



Dear New River Instructor,

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 for assistance.

New River has recently made significant progress across all 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 full-time instructor, you may have a computer and phone assigned to you (part-time instructors do not typically receive computers, phones, or offices but must use their own). A New River email account is created for every instructor and you may have access to other online resources, depending on your position responsibilities (see your dean or supervisor for more details).

To access New River's online resources, you must know your **username** and you must create a **password**. The links in the table below will also be helpful to you as you get started.

New River home page:	http://www.newriver.edu
Verify you have an email account and locate your username (People Search):	http://intranet.newriver.edu/directory/
New River Portal	https://my.newriver.edu
Orientation Overview:	https://web.newriver.edu/training/it075/
Computer Use Policy:	https://web.newriver.edu/procedures/computer-use-policy.pdf
Cisco Phone Information:	https://web.newriver.edu/quicksteps/phones.html
Library Fact Sheet:	https://web.newriver.edu/library-factsheet.html

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 so my username is **dayersman**.

You must create your initial **password** using the **First Time User** link on the portal login page (<https://my.newriver.edu>). You will be prompted to answer three identification questions before you're allowed to create your password (to prove your identity). We require you to change your password at least every 180 days (you'll be prompted) by using the **Forgot Password** link on the portal login page. As you change your password, you'll be

www.newriver.edu

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

**Mercer County
Campus**
1001 Mercer Street
Princeton, WV 24740
304.425.5858
Fax 304.425.0860

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

**Raleigh County
Campus**
280 University Drive
Beaver, WV 25813
304.929.5450
Fax 304.929.5462

**Central
Administration**
280 University Drive
Beaver, WV 25813
304.929.5445
Fax 304.929.5478

prompted to choose four security questions and provide responses to them. You should also provide your secondary (personal) email address and cell phone information as you configure your security questions.

There are a few online services available to you through the portal that will require you to authenticate the first time before you can use them. But once you authenticate that first time, the portal will remember your username and password for these services so that you aren't asked for them each time you access them.

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.

Every instructor is expected to post a syllabus online in **Blackboard** as a PDF file for every course section. If you need assistance with doing this, please contact the Help Desk. And even if your course is not online, you are certainly able to use the full array of features within Blackboard as a supplement to your traditional face-to-face course, but please ensure that your students know what to expect regarding how you will use Blackboard.

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.

Zoom is a great tool for conducting virtual office hours and for online tutoring with your students. It is also the Collegewide solution for IVN instruction which relies on videoconferencing. **DropGuard** is an early alert system used to help students stay on track and is also used for tracking attendance. Both Zoom and DropGuard are available from the portal.

You may or may not be teaching a distance education (web or IVN) course now, but perhaps you're thinking of teaching one at a later time. 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 Information 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 to reach our Help Desk.

Best regards,

A handwritten signature in black ink, appearing to read "D. J. Ayersman". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

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