Welcome Letter to New Instructors from IT

Welcome to New River! To help you get started, this letter contains some important information. Please review the information and if you have any questions about it, please contact our Help Desk (or me directly) for assistance.

We've recently added several new online services to improve access to remote teaching, while also improving access to support services for remote learning and remote work. The New River Portal has links to these services.

All new instructors receive a New River email account, and you probably have access to several other online services, depending on your position responsibilities (see your dean or supervisor for more details). **Full-time** instructors are typically issued a computer and office phone. **Adjuncts** don't typically have offices or equipment assigned to them, but instead work remotely. Each campus does provide shared office spaces available to all adjuncts for meeting with students or working on course materials.

*You must know your **username** and you must create a **password** to access our online services.*

To get started, you must know your **username** and create your **password** to access New River's online services. To determine your username, start by searching our online public directory (**People Search**) for your email address. Your **username** is the part of your email address to the left of the @ symbol. As an example, the New River email address for David Ayersman is dayersman@newriver.edu so his username is dayersman. The links in the table below will be helpful as you get started.

New River's **home page**:	https://www.newriver.edu
People Search *(public directory)*:	https://web.newriver.edu/directory/
New River **Portal**:	https://portal.newriver.edu
Introduction to First-Time Users:	https://web.newriver.edu/training/it075/
Computer Use **Policy**:	https://web.newriver.edu/procedures/computer-use-policy.pdf
Remote Learning:	https://web.newriver.edu/technology/index.html
ID Cards:	https://web.newriver.edu/procedures/ID-Card-Procedures.pdf
IT **Help Desk** *(for assistance)*:	https://web.newriver.edu/helpdesk/index.html

You must create your initial **password** using the **First Time User** link on the portal login page. You will be prompted to answer three identification questions before you're allowed to create your password (to prove your identity). You are required 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 prompted to choose four security questions and provide responses to them. You should also provide your secondary (personal) email address and personal cell phone information as you configure your security questions. The OTP (One-Time Passcode) is sent to you using your cell number or personal email address.

Some online services available to you through the portal do NOT use single sign-on, so your username and password may differ for these services. A few services on the portal page require no authentication at all, as they are publicly available (like People Search).

Every instructor is expected to post a syllabus online in **Brightspace D2L** as a PDF file for every course section. If you need assistance with this, please contact the Help Desk. Even if your course is not online, you are certainly welcome to use the full array of features within D2L as a supplement to your traditional face-to-face course, but please ensure your students know what to expect regarding how you will use D2L.

Please review the **Computer Use Policy** as well as the **Orientation Overview** information and encourage your students to do the same. Services available through the portal include:

1. ***Email*** is provided using the ***Office 365 Email*** link in the portal, and the Microsoft Office software can also be downloaded using that same link.
2. ***Zoom*** is a tool for instant messaging, virtual meetings, interactive discussions, and online support for both students and employees. *Zoom* is also used by instructors and students for remote learning and virtual office hours.
3. ***Regroup*** is an emergency messaging system and each student or employee can register a personal cell number and email address to be contacted for emergencies.
4. ***Brightspace D2L*** is used to deliver course content (the syllabus and more), assignments, assessments, and for class-based communications with course messages and discussions.
5. ***Self-Service Banner*** provides official academic records, course schedules, and financial aid information. Instructors are expected to use SSB to post mid-term and final grades.

Please realize that any form of remote learning often requires as much (or sometimes even more) effort on your part as traditional in-class course delivery. Teaching remotely 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 of them. We strive to make the remote learning experience a positive one for all students (and instructors). Research has shown that frequent communication among instructors and students is a key to making remote learning most 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 while also providing the skills, experiences, and information your students need. We have access to several 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 these resources and to contact me or anyone from my department if you have questions or issues.

Best regards,

Dr. David J. Ayersman
Vice President and Chief Information Officer