

Your fall quarter online or hybrid class gets underway soon!

Keep reading for "getting-started" info from the Student Help Desk!

Welcome to online learning at Whatcom Community College! This is the second of five beginning-of-the-quarter messages to help you get started in your online or hybrid class. If you missed the first one, find it online on the main [eLearning page](#) of Whatcom's website.

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1. Important Dates

Heads up! Most online and all hybrid classes start on the first day of the quarter, September 19th. A few online classes – online Early Childhood Education classes and the online section of Education 115 – start two days later.

- Instructors will start making courses available for you to log in during the week before the class starts. For most online classes and all hybrid classes, that means sometime between Sept. 12th and Sept. 18th. For online ECED classes and online EDUC&115, that means between Sept. 14th and Sept. 20th.
- Most online and all hybrid classes start on Sept. 19th.
- If you're taking an online ECED course or the online section of EDUC&115, your course starts on Sept. 21st.
- On-campus orientations (optional, 90 minutes) will be offered at the following times. No need to RSVP. Just come!
 - **Thursday, September 14th**, 4:00-5:30 pm, Laidlaw Center 211
 - **Monday, September 18th**, 2:00-3:30 pm, Laidlaw Center 211
 - **Tuesday, September 19th**, 5:30-7:00 pm, Laidlaw Center 211
 - **Wednesday, September 20th**, 12:00-1:30 pm, Heiner 201B (inside the library)
 - **Thursday, September 21st**, 5:30-7:00 pm, Laidlaw Center 211

2. 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.

3. Logging into Your Class

Follow these steps to log in:

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're new, your password is the first eight letters of your last name (all lower case). If you've used Canvas at Whatcom before, your password stays the same as it was last time.
4. If your name is short, repeat it until you reach the right number of letters, e.g. 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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4. How's Your Class Going?

Take a few minutes for an advance look at your online or hybrid class. Log in as soon as your class is available and make sure you can answer these questions "yes." [Write to us at the Student Help Desk](#) if you have any problems so we can help you.

- **Are you able to log in?** See the "Logging into Your Class" instructions above.
- **Do you understand how the class is organized?** Check out your online classroom, click through the syllabus and the discussions, modules, calendar and resources provided by your instructor, and get familiar with where things are located. Look for any "Read this first," "Getting started" or "Week Zero" information.
- **Are the class expectations clearly explained?** If you have questions about how your class will run, homework expectations, etc., don't hesitate to contact your instructor. The instructor won't know what struggles students are having or what needs clarification unless someone asks.
 - Click here for [how to send a message to your instructor in Canvas](#).
 - How to send a message to your instructor in WAMAP:
 1. Click the Messages tab at the top of the page.
 2. Click the Send New Message button.

3. Select your instructor's name from the "Select a Recipient" menu.
4. Type your subject and message, then click the Send Message button.

- **Are you able to complete any "Week Zero" exercises your instructor asked you to do?** Here are some helpful links for Canvas:

- [How to add a profile pic](#)
- [How to post a bio](#)
- [How to participate in a discussion](#)

- **If you have a math course that uses WAMAP, are you able to enter math expressions?**

Locate the instructions on how to enter answers. It's going to take a little practice before it feels comfortable, so try it out now!

If there's **anything you can't access or anything you have questions about**, please contact us at the [Student Help Desk](#). We're here to help make your learning experience a positive and successful one!

5. Canvas Student Tour

Check out this tutorial provided by Instructure, the people who wrote the Canvas software. Watch the videos and click the links for detailed instructions and tips on making the most of your Canvas classroom.

[Click here to take the Canvas Student Tour.](#)

6. Resources for Online Learners

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

- 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. Hours during fall, winter and spring quarters: Monday through Thursday 7:30am to 7pm and Friday 7:30am to 5pm. You can also contact us by phone at 360-383-3410.

- 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 or hybrid class. You can also contact your online advisor by calling 360-383-3080.
