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Roles and Responsibilities Related to Distance Education

<u>Welcome Center</u>	<u>IT Department</u>	<u>DE Technician</u>	<u>Dean of Instruction</u>	Instructor
<p>Assist NEW students with WebAdvisor and mynvc login issues.</p> <p>The admissions and financial aid processes</p> <p>The assessment and registration processes — including questions about prerequisites, how to challenge a course, submitting petitions for special circumstances and more</p> <p>Answering general questions about the college, its programs and services</p>	<p>Troubleshoot issues related to account settings, system errors</p> <p>Global system outages</p> <p>Courses missing from system</p> <p>Systems Level Instructor issues</p> <p>Instructor account not in Canvas online system</p> <p>Instructor not correctly enrolled in courses</p> <p>Systems Level Student issues</p> <p>Student account not in Canvas online system and/or correct section (s)</p>	<p>Conduct Canvas training for new instructors.</p> <p>Provide technical, administrative, and software support for instructors and student</p> <p>Assist instructors in setting up and uploading online courses.</p> <p>Develop and maintain informational materials for students</p> <p>Perform LMS account administration duties</p> <p>Answer questions and provide information regarding the enabling of course components</p> <p>Receive and respond to student questions submitted by email, telephone and mail</p> <p>Provide information to students regarding any necessary software to properly view online courses</p> <p>Assist with student login configuration</p> <p>Turnitin.com questions</p>	<p>Provides leadership for Distance Education programs</p>	<p>Inform students about where to find the syllabus</p> <p>Communicate to students the online platform being used for the class and direct them to login instructions and send them information regarding orientation</p>