



MARTINSBURG COLLEGE

STUDY INSTRUCTIONS GUIDE

Welcome to your distance learning program at Martinsburg College. This guide is designed to assist you in acclimatizing to the online study environment. The guide includes:

- ▶ Study Tips
- ▶ Instructions on logging onto the Online Education Portal
- ▶ Information on accessing library resources



Study Suggestions



The following are suggestions to help students achieve success in distance education programs.

- ▶ Establish a regular study time each week and let friends, family, and work colleagues know that you will be unavailable during those times so you will not be interrupted.
- ▶ Get familiar with the student web portal prior to beginning the program. Make sure you know how to access all the of the course components. See pages 4 – 10 of this booklet to assist you in accessing the portal and for additional information regarding your course and training.
- ▶ Stick to your course schedule. You will be sent email reminders 24 hours prior to an assessment or assignment being due and 48 hours after it was due. However you may also want to record the due dates on your personal calendar. It's important to keep on track. Please call the student services department at 304-263-6262 ext. 2 if you experience any difficulties.
- ▶ Follow the Training Plan for each course within the program. If you have reading assignments, you can read ahead to stay on track.
- ▶ Balancing school and family life can be challenging. To help, you may need to set some ground rules at the outset. For example, if you're participating in a chat session, you may want to hang a "Do not Disturb" sign on your door. Be available to your family during off-hours and give them the attention they need. Set an example – if you have school-aged children, use your own studies to set an example for how they can succeed in their own classes.
- ▶ Most importantly, stay in touch with the school! We will be calling, emailing, and texting you to assist you in the program. Please update us with any changes in your contact information so we can keep you abreast of any updates and news.

Getting Started

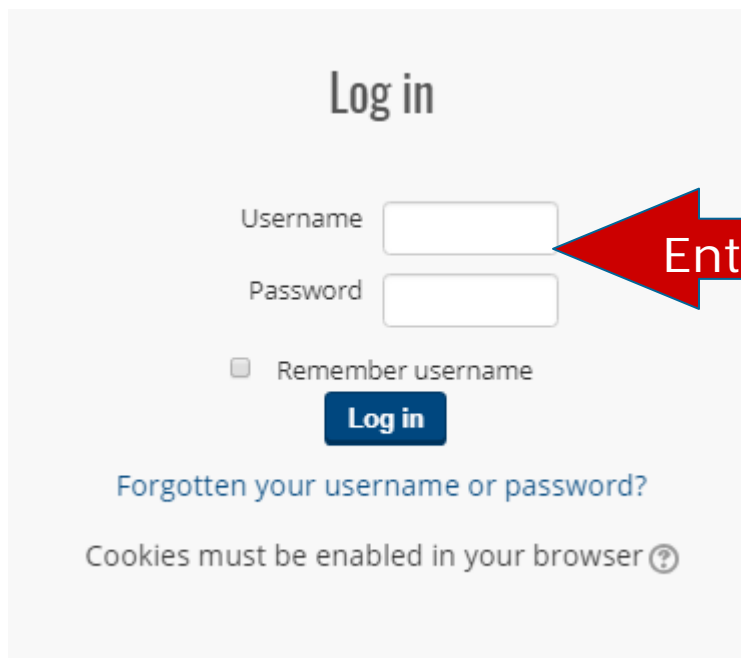
Online Education Portal

The Online Education Portal allows you access to the online classrooms. You can also check your progress as you complete your training and access the e-reference library, all through the Online Education Portal.

To access the Online Education Portal:

Open your web browser and type in the address: www.onlineclasslogin.com or you can access the online education portal via the Martinsburg College website at www.martinsburgcollege.edu and select 'Student Login'

The Online Education Portal will open. Login with your unique username and password.



Log in

Username

Password

Remember username

Log in

[Forgotten your username or password?](#)

Cookies must be enabled in your browser [?](#)

You should have received a *Welcome Letter* via email containing your *Username* and *Password* to access the Online Education Portal. If you cannot locate this letter, please contact Student Services to obtain this information.

Logging in to the Online Classroom

After you enter your username and password, you will see a page similar to the one below that will list out each of the courses in which you are enrolled. **Note:** The program in which you are enrolled may be different than the picture. The picture is for demonstration purposes only.

Business Administration			
Course	Status	Completed	Grade
Business Administration Program Orientation (BA101O-0119-MC)	Enrolled	Not available	0.00
Business Communications I (COM101-1018-MC)	Enrolled	Not available	0.00
Business Software Applications I (CIS101-0818-MC)	Enrolled	Not available	0.00
Business Marketing (BUS205-1018-MC)	Enrolled	Not available	0.00
Business Software Applications II (CIS201-1018-MC)	Enrolled	Not available	0.00
Accounting I (ACT101-0818-MC)	Enrolled	Not available	0.00
Business Professionalism (BUS105-1018-MC)	Enrolled	Not available	0.00
Next Steps to Graduation (Nextsteps-MC-0917)	Not Enrolled	Not available	NaN
The U.S. Constitution (The U.S. Constitution)	Enrolled	Not available	0.00






Simply click on the first course, which will be the program orientation, to enter the classroom for that course.

In the Resources section of the course, you will find the Syllabus, Study Suggestions, Study Guide, Introduction to Distance Learning, and a link to the e-Reference Library.

Instructions: Clicking on the section name will show / hide the section.

▶ General Information

▼ Resources

-  [Course Syllabus](#)
-  [Study Suggestions](#)
-  [Study Guide](#)
-  [Introduction to Distance Learning](#)
-  [e-Reference Library](#)

▶ Student Support

Beneath the Resources Section is the Student Support Section. In this section, you will see the various ways in which you can contact and communicate with Martinsburg College and the hours of availability.

▼ Student Support

Student support may be reached in the following ways:



[304-945-0660](tel:304-945-0660)



support@martinsburgcollege.edu



[Click here to live chat with Student Support](#)

Student Support Hours:

Monday to Thursday: 8:30am EST to 11:00pm EST

Friday: 8:30am EST to 6:00pm EST

Saturday: 11:00am EST to 6:00pm EST

Sunday: Closed - please leave a message which will be responded to the next business day.

The activities to be completed are listed in each module and lesson. To access an activity, simply click on the link.

▼ **Module 1 - Communication Skills**

- Lesson 1 Presentation: The Art and Science of Communication
 - Lecture Notes: The Art and Style of Communication
 - Lesson 1: Reading Assignment
- Lesson 2 Presentation: Making an Impact with Non-verbal Communication
 - Lecture Notes: Making an Impact with Non-verbal Communication
 - Lesson 2: Reading Assignment
- Module 1: Collaboration Forum 1
- Lesson 3 Presentation: Trust Building through Effective Communication
 - Lecture Notes: Trust Building through Effective Communication
 - Lesson 3: Reading Assignment

Navigating the Online Education Portal

Navigating the Online Education Portal is a great experience! A key point to remember is that you can navigate in and out of various resources and tools with a simple click of your mouse!

Here are some examples of that type of navigation:

Breadcrumbs - this is a menu positioned below the course title showing your location within the course site. Just as you got there you can now retrace your steps in the opposite direction to return to where you started. Just like leaving a trail of breadcrumbs, hence the name.

Breadcrumbs

This is a menu positioned below the course title showing your location within the course site. Just as you got there you can now retrace your steps in the opposite direction to return to where you started. Just like leaving a trail of breadcrumbs, hence the name.



The above example of a "breadcrumb" shows your current location is the Lesson 2: Reading Assignment. If you click on Dashboard you will be taken to your home page that lists all the courses you are currently enrolled in. Click on the name of the course and you will be returned to the course homepage where you can see the list of resources for that course. As you navigate you will notice this menu changes to reflect your current position.

The above example of a "breadcrumb" shows your current location is the Lesson 2: Reading Assignment. If you click on Dashboard you will be taken to your home page that lists all the courses you are currently enrolled in. Click on the name of the course and you will be returned to the course homepage where you can see the list of resources for that course. As you navigate you will notice this menu changes to reflect your current position.

The example above is only one example of how the breadcrumbs menu may appear and it will be different for each course. Keep an eye on it as you navigate around your own course, you will notice it change to reflect your current position.

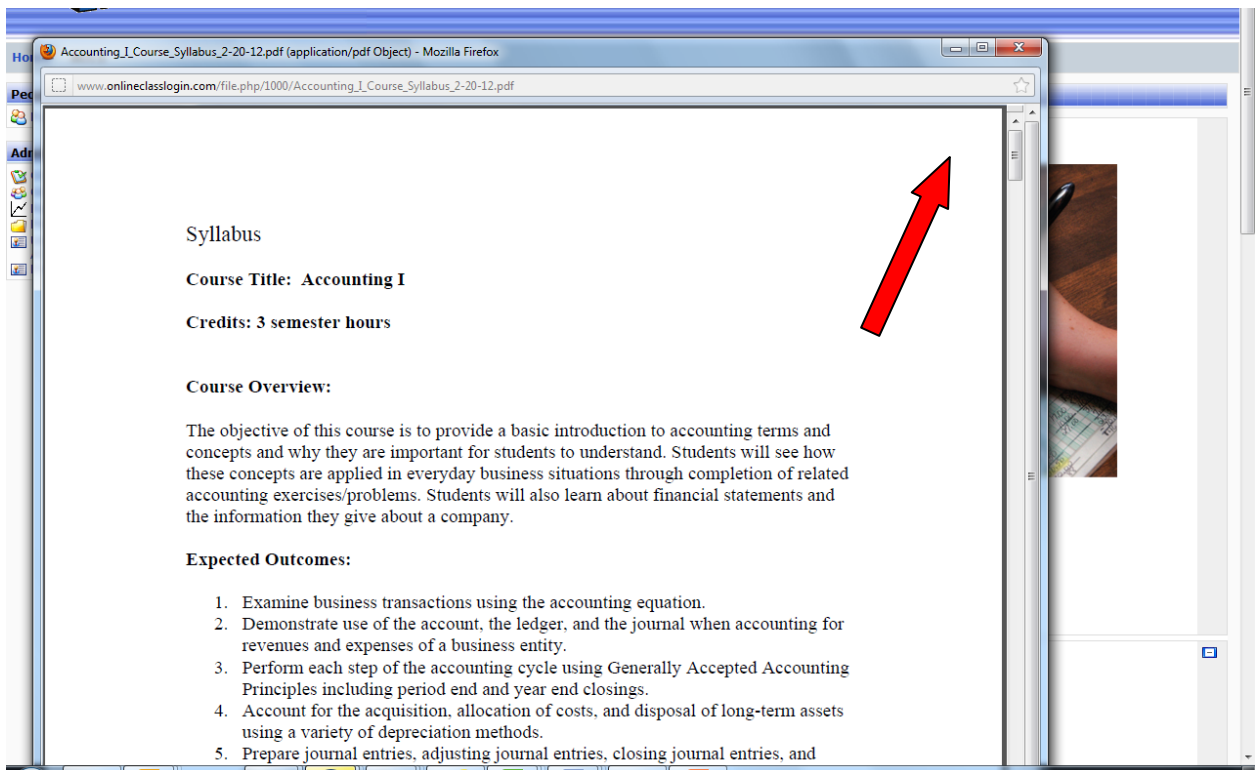
Keeping Specific Windows Open

In other cases, when you open an activity, a new window or browser tab may open. In these cases, you can close the window when you have completed the activity, or close the browser tab. Be careful not to close the entire browser or you will need to log back into the course.

The Resources section of the Online Education Portal provides you with access to many of the tools you will use during your program. At some point in your program you may wish to keep one of these resources open while you are progressing through another area of your program.

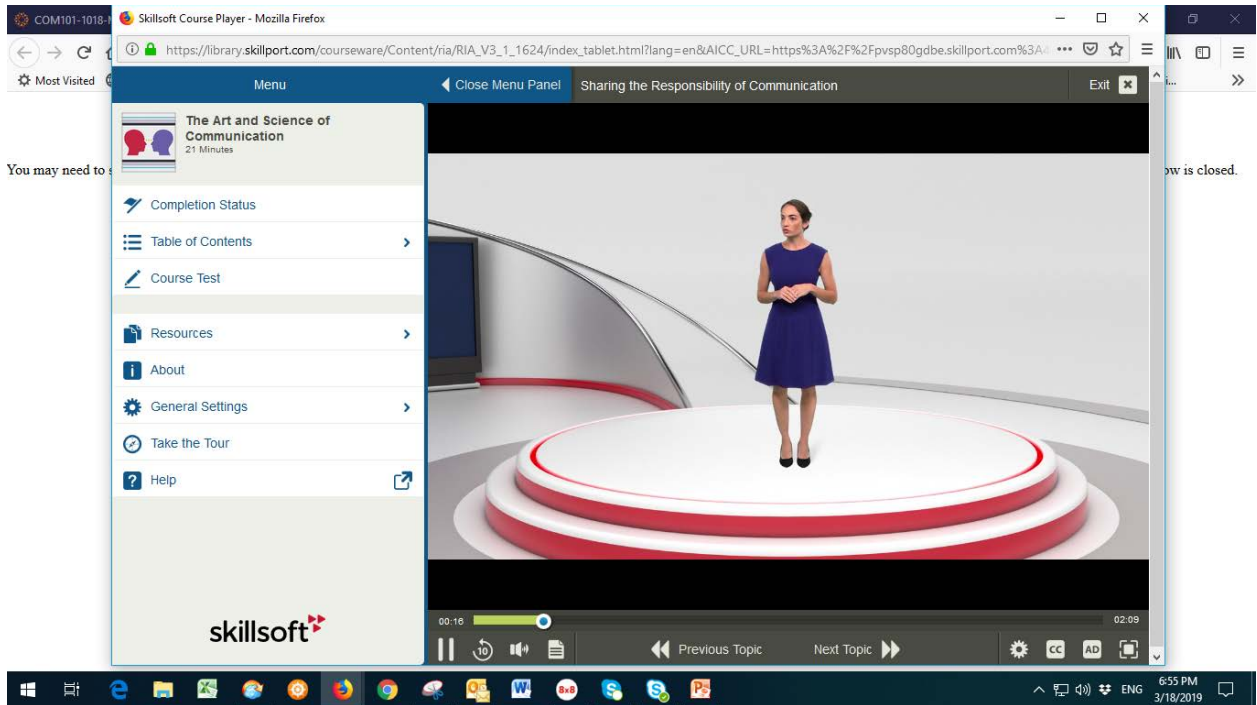
By clicking on the resource you need, such as the Syllabus, this resource will open.

Notice that after clicking on 'Syllabus', as an example, a separate window opens that looks similar to the one below. To return back to the Resources section, you do not need to close the Syllabus. You can simply minimize it so it is readily available to you as you progress through your course. Once it has been minimized, it will still be available to you in your systems tray at the bottom of your screen.



Minimizing Windows in the Media Based Content

You can also minimize the media based lesson as you are working through your program. As you can see below, the media based lesson is in a window that can be minimized.



For example, if you are in the media based lesson, you may decide that you would like to open a book in the resources section of your classroom. You would not need to exit from the Media Based Content. You can simply minimize that screen then jump to the Resources section and open the book. Once you have found what you were looking for, you can then restore the media based lesson from the systems tray at the bottom of your screen.

Using your web browser buttons to navigate

Finally, it is possible to navigate between pages using the navigation buttons on your web browser. However, this is not recommended. You will obtain more consistent results by using the navigation options directly within the Online Education Portal and course pages.

Chatting with Student Support

To access Student Support, simply click on the link in the Student Support section of the class.

▼ Student Support

Student support may be reached in the following ways:



304-945-0660



support@martinsburgcollege.edu



[Click here to live chat with Student Support](#)



Student Support Hours:

Monday to Thursday: 8:30am EST to 11:00pm EST

Friday: 8:30am EST to 6:00pm EST

Saturday: 11:00am EST to 6:00pm EST

Sunday: Closed - please leave a message which will be responded to the next business day.

After you click on the link, a screen similar to the one below will open. This is where you must enter your name and email address.

Welcome to the Instructional Support Chat. Please enter your information below to begin a live session with a Student Support Representative.

Name*

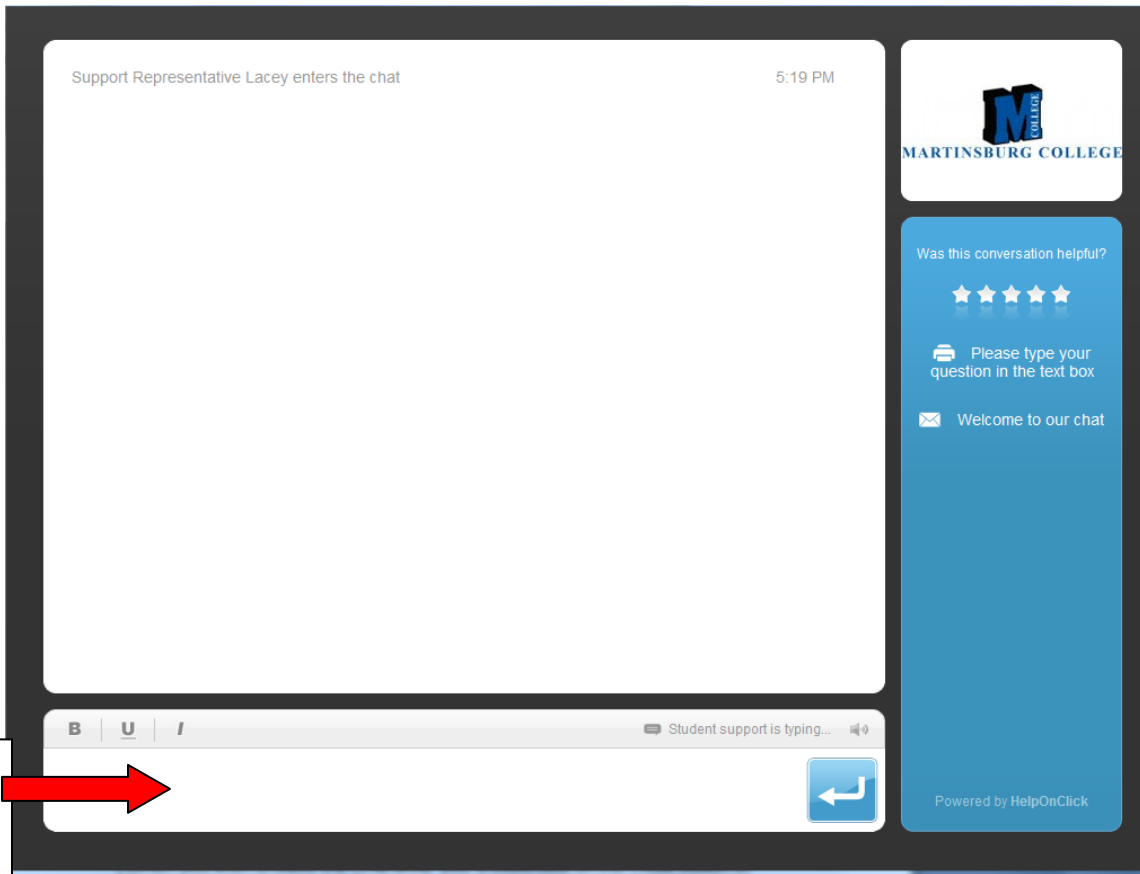
Email*

* Mandatory fields

Type name and e-mail address in these fields and then click **Go To Chat**



After clicking on go to Chat, you will then see a screen like below which is where you will chat with a Student Support Representative.



To ask a question, simply type your question in the area provided at the bottom of the screen to the left of the **Enter** button. When you have finished typing your question, click on the **Enter** button. Your question will be posted to the chat room and a student support representative will then respond to your question. When you wish to leave the Chat area, you should click on the Close button in the top right hand corner of the chat screen to let student support know that you are leaving the area. The Chat Room will then close.

Checking your Progress

You can check your progress by clicking on the Menu option in the top left corner of the main class page, and then choose the 'Grades' option. Note, you may need to scroll down the menu to find the Grades option.



You will then be able to view your current grades for any work you have completed in your program.

Getting Started with the E-Reference Library

The e-Reference Library provides complete access to:

- The full text version of thousands of leading professional business, technical, and engineering books.
- Concise summaries of today's foremost business books.
- Best practices from leading senior executives of Fortune 500 companies.
- Full reports and summaries from the analyst community.
- The Leadership Development Channel™ online, as well as live and on demand videos of preeminent thought leaders.

Quickly and easily locate and read content, add bookmarks and notes, download, and share content.

Accessing the e-Reference Library:

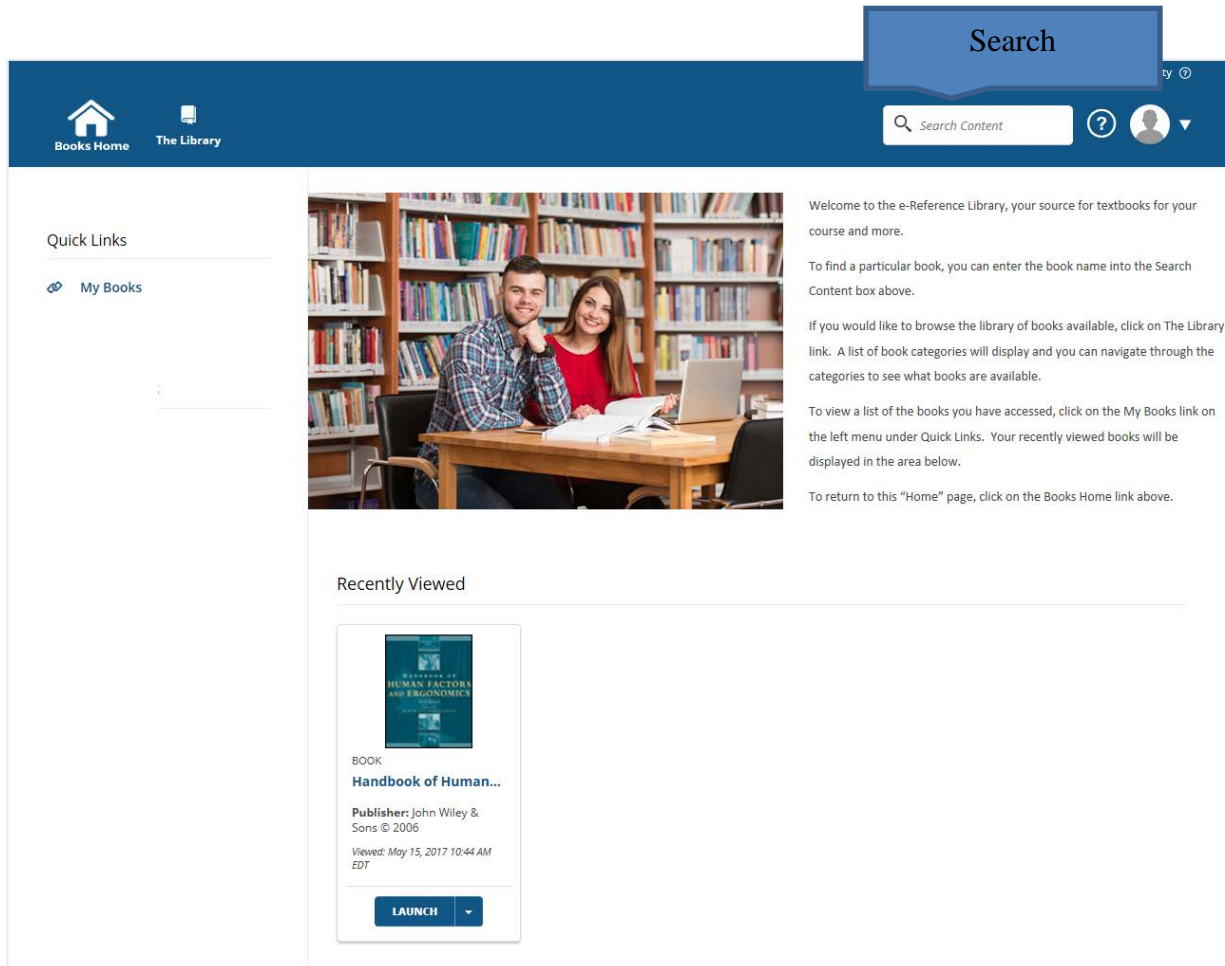
In the Resources section, click on the e-Reference Library link in your classroom window. The e-Reference library will open.

Instructions: Clicking on the section name will show / hide the section.

- ▶ General Information
- ▼ Resources
 - 📄 Course Syllabus
 - 📄 Study Suggestions
 - 📄 Study Guide
 - 📄 Distance Learning
 - 📄 e-Reference Library
- ▶ Student Support

Books Home – Your Starting Page

On the Books Home page, you have the following options:



The screenshot shows the Books Home page interface. At the top, there is a dark blue navigation bar with a 'Search' button highlighted by a red arrow. Below the navigation bar, the page is divided into several sections. On the left, there is a 'Quick Links' menu with a 'My Books' link. In the center, there is a large image of a man and a woman sitting at a desk in a library. To the right of the image, there is a welcome message and instructions on how to use the library. Below the image, there is a 'Recently Viewed' section displaying a book titled 'Handbook of Human Factors and Ergonomics' with a 'LAUNCH' button.

Welcome to the e-Reference Library, your source for textbooks for your course and more.

To find a particular book, you can enter the book name into the Search Content box above.

If you would like to browse the library of books available, click on The Library link. A list of book categories will display and you can navigate through the categories to see what books are available.

To view a list of the books you have accessed, click on the My Books link on the left menu under Quick Links. Your recently viewed books will be displayed in the area below.

To return to this "Home" page, click on the Books Home link above.

Quick Links

- My Books

Recently Viewed

BOOK
Handbook of Human...
Publisher: John Wiley & Sons © 2006
Viewed: May 15, 2017 10:44 AM EDT
LAUNCH

Enter the title or subject of the book you are looking for in the Search box and press Enter. A list of books matching your search criteria will display.

Books Home The Library Enable Web Accessibility





Customer Service

Search Results

Search: Customer Service SORT BY: ▾

ADD FILTERS Search within these results

Books Videos

	Service Management and Marketing: Customer Management in Service Competition, 3rd Edition By: Christian Grönroos Book: 496 Pages Publisher: John Wiley & Sons © 2007	LAUNCH ▾
	Win the Customer: 70 Simple Rules for Sensational Service By: Flavio Martins Book: 251 Pages Publisher: AMACOM © 2015	LAUNCH ▾
	The Apple Experience: The Secrets to Building Insanely Great Customer Service By: Carmine Gallo Book: 256 Pages Publisher: McGraw-Hill © 2012	LAUNCH ▾
	The Kindness Revolution: The Company-Wide Culture Shift That Inspires Phenomenal Customer Service By: Ed Horrell Book: 224 Pages Publisher: AMACOM © 2006	LAUNCH ▾



Click **Launch** to open the book.

The Library

Books Home The Library

Search Content

Quick Links

- My Books

Welcome to the e-Reference Library, your source for textbooks for your course and more.

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To return to this "Home" page, click on the Books Home link above.

Recently Viewed

BOOK
Handbook of Human...
 Publisher: John Wiley & Sons © 2006
 Viewed: May 15, 2017 10:44 AM EDT
 LAUNCH

Search the library of books available by clicking on **The Library** from the top menu.

Books Home The Library

Customer Service

Skillssoft Library

- Analyst Research
- Business Skills
- Compliance
- Desktop Skills
- Engineering
- Government

Feature Topics

- IT Skills
- Well-being
- Certification
- Leadership Skills

New Competencies

- Excellence
- Vision
- Passion
- People
- Collaboration

The Library will display categories of topics from which you can choose. Click on a category to explore the options available within that category.

Books Home The Library Enable Web Accessibility

Customer Service ?

IT Skills

Search this category


Categories

- Business Skills for IT Professionals
- Cloud Computing and Virtualization
- Data and Databases
- Enterprise Resource Planning (ERP)
- Networks and Telecommunications
- Operating Systems and Servers
- Project Management
- Security
- Software Design and Development
- Web Development and Graphic Design


IT Skills New Releases

SHARE


You are browsing all of our **New Releases**. Select a category in the left hand menu to view the full list of available content.



Enterprise Mac Security: El Capitan, Third...
Apress © 2016




5G Mobile and Wireless...
Cambridge University Press © 2016




C# 24-Hour Trainer, Second Edition
Wrox Press © 2016

Books Videos



Fog for 5G and IoT
By: Mung Chiang, Bharath Balasubramanian, Flavio Bonomi (eds)
Book: 300 Pages
Publisher: John Wiley & Sons © 2017

LAUNCH



Custom Raspberry Pi Interfaces: Design and Build Hardware Interfaces for the Raspberry Pi
By: Warren Gay
Book: 216 Pages
Publisher: Apress © 2017

LAUNCH

Click the **Launch** button to open a book.


Enable Web Accessibility

Search Content

My Books

Quick Links

- My Books



Welcome to the e-Reference Library, your source for textbooks for your course and more.

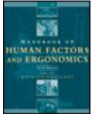
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To view a list of the books you have accessed, click on the My Books link on the left menu under Quick Links. Your recently viewed books will be displayed in the area below.

To return to this "Home" page, click on the Books Home link above.

Recently Viewed



BOOK
Handbook of Human...
Publisher: John Wiley & Sons © 2006
Viewed: May 15, 2017 10:44 AM EDT

LAUNCH

Click **My Books** from the left Quick Links menu. The books that you have previously opened will be available in the Learning Transcript.


Books Home The Library Enable Web Accessibility Customer Service ?

Learning Transcript

Core Data Show Filters View By Date Set

Title	ID#	First Accessed	Last Accessed	Completed	Current Score	Highest Score	Actions
Handbook of Human Factors and Ergonomics, Third Edition	13811	May 15, 2017	Jun 6, 2017	N/A	N/A	N/A	Actions ▾
Windows 10 All-in-One for Dummies, 2nd Edition	117495	Jun 6, 2017	Jun 6, 2017	N/A	N/A	N/A	Actions ▾

Page 1 by 1 Displaying 1 - 2 Items of 2



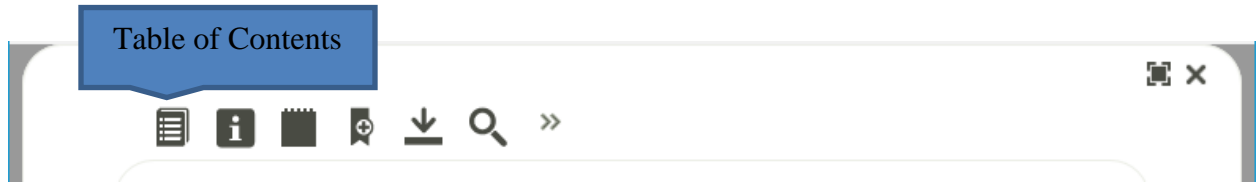
Click the **Actions** drop down list on the right side of the book and click **Launch** to open it.

At the bottom of the Books Home page, you will see the books you have Recently Viewed which allows quick and easy access to your current books. Click the **Launch** button for the book to open it.

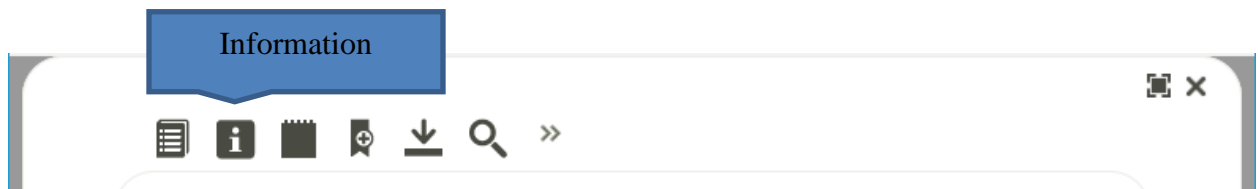
To return to the Books Home page at any time, click the **Books Home** link in the top left corner.



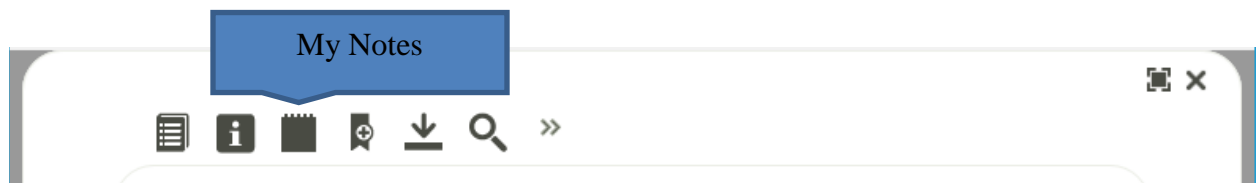
Once a book is open, there are icons across the top of the screen:



The **Table of Contents** icon can be clicked to display a table of contents for the selected book.



The **Information** icon can be clicked to display information about the selected books such as the information contained on the back cover and the Author Bio.



The **My Notes** icon, when clicked, will open a text box that will enable you to take notes as you progress through the book.



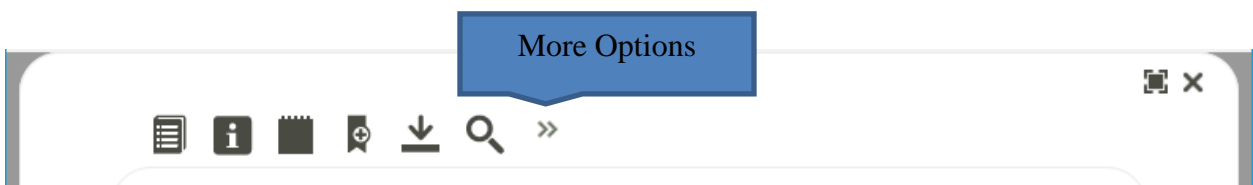
The **Add Bookmark** icon, when clicked, will add a bookmark to the page you are viewing. You can quickly navigate to bookmarked pages by clicking the My Bookmark icon from the table of contents and select the bookmarked page you wish to return to.



The **Download** icon enables you to download book chapters in PDF, ePUB, or Kindle ready mobi format. Depending upon the browser you are using, you may be prompted to save the file to your computer or it may automatically download and display in a tab below on this screen. Once downloaded, you can read the chapter(s) offline. **Note:** You are entitled to 15 chapter downloads every 90 days.



The **Search** icon, when clicked, will display a Search box. This allows you to search for specific text within the book and will display the results from which you can choose.



Clicking the **More Options** icon will display two more options; Change Text Size and Share.



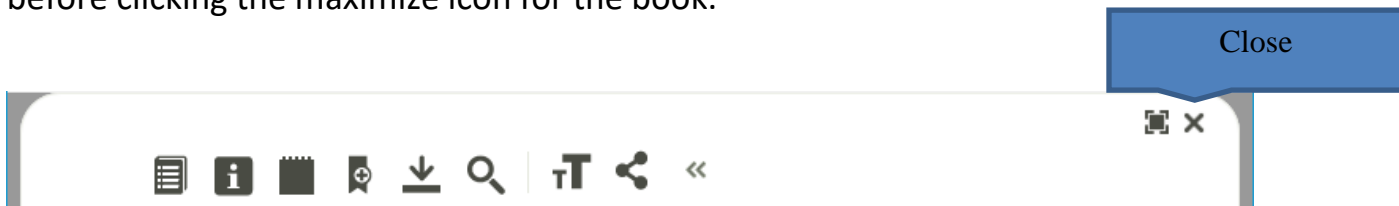
The **Change Text Size** icon will enable you to increase or decrease the font size of the text on screen.



The **Share** icon will allow you to email a link to the specific section of the book. You have the option to send the email directly or you can copy and paste one of the link options.



The **Maximize** icon allows you to maximize or minimize the size of the book screen. You should first maximize the window in which the book displays before clicking the maximize icon for the book.



The **Close** icon will close the book and return you to the e-Reference Library screen.

Enable Web Accessibility ?

Customer Service ?

Show Filters

ID#	First Accessed	Last Accessed	Completed	Curr Score
13811	May 15, 2017	Jun 6, 2017	N/A	N/A
117495	Jun 6, 2017	Jun 6, 2017	N/A	N/A

Student Name

- My Profile
- My Books
- Log Out

To exit the e-Reference Library, click the **Profile** drop down menu in the top right corner and then click **Log Out**.

And finally, if you have questions...

Please Contact
 Student Services
 1-304-945-0660
 support@martinsburgcollege.edu

