

Angel Online Student Orientation Student Q & A

1. **What is the Angel Online Student Orientation?**

The Angel Online Student Orientation is a self-paced exercise that will enable you to learn the basics and get acclimated on the use of Angel, the learning management system for delivering online courses, and for succeeding in an online and hybrid course at SUNY Rockland. This self-paced orientation will provide you with a sampling of activities that you will encounter when taking an online course.

2. **Why do I need to do it?**

As a first-time online student you are required to take the self-paced orientation to help you achieve a certain level of proficiency with navigating and using the tools and functionalities of Angel as well as gain an understanding of the activities and requirements entailed in taking and succeeding in an online course. You will not be able to log in to your online course(s) without satisfying this requirement.

3. **Is it required of all students?**

The self-paced orientation is only required for first-time online students. Online students include those registered in hybrid courses.

Returning students can access the [ANGEL Learning Quick Guide](#) to review the use of the Angel Learning Management System.

4. **What happens if I do not complete the orientation?**

If you do not complete the orientation, you will not be able to access your online classes to do your coursework.

5. **How do I know if I have satisfied the requirements and am able to access my class?**

You have to complete the final assessment at the end of the orientation and score a grade of 80% or above to be able to access your online courses.

6. **How many chances do I have in taking the assessment?**

You can take the orientation multiple times until you have achieved the passing grade of 80%.

7. **How do I access and complete the orientation?**

If you have not activated your Username and Password yet for RCC's email system, you need to activate them to be able to log in to the Angel Learning Management System.

To activate your Username and Password, go to the RCC College homepage and choose “E-mail” from **the Quick Links** drop down menu bar. Once on the email page, locate the **Activate my RCC Email Account** and follow the steps therein to activate your Username and Password.

If you have already activated your Username and Password, do the following steps to access and complete the orientation:

- 1) Login to Angel and click on the **Online Course Angel Student Orientation** link from under the **Courses** section. (You can find Angel from the Quick Links drop down menu on the College homepage.)
- 2) When in the **Online Course Angel Student Orientation**, click the **Learning Modules** tab at the top of the page.
- 3) Under the **Learning Modules** tab, click on the **Welcome/Getting Started** link to complete the orientation. The orientation is not complete until you complete the final assessment and score a grade of 80% and above.

***Note:** These steps on how to access and complete the orientation are also available in the **Getting Started** brochure mailed to your home address as well as in an email sent to your RCC email account.*

8. When can I access my online and hybrid course?

After you complete and pass the orientation with a grade of 80% or above, your online and hybrid course will appear under the **Courses** section.

9. How long does it take?

The average time it takes to complete the orientation is 2 hours. You should allocate about 2 hours to complete the activities and take the assessment at the end of the orientation.

10. How many chances do I have to pass the orientation?

You can take the orientation multiple times until you achieve a grade or 80% or higher.

11. Am I allowed to log off and back on to continue if I don't finish it?

Although the online orientation can take up to 2 hours to complete, you can log off and back on after completing each section allowing you to continue where you left off.

12. When should I start the online orientation?

The online orientation becomes available to the students during the scheduled opening of online and hybrid courses based on the following schedules:

Winter/Summer online courses open 1 week prior to the official first day of the session.

Fall/Spring online courses open 2 weeks prior to the official first day of the semester.

13. When is the deadline of the online orientation?

Online courses are opened to you prior to the first day of class. (Please see [schedule of opening](#) of online courses on item 12 above.) The orientation is part of your first week's activities (i.e. course orientation, course syllabus, attendance, etc.) so you need to complete it by the end of the first week. Not completing the orientation will prohibit you from accessing your course and cause some delay with your coursework. You will lose access to the orientation and your online classes when you are dropped during the drop schedule or for other reasons (i.e. submission of immunization documents).

14. How do I get help if I have a problem?

Please contact eLearning and Academic Technology Support Office at 845-574-4713 (Mondays-Fridays 9am to 5pm) or send an email to elearning@sunyrockland.edu. On weekends and holidays, call the SLN Helpdesk at 1-800-875-6269 or 1-518-320-1889.