Mercer County Community College
Division of Health Professions
Nursing Program

Technology Requirements

Technology Skills

For all nursing courses you will need the following skills to be successful:

- Navigating a computer system.
- Launching and quitting applications.
- Connecting to the internet.
- Using a web browser.
- Saving, uploading, and downloading files.
- Sending and replying to emails.
- Basic skills in using PowerPoint and Microsoft Word.

Computer Hardware and Software

A personal computer with consistent, reliable Internet access is required, and must meet the following requirements:

- A cable, fiber optics, or DSL connection to the Internet; dial-up is not supported and satellite may be inconsistent.
- Laptop or tablet computer with a minimum of a 2 GHz processor and 2 GB of RAM. You will need access to a laptop or tablet that you can bring with you to campus periodically.
- Chromebooks are **NOT** compatible with our testing software and cannot be used.
- Built-in or external webcam and microphone
- Headphones are recommended to minimize audio interference from any background noise in your environment

You should have one of the following computer operating systems and additional software applications installed on your computer:

- Windows 10 or higher system operating software for PC computers OR Mac OS X 10.6 or 10.7 for Apple Mac computers.
- Microsoft Office Suite (Word, Excel, PowerPoint). A free version of Microsoft Office is available for students. Login to your student portal through https://www.mccc.edu/mymercer.shtml and select the Office 365 apps icon. This will give you access to all the Office tools like Word, PowerPoint, Excel and others options. If you want to download a version of the Office Suite to your machine, select the drop down 'Install Office' on the top right.
- Antivirus for Windows OS, Microsoft Security Essentials OR Antivirus for Mac OS, Sophos

- A Blackboard compatible browser, such as the latest version of Chrome, Mozilla Firefox, or Safari. **Internet Explorer, Edge or Chromium are NOT a supported browsers and should not be used.**

Additional information can be found in your course under the "Course Info" tab, in the folder labeled "Resources for Students".

Blackboard

Nursing classes use Blackboard (Bb), the official learning management system (LMS) used by the college to deliver course materials to Mercer students. All course materials will be posted in Bb.

To login to the online Bb LMS, students will need a User Name ID and password. Students can access Bb by logging into the MyMercer student portal page: http://www.mccc.edu/mymercer.shtml .

Bb Learn works best using the latest version of Chrome (recommended), Firefox, and Safari. *Do not use Internet Explorer Edge or Chromium.*

For help using the Blackboard (Bb) attend one of MercerOnline Bb Information sessions or review the "Resources for Students" folder in "Course Info" link in the left-hand navigation of your course.

Remote Instruction

Some classes will take place remotely in a live on-line platform, either Microsoft Teams or Zoom.

- If your class will be delivered via Zoom, you will need to have the latest version of Zoom installed on your computer. You do not have to create an account on Zoom to attend class. For more information on how to install Zoom, join a meeting, and more, please visit the Zoom support website at https://support.zoom.us/hc/en-us.

- If your class will be held in Microsoft Teams, you will need to have the Teams application downloaded on your computer. Teams is part of the Microsoft Office Suite, which is available to students free of charge (see above). You have already been assigned to a Team for your appropriate course.

Technology Help

The College offers 24/7 technology support to all students. For technical issues with your computer, any Mercer-supported software, MyMercer Portal, and email, please contact the IT Help desk via phone, or email tech-help@mccc.edu. More information, including contact information, is available on the Technology Service web page: https://www.mccc.edu/student_services_technology.shtml. Students can access tech help day or night by calling **609-570-3300 during business hours or 1-844-505-8075 after hours.**

Issues with Blackboard please contact MercerOnline at mentceronline@mccc.edu

30-Minute Rule: When you encounter struggles with technology, give yourself 30 minutes to 'figure it out.'

- Consider closing all applications and restarting your computer; this simple reboot may solve many problems.
- Review the help section of the website for the program you are having difficulty with.
- Google your problem and review the suggestions provided.
- Post a message to your class discussion board; your peers may have suggestions to assist you.
- Contact the Helpdesk 24/7.
- As a last resort, contact your course faculty. However, do not expect an immediate reply, and there is no guarantee that course faculty will be able to help with technology issues.

When posting or sending email requesting help with technology issues, whether to the Helpdesk or course faculty, use the following guidelines:

- Include a descriptive title for the subject field that includes 1) the name of course 2) the issue. Do NOT just simply type "Help" into the subject field or leave it blank.
- List the steps or describe the circumstance that preceded the technical issue or error. Include the exact wording of the error message.
- When possible, always include a screenshot(s) demonstrating the technical issue or error message.
- Also include what you have already tried to do to remedy the issue (such as rebooting, trying a different browser).

Remote Instruction Course Procedures and Etiquette

Prior to Class

1. Make sure you have the appropriate technology to support the session
   - Ensure that you have a reliable, high speed internet connection
   - Test your audio and video settings
   - Familiarize yourself with the classroom controls, like "raise your hand" and the chat function.
2. Find a quiet, private workspace
   - Preferably in a room by yourself.
   - Avoid having anyone come on camera.
   - Coordinate your personal responsibilities to eliminate interruptions or distractions while in class.
   - Shut the door and place a sign on the door saying you are in class. Ask people not to enter or knock on the door.
3. Review your background.
   - Remove private or potentially offensive items.
   - Rid the space of any clutter or distractions.
   - Keep it simple.
4. Be mindful of your background lighting.

- Double check the lighting when you launch the meeting and the video has started. Make sure more light is on your face than coming from behind you. You might also need to adjust where you are sitting so the light is not right above your head and within the camera frame. If you are sitting with your back to a window, you may be silhouetted by the light coming through and you will not be visible.
- Your overhead light might also need to be adjusted for the best image quality

5. Check your camera framing.
   - Be aware of your distance from the camera (not too close, not too far).
   - You want to try and have the camera at eye level.

Live Class

1. Sign into the session at least 15 minutes early and make sure your set up is functioning appropriately.
2. You must use your full, real name on the screen.
   a. To change your name in Zoom, click the participants list on the meeting control panel at the bottom of your screen. Hover to the right of your name in the participants list and select the "More" buttom. A drop down menu will appear which gives you the option to "Rename".
3. The camera must be turned on at all time with your live face visible in the frame, unless otherwise directed by your course faculty.
4. Only unmute when speaking. In smaller, more collaborative meetings, you may be directed to leave the microphone unmuted. If you would like to speak or answer a question, use the "Raise Hand" feature. Then unmute yourself after you are called on by your professor. When addressing the class you are expected to maintain a professional tone.
5. You must be dressed appropriately, as if you were coming to an in-person session.
6. You may not be in bed, under the covers. You may be seated on top of a made bed.
7. No smoking or consumption of alcohol is allowed during class. You may eat a snack if necessary but avoid sitting down to a full meal with the class.
8. The use of personal communication devices for any reason unless specifically directed to do so by the faculty is prohibited.
9. There is to be no "side bar" chatting through digital means outside of class activities.
10. If you would like to use the chat function, remember that it is public, and a record of the chat is kept and archived.
11. Expectations for participation and attendance in a virtual class are the same as an in-person class. Please give your full attention to the class in session. Do not engage in other activities, such as cooking, cleaning, playing games, on-line shopping, etc.
12. Remember to sign out or "leave the meeting" when the session is finished.