

CITY OF RALEIGH  
ONLINE TRAINING  
STUDENT'S HANDBOOK



**CITY OF RALEIGH INFORMATION TECHNOLOGY DEPARTMENT**

**222 W. HARGETT STREET**

**RALEIGH, NC 27601**

**WEBSITE: [WWW.RALEIGHNC.GOV](http://WWW.RALEIGHNC.GOV)**

**CUSTOMER SUPPORT CENTER 919.996.6000**



Date: August 2, 2010

<b>1</b>	<b>LOGGING INTO COURSE .....</b>	<b>3</b>
<b>2</b>	<b>MY COURSES HOME PAGE .....</b>	<b>3</b>
2.1	COURSE INFORMATION .....	4
2.2	SIDEBAR INFORMATION .....	5
<b>3</b>	<b>COURSE OUTLINE .....</b>	<b>6</b>
3.1	BEGINNING THE COURSE.....	7
<b>4</b>	<b>NAVIGATION .....</b>	<b>8</b>
4.1	NAVIGATION BAR .....	8
4.2	JUMP TO NAVIGATION .....	8
4.3	COOKIE CRUMB NAVIGATION .....	9
<b>5</b>	<b>TEACHER CHAT .....</b>	<b>9</b>
<b>6</b>	<b>TAKING AN EXAM .....</b>	<b>10</b>
6.1	SAVING PROGRESS .....	11
6.2	SUBMITTING THE EXAM .....	12
6.3	GRADES .....	12
<b>7</b>	<b>ONLINE TRAINING ENVIRONMENT SUPPORT .....</b>	<b>13</b>

# 1 Logging into Course

Log into the Raleigh Online Training website and access the course by entering <http://city.raleighnc-training.org/login/index.php> in your Web browser address bar. When the log in screen appears, *Figure 1 – Raleigh Online Training Login Screen*, enter the user name and password supplied to you. If you are prompted to change your password, enter a unique password known only to you.

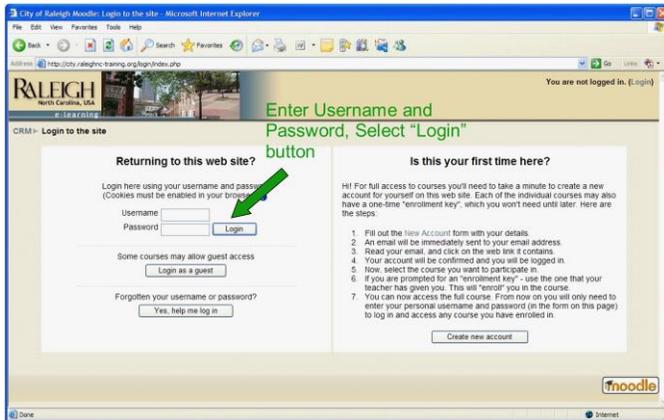


Figure 1 - Raleigh Online Training Login Screen

# 2 My Courses Home Page

When the username and password are accepted, the My Courses Home page is displayed. All of the courses that you are enrolled in will appear in your “My Courses” page either in the My Courses Left-hand Sidebar shortcuts or in the main window with full detail, *Figure 2 – My Courses Home page*.

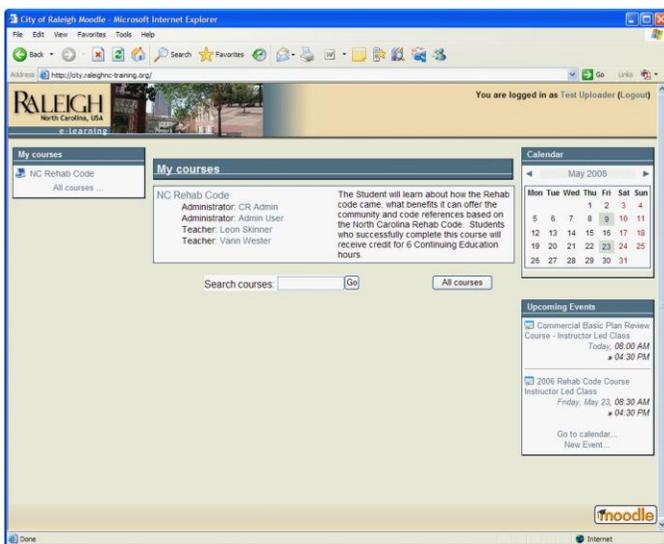


Figure 2 - My Courses Home Page

## 2.1 Course Information

On the My Courses Page, the course name, course description and instructors are listed for each course *Figure 3 – Course Identifiers*.

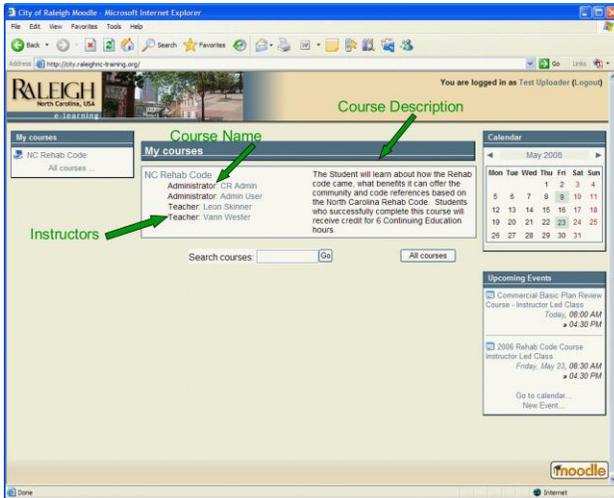


Figure 3 - Course Identifiers

Enter the course by clicking on the course name, such as NC Rehab Code that is underlined below in *Figure 4 – Course Selection*.

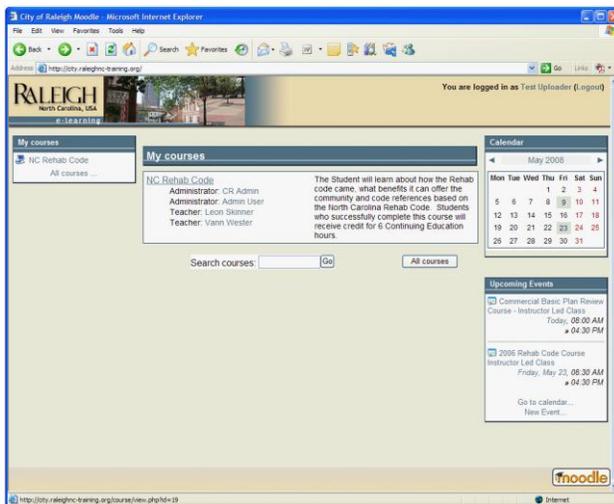
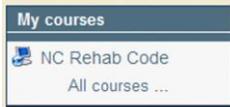


Figure 4 - Course Selection

## 2.2 Sidebar Information

Throughout the course you can access any of their courses by selecting them from the *My Courses Box* on the left sidebar of the screen as shown in *Figure 5 – My Courses Sidebar*.



**Figure 5 - My Course Sidebar**

Within the course, important course and program information can be found on the Right-hand Sidebar. Contained on the Sidebar are Course Glossary items, Upcoming Events, and the Program Calendar. These are shown in *Figure 6 – Course Right-hand Sidebar*.



**Figure 6 - Course Right-hand Sidebar**

### 3 Course Outline

A course outline is displayed when you enter a course. The outline shows how the course is organized. The beginning of the course has introductory information that provides a course summary and course/program news. If a course has Instructor Chat it will be displayed in the introduction. After the Course Introduction, the topics of the course are displayed. This information is annotated in *Figure 7 – Course Outline*.

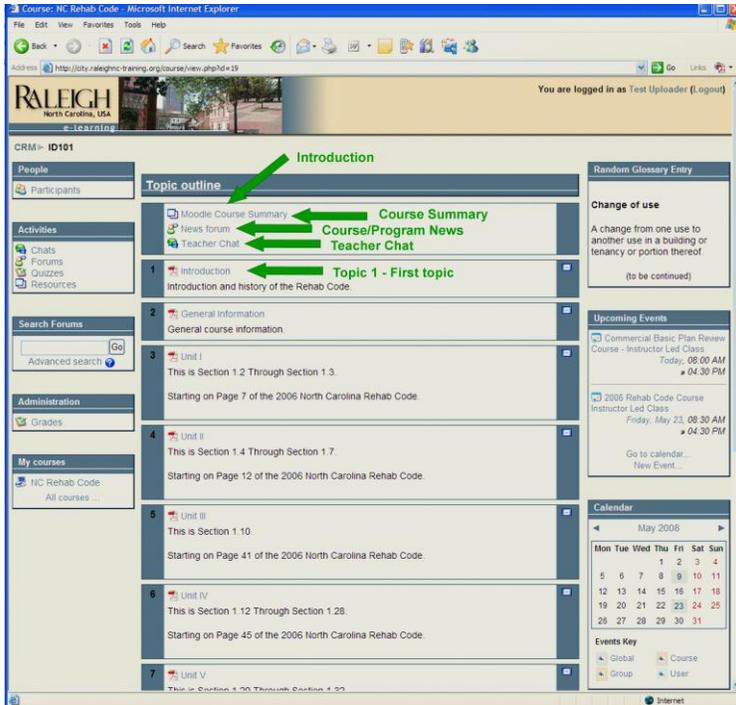


Figure 7 - Course Outline

### 3.1 Beginning the Course

To begin the Course, select the *Moodle Course Summary* item. The Introduction information is displayed such as *Figure 8 – Course Introduction*.

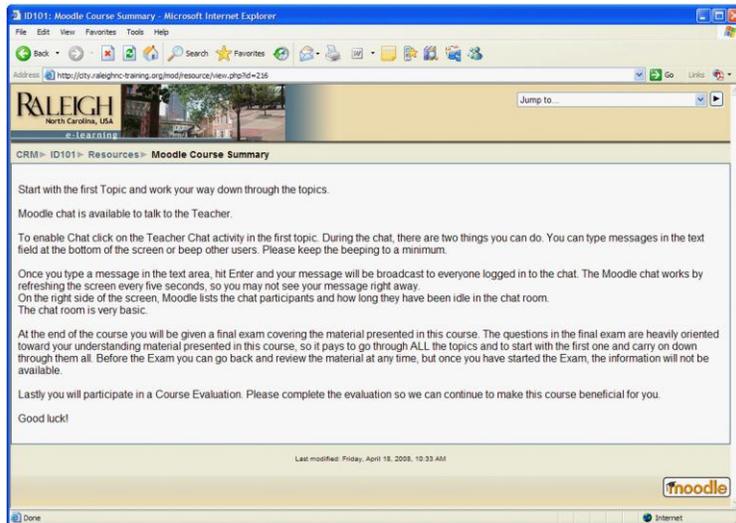


Figure 8 - Course Introduction

Additionally, you may select any of the Course Topics, such as Topic 1 in *Figure 9 – Topic 1*.

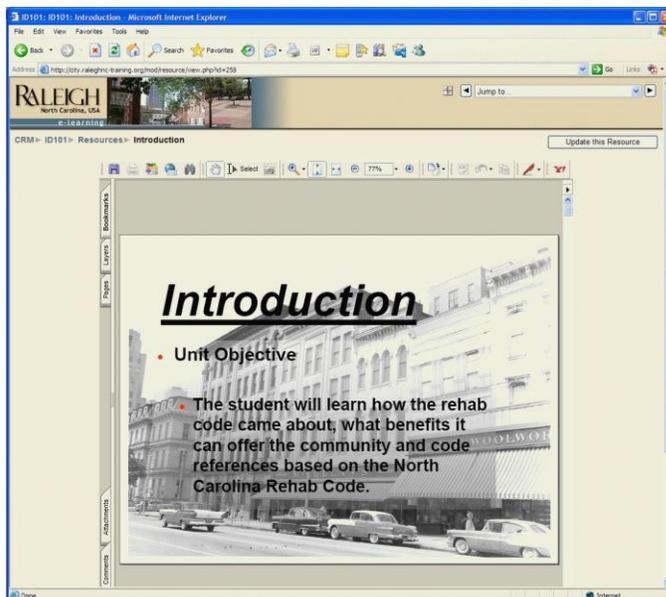


Figure 9 – Topic 1

## 4 Navigation

### 4.1 Navigation Bar

There are two ways to maneuver around the Course. The Navigation Bar, *Figure 10 – Navigation Bar*, allows for moving forwards or backwards in the course by selecting the appropriate arrow.



Figure 10 - Navigation Bar

### 4.2 Jump To Navigation

In between the two navigation arrows is the Jump To Navigation Drop down. By selecting the down arrow on the Jump To list, any topic or item can be selected and jumped to as seen in *Figure 11 – Jump to Dropdown List*.

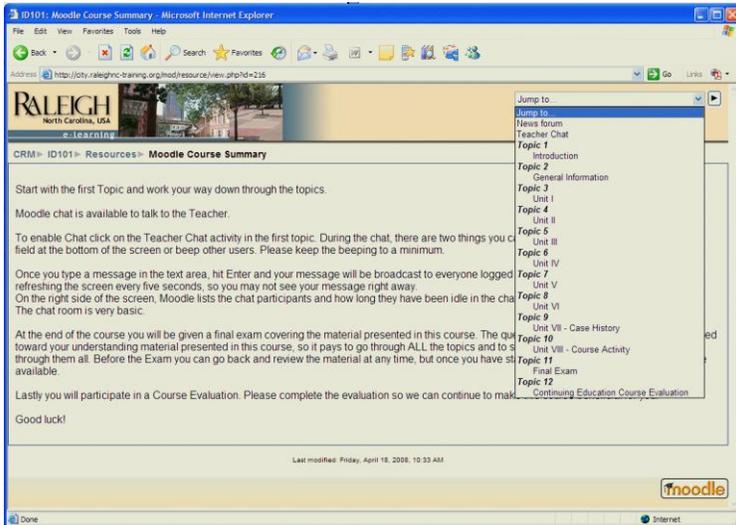


Figure 11 - Jump To Dropdown List

### 4.3 Cookie Crumb Navigation

The “breadcrumb” navigation in the upper left corner of the window shows your current location and its location in the hierarchal structure, *Figure 12 – Course Breadcrumbs*. Use the Course “breadcrumb” to move between items in the course or to see the Course Outline. To move back to the Chats window or Course Outline, click the appropriate word in the breadcrumb trail.



Figure 12 - Course Breadcrumbs

## 5 Teacher Chat

If a course has Teacher Chat, you can access the Chat feature by selecting the *Teacher Chat* item. To begin a chat session select the *Click here to enter the chat now* link as shown in *Figure 13 – Teacher Chat*.

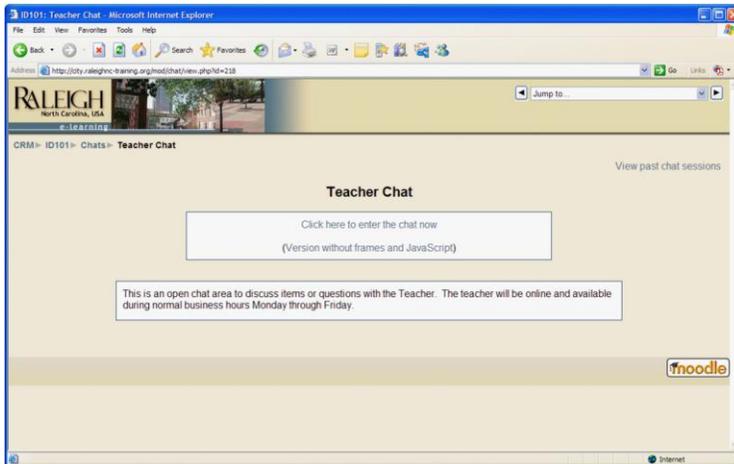


Figure 13 - Teacher Chat

Once selected a Chat dialog box will popup as shown in *Figure 14 – Chat Box*. Available teachers and students will be shown in the column on the right of the box. To Chat, type your message in the entry box at the bottom of the Chat Box.

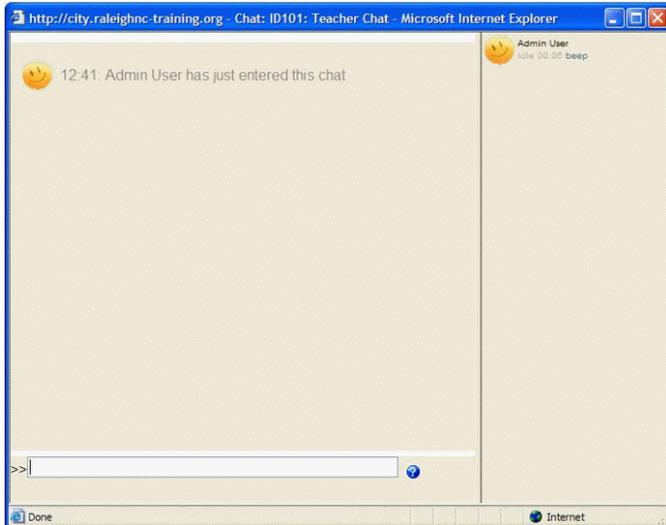


Figure 14 - Chat Box

## 6 Taking an Exam

To begin taking the Exam, navigate to the Final Exam Topic. Introductory information about the exam will be displayed as shown in *Figure 15 – Exam Welcome Page*. When ready to being the Exam, select the *Attempt Quiz Now* button.

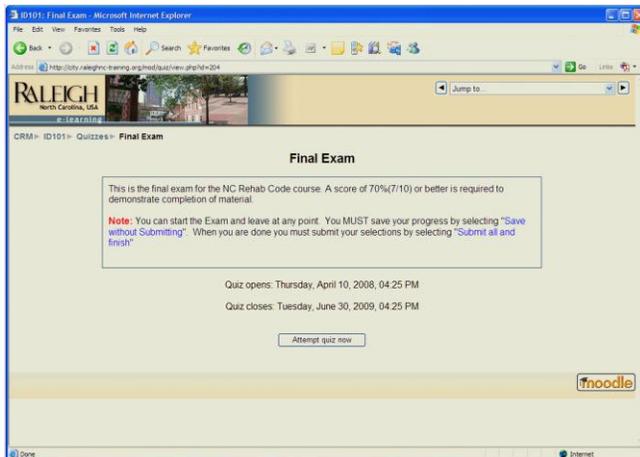
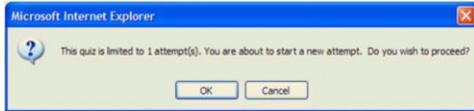


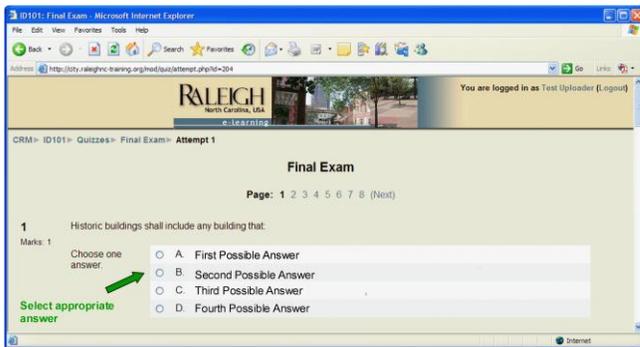
Figure 15 - Exam Welcome Page

If the Exam is restricted to one attempt, as shown in *Figure 16 – Exam Notice*, you will be prompted before continuing. This means that when the Exam is attempted, the student will only be allowed to submit the exam once. The Exam can be accessed and any progress saved at any point. Only when the questions are completed should you submit the Exam for grading.



**Figure 16 - Exam Notice**

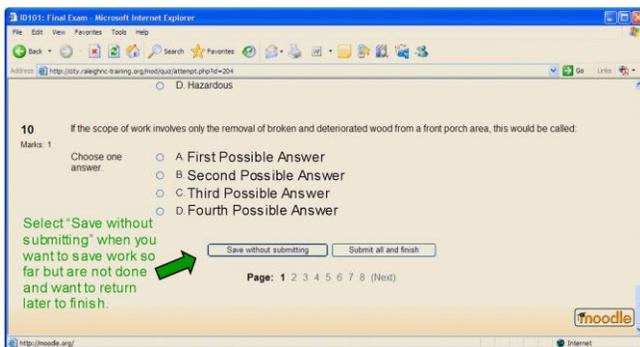
Once in the Exam the questions will be presented in various formats. A multiple choice question is shown in *Figure 17 – Exam Selection*. Click on the open circle next to the correct answer.



**Figure 17 - Exam Selection**

## 6.1 Saving Progress

The Exam does not need to be completed in a single sitting. During the exam, you can answer several questions, save the work so far and leave the Exam. You must select the “Save without submitting” button to save the progress as shown in *Figure 18 - Exam Progress Saving*. Upon returning to the Exam the Student may continue reviewing questions and selecting answers.



**Figure 18 - Exam Progress Saving**

## 6.2 Submitting the Exam

When you have completed the Exam, the Exam will need to be submitted for grading. To submit the Exam, select the *Submit and finish* button as shown in *Figure 19 – Exam Submittal*. This will close the Exam and submit the answers given for grading.

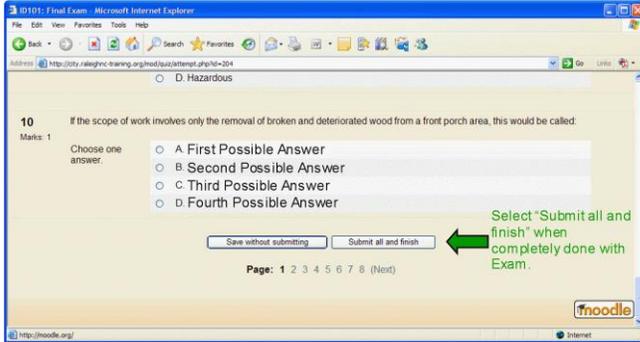


Figure 19 - Exam Submittal

## 6.3 Grades

To view grades for a course select the Grades option in the Administration box on the Left-hand Sidebar as shown in *Figure 20 – Administration Left-hand Sidebar*.

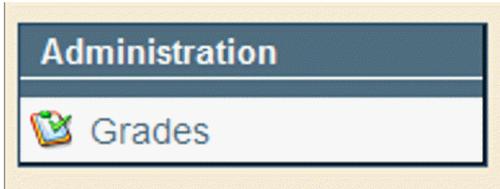


Figure 20 - Administration Left-hand Sidebar

The Student Grade for the course will be listed to show the percentage correct for the course as shown in *Figure 21 – Grade Report for Student*.

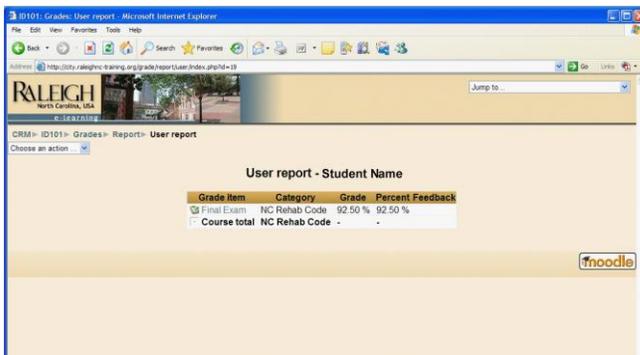


Figure 21 - Grade Report for Student

## 7 Online Training Environment Support

For support of the City of Raleigh Online Training Environment, contact the City of Raleigh Information Technology Customer Support Center

- **Telephone:** 919-996-6000
- **Email:** [customersupport@ci.raleigh.nc.us](mailto:customersupport@ci.raleigh.nc.us)