



# You're registered in an online or hybrid class for spring quarter 2017.

Keep reading for "getting-started" info!

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Information for Online Learners from the  
Student Help Desk

Number 1

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## Resources for Online Learners

- [Whatcom's main eLearning page.](#) Also check out the Student Tutorials and Resources page you can get to from there.

Welcome to online learning at Whatcom Community College! This is the first of five beginning-of-the-quarter messages to help you get started in your online or hybrid class.

## Important Dates and Early-Start Alert

**Please note:** a few online courses start early this quarter. Check your schedule!

- ECED&100, 107, 132, 139 and 170 begin on **March 30th, during spring break.**
- All other online and hybrid courses begin on **April 4th.**

MARCH 2017

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- [Online tutoring by the WCC Writing Center.](#)
- [Online tutoring in math and other subjects](#) (eTutoring.org).
- [Whatcom's Online Math Center.](#)
- [Access to the WCC library's online databases](#) (must activate your student network account first).
- [Online research help from a librarian.](#)

## Contact Us

[studenthelpdesk@whatcom.edu](mailto:studenthelpdesk@whatcom.edu)

For **technical issues** including but not limited to logging on, computer account problems, remote access to campus, email, Canvas, other software programs, or how to turn in assignments, contact the **Student Help Desk** located in Heiner 104, Monday through Thursday 7:30am-7pm and Friday 7:30am to 5:00pm when classes are in session. You can also contact us by phone at 360-383-3410.

[advise@whatcom.edu](mailto:advise@whatcom.edu)

An **online advisor** is available to assist you by email if you have scheduling, academic planning, or other non-technical issues with your online class. You can also contact your online advisor by calling 360-383-3080.



Instructors will start making courses available for you to log in:

- March 23 – March 29 for ECED&100, 107, 132, 139 and 170
- March 28 – April 3 for all other online and hybrid courses



Your class starts:

- March 30 for ECED&100, 107, 132, 139 and 170
- April 4 for all other online and hybrid courses



On-campus orientations to online learning – optional (1½ hours):

- **Wednesday, March 29th**, 4:00-5:30 pm, Laidlaw Center 211
- **Monday, April 3rd**, 2:00-3:30 pm, Laidlaw Center 211
- **Tuesday, April 4th**, 5:30-7:00 pm, Laidlaw Center 211
- **Wednesday, April 5th**, 9:30-11:00 am, Heiner Center 201B (inside the library)

No need to RSVP. Just come!

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## A Note about Hybrid Classes

Hybrid classes are taught partly in the classroom and partly online. The online part starts on the first day of the quarter, even if the classroom part starts later in the week.

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## Logging into Your Class

1. Launch a web browser.
2. In the bar at the very top of Whatcom's home page, click Canvas.
3. On the login page, enter your student ID number as the username. If you've used Canvas at Whatcom before, your password stays the same: it's the first six letters of your last name (all lower case). If you're new, use eight letters.
4. If your name is shorter, repeat it until you reach the right number of letters, e.g., doedoe or doedoedo.
5. If you have more than one Canvas course, use the "Courses" tab on the left side of the screen to select the class you want to open.

### If you have an online math class

6. Many of Whatcom's online math courses are taught using WAMAP software. When you open your Canvas course, you'll find instructions

for logging into WAMAP. Make a note of the **course ID** and **enrollment key** your instructor has provided.

7. Go to the [WAMAP website](#) and set up a user account.
  8. Enter the course ID and enrollment key, then click the name of your course.
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## Using a Mobile Device

Canvas courses aren't designed to be completed on a phone. You *can* use a phone or tablet for some course activities (especially with the Canvas app), but beware: wi-fi signals can drop unexpectedly and disconnect you. And mobile devices sometimes create files that Canvas can't recognize. To submit your assignments and take quizzes and tests, it's safer to use a wired computer. If you don't have one at home, you're welcome to use the Student Access Lab in Heiner Center.

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## Computer Skills You'll Need

Are you wondering if you have the computer skills you'll need for your eLearning course? Read over this checklist of the skills an online or hybrid course typically requires.

- Using the keyboard and mouse
- Performing computer operations such as
  - Copying/pasting
  - Managing files and folders (creating, naming, saving in different formats, moving and deleting)
- Using the Internet
  - Connecting to the Internet with a web browser such as Firefox, Safari or Internet Explorer
  - Downloading an Internet browser if necessary (or downloading the most recent version of the browser you're already using)
  - Downloading and uploading files between your computer and a web site
  - Using a search engine such as Google or Bing to find information on web sites
  - Using the library's online databases
- Using e-mail
  - Having a valid e-mail address
  - Sending and receiving e-mail messages
  - Attaching files to e-mail messages
  - Opening e-mail attachments

- Using applications
  - Using your Canvas or WAMAP "virtual classroom"
  - Using a word processing application such as Word
  - Using a spreadsheet application such as Excel (in an accounting course, for example)
  - Using a presentation application such as PowerPoint

If you feel uncomfortable with any of these areas, please contact the Student Help Desk. We can help you get up to speed!

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## Canvas Student Tour



Check out this tutorial provided by Instructure, the people who wrote the Canvas software.

You can watch the videos and click the links for detailed instructions and tips on making the most of your Canvas classroom.

[Take the Canvas Student Tour.](#)

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