

LEARNING TECHNOLOGIES

Distance Learning

Jaguar Office of Learning Technologies (JOLT)

JOLT expands learning opportunities by supporting high-quality online and flexible course delivery options designed to meet the needs of a diverse and growing student population. Distance learning courses are equivalent to their on-campus counterparts in learning objectives, academic rigor, instructor engagement, and transferability. Students may enroll in asynchronous online, synchronous online, hyflex, hybrid, or blended courses. While these formats offer increased flexibility, they require effective time management, self-motivation, and active participation to be successful. JOLT serves as the primary point of contact for student questions or issues related to Canvas, online course technologies, and account access.

Course Formats

The College offers courses in a variety of delivery formats to meet student needs. All online and hybrid courses are delivered through Canvas, the College's learning management system.

Asynchronous Online

Asynchronous online courses allow students to complete coursework on their own schedule within established deadlines. There are no required live class meeting times; however, students are expected to log in regularly, participate actively, and meet assignment deadlines.

Synchronous Online

Synchronous online courses require participation in live, scheduled class sessions through Microsoft Teams or other approved web conferencing tools. Students must attend virtual meetings at designated class times and complete assigned coursework.

Hybrid and Blended

Hybrid and blended courses combine scheduled on-campus class meetings with online learning activities delivered through Canvas or other approved instructional technologies. Attendance is required on the days and times listed in the course schedule and syllabus.

HyFlex

HyFlex (Hybrid-Flexible) courses provide students the option to participate in scheduled class sessions either in person or remotely. Depending on course design, remote participation may occur synchronously through live virtual attendance or asynchronously through structured online learning activities. All students are expected to meet participation requirements and complete course expectations regardless of attendance method. Specific details are outlined in the course syllabus.

Digital Readiness for Online Learning

Instructors use a variety of resources, including textbooks, study guides, Internet sites, and personally designed materials that supplement their instruction. Students enrolling in online or hybrid courses should be comfortable with the following skills:

- Navigating Canvas and other web-based platforms
- Sending and receiving email using a JCC account
- Creating, uploading, and downloading electronic documents
- Using basic word processing software

- Participating in online discussions and virtual meetings
- Managing time effectively and meeting assignment deadlines

Students who need assistance developing these skills are encouraged to seek support through available campus resources. Students who are new to online learning are strongly encouraged to complete the Online Student Orientation after gaining access to Canvas. The orientation provides an overview of Canvas tools, online course expectations, and strategies for success in a digital learning environment.

Technology Requirements for Online and Hybrid Classes

Students enrolled in online or hybrid courses must have reliable access to the following:

Required Device

- A laptop or desktop computer capable of running Canvas and all required course software
- A current, vendor-supported operating system that receives regular security and feature updates (e.g., supported versions of Windows or macOS)
- A supported and up-to-date web browser

Chromebooks, tablets (including iPads), e-readers, and other limited-function devices are not recommended for online coursework. Some required technologies—including proctoring software, publisher platforms, LockDown browsers, and specialized instructional tools—may not function properly on these devices.

A smartphone alone is not sufficient for successful participation in online courses.

Internet Access

- Reliable broadband internet connection
- Sufficient speed and stability to participate in video conferencing and complete online assessments

Software Requirements

Students must be able to:

- Install and run required course-related software (including proctoring tools when applicable)
- Open and save common file formats (e.g., PDF, Word documents)
- Use web-based applications and cloud-based platforms

Account Access & Security

Students are responsible for protecting their JCC login credentials and for recognizing and avoiding phishing or fraudulent communications. The College will not request passwords or multi-factor authentication codes via email or text message. Suspected phishing attempts should be reported to JOLT immediately.

Program-Specific Requirements

Some academic programs or courses may have additional hardware or software requirements. Students should review program materials and course syllabi carefully.

Student Responsibility

Students are responsible for ensuring their devices, software, internet access, and authentication methods meet current system requirements and function properly for course participation. Technology requirements are subject to change as instructional technologies evolve.

Technical Support

Johnston Community College provides multiple support resources to assist students with technology-related questions and issues.

- **JOLT (Jaguar Office of Learning Technologies):** JOLT assists students with questions related to instructional technologies, online learning tools, and reports of suspected phishing or fraudulent communications. Support is available during regular campus hours through the JOLT Help Desk in the Jaguar Portal, by calling 919-464-2260, or in person at the Library Circulation Desk.
- **24/7 Help Desk:** The College provides 24/7 Help Desk support for login issues, multi-factor authentication (MFA), account access, and other College technology systems. Support is available at any time by calling 919-464-2260 or by using the chatbot on the JOLT web page.
- **Canvas Support:** Canvas offers 24/7 technical support to assist with Canvas issues that may arise during evenings, weekends, or holidays. Support is available through the help links within Canvas.

Canvas

Canvas is the College's learning management system used by instructors to build and manage online and hybrid courses. Students and instructors can access Canvas at any time using their JCC credentials.

Microsoft Teams is the current web conferencing tool used for synchronous online instruction.

JCC Email and Microsoft 365

Registered students are provided with a Microsoft 365 account that includes JCC email and access to Microsoft Office applications. These services support communication, coursework, and collaboration throughout enrollment at the College.

JCC Email

Each registered student is assigned an official JCC email account. Official College communications are sent to this address, and students are responsible for checking their JCC email regularly.

Students may access their JCC email:

- Through the Microsoft 365 portal via the College website
- Through the Outlook web application
- On compatible mobile devices using the Outlook app

Access to email requires JCC credentials and completion of the College's multi-factor authentication process.

Email accounts are intended for active students. Students who are no longer actively enrolled may lose access to their email account, and email addresses may be reassigned in accordance with College policy.

Microsoft 365

Microsoft 365 includes cloud-based access to applications such as Outlook, Word, Excel, PowerPoint, and OneNote. Student accounts also include OneDrive with 1 TB of cloud storage and the ability to install Microsoft 365 on up to 5 non-college-owned computers or personal devices.

Access to Microsoft 365 services is tied to active enrollment. Students are responsible for saving their personal files and data before losing access.

Accessing Canvas, JCC E-Mail, and Self Service

The Jaguar Portal, located on JCC's main website (<http://www.johnstoncc.edu>), serves as the primary access point for College systems. Through the portal, students can access Canvas, Self Service, JCC email, and other approved College applications. Step-by-step instructions are available for verifying a User ID, creating or resetting a password, and completing the required multi-factor authentication setup (https://www.canva.com/design/DAG7N3GiNNg/_748f9GHsoDx06Qr3vwIWw/view?utm_content=DAG7N3GiNNg&utm_campaign=designshare&utm_medium=link2&utm_source=designshare) for secure access to College systems.

Distance Education Through Continuing Education

Johnston Community College offers distance learning opportunities through Continuing Education to support workforce development, professional advancement, and personal enrichment. A complete listing of CE online courses is available under Lifelong Learning on the main JCC website. Continuing Education courses may be delivered fully online or in a blended format that combines online instruction with scheduled on-campus sessions for orientations, testing, demonstrations, or other instructional activities. Course delivery methods, technology requirements, and participation expectations vary by program.

Students enrolled in Continuing Education distance learning courses communicate with instructors using approved instructional technologies. Specific course details, including format and any required in-person components, are provided at the time of registration.

Information Technology

The IT Department provides the foundation, technical support, and management for many student access, electronic communication and collaboration tools, and learning technologies offered at Johnston Community College. Some of these technologies include college-wide public wireless Internet access and Web systems. IT also manages Internet services and the College's telephone system. These learning technologies are intended to provide greater flexibility and convenience for students and faculty at JCC.