
Acceptable Use Policy for Students

Using a college-provided account means you're agreeing to follow the College's guidelines outlined in the Student Acceptable Use Policy at <https://www.wilsoncc.edu/AUP>.

Examples of college-provided accounts include, but are not limited to, Email, Moodle, Student Planning, and Wolf Tracks.

Student Login Information

All technology services can be accessed through Wolf Connect at the top of the WCC website at <https://www.wilsoncc.edu>.

Username/Email – First name initial, last name initial, last four digits of WCC Student ID number followed by @my.wilsoncc.edu.

Default Password - uppercase first letter of **last name**, lowercase second letter of **last name**, 6-digit birthdate.
Example: John **D**oe - **Doxxxxxx**

Username/Email Example for John Doe, Student ID 0403456: jd3456@my.wilsoncc.edu

Default Password Example for John Doe, Birthday: May 24, 1978: [Do052478](#)

Students are required to change their password at first login.

Note: Your WCC Student ID can be found in your Admissions acceptance email and in Student Planning.

Technology Support Services

- **Campus Support Website:** <https://www.wilsoncc.edu/support>.
- **Password Reset Portal:** <https://wccreset.wilsoncc.edu/>.
- **On-Campus Support (M-Th 8:00a-4:30p/F 8:00a-2:30p):** support@wilsoncc.edu or 252-246-1224 or stop by A106.
- **24/7 Remote Support:** visit <https://help.edusupportcenter.com/shplite/wilsoncc/home> or call 252-246-1224, if on-campus support is not available, calls will be routed to a remote support technician.

Office 365 and Student Email

- Office 365 provides students with a College Email account, 1 TB of OneDrive cloud storage, and 5 free downloads for Office 365 applications (Word, Excel, PowerPoint, Outlook, OneNote, and Teams).
- Students are required to use their College Email account to communicate with instructors.
- Students should check their College Email every day.
- College Email can be set up on mobile devices by downloading the Outlook app.

Moodle and Online Learning

- Moodle is the online learning system where students log in to access coursework and complete course evaluations for curriculum courses.
- Internet access is required for all curriculum courses.
- Courses will be available in Moodle on the first day of the semester by 8:00 a.m.
- **Enrollment Verification** – All students taking online, hybrid, or blended courses must complete an Enrollment Verification Quiz by the census date, in each course, to verify enrollment and remain in the course. The census date will be clearly posted in each course.
- Some courses may require proctored testing, proctoring is available on campus or can be arranged at off-campus locations. More information will be provided by your instructor.
- **Moodle 101 Student Training** is recommended for all students to become familiar with how to navigate and submit activities through Moodle. Go to <https://moodle.wilsoncc.edu>, login, and click the *Moodle 101 Student Training* course.

Student Planning/Self Service

Student Planning allows students to perform the following tasks:

- Plan, register, and pay for classes.
- View final grades, GPA, and Program of Study information before meeting with an advisor.

- Accept Financial Aid awards and view account information.
- Print and view semester schedules and unofficial transcripts.

Wolf Tracks (Aviso)

- Students can use Wolf Tracks to track progress, find support resources, and contact instructors and/or advisors. Students may receive alerts from Wolf Tracks. Alerts will go to the WCC student email and the Wolf Tracks mobile app. Emails will be from “Aviso System”.

Campus Alerts

- All registered students are added to the college alert system to receive inclement weather, emergency, and campus notifications at their college email address, and text messages and phone calls to any phone numbers on file with the College.
- Students may opt-out of receiving text and phone alerts by replying STOP to a text message or by updating contact info at <https://www.wilsoncc.edu/alerts>. Note that opting out is not advised for current students, as emergency notifications may not be received in a timely manner if a student has opted out of phone and text alerts.

Wireless Access

The college provides three tiers of wireless access:

- Open wireless access is available for visitors to campus through **WCCGuest**, no password is needed.
- Password-protected wireless access is available for students through **WCCStudent**, contact Technology Support Services or your Instructor for password