 122574) is your **PIN**. Self-Service Banner (SSB) provides an up-to-the-minute **official** course roster as well as other helpful information about your students. You are also expected to use SSB to post your mid-term and final grades.

Please review the **Computer Use Policy** as well as the **Orientation Overview** information and encourage your students to do the same. The links to these items are in the table above.

The **READI** exam is a self-diagnostic instrument to inform you of your preparedness with using a computer to perform common tasks. The link is available to you within the portal and to get started please choose **instructor** as the username and then type **instructor** as the password (students would choose **student** as the username and **student** as the password). Our distance education instructors and all students are expected to complete this exam and it is available to everyone at New River. It takes about 30-45 minutes to complete and it will give you very helpful information regarding your computer skills. And taking it as an instructor will give you great insight as to what our students are being required to do.

**Blackboard IM** is a great tool for conducting virtual office hours and for online tutoring with your students. You should have an invitation in your inbox to download Blackboard IM, but if you don't please contact the Help Desk for an invitation.

Please realize that distance education courses require as much (or sometimes even more) effort on your part as traditional in-class courses. Teaching a distance education course means you might not have to travel to campus for class meetings but you do need to exhibit a high degree of self-discipline to communicate **frequently** with your students about your **explicit** expectations for them. We strive to make the distance education learning experience a positive one for all of our students (and instructors). Research has shown that frequent communication among instructors and students is a key to making distance education effective.

The administrative procedures and deadlines for distance education courses are the same as for traditional in-class courses. This applies to the course start and end dates as well as to procedures for students enrolling, paying tuition, adding/dropping, and withdrawing.

In summary, I hope your teaching experience at New River is very rewarding to you while also providing the skills, experiences and information needed by your students. At New River, we have access to a number of cutting edge online tools that are available to help you with your instructional delivery as well as with the management of your course. I encourage you to take advantage of them and to contact anyone from technology services if you have questions or issues.

For any questions pertaining to technical support please call 304-929-6725 or email us at [itsupport@newriver.edu](mailto:itsupport@newriver.edu) to reach our Help Desk.

Best regards,

A handwritten signature in black ink, appearing to read 'D. Ayersman', with a stylized flourish at the end.

Dr. David J. Ayersman  
Vice President for Technology Services  
New River Community and Technical College