



Be a standout
in your spring quarter
online or hybrid class!
Keep reading for "getting-started" info.

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Information for Online Learners from the
Student Help Desk

Number 5

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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.
- [Online tutoring by the WCC Writing Center.](#)

Welcome to online learning at Whatcom Community College! This is the final message in a series to help you get started in your online or hybrid class. If you missed the earlier ones, they're posted on the [main eLearning page](#) of Whatcom's website.

Your Reaction, Please

Since this is our last message for the quarter, we'd like to ask you a couple of questions:

- **What did you find helpful about this series of messages?**
- **What would you have liked us to include or do differently?**

Hit the "reply" button to send us a comment.

How's Your Class Going?

Is everything working for you in your online class? There are real people sending out these messages, so please hit the "reply" button and we'll be happy to supply technical assistance, answers to your questions and support. Let us know how we can help.

Have you tried these?

- [How to include a YouTube video in a discussion reply](#)
- [How to add a personal reminder to your calendar](#)

- [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

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

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.

- [How to view instructor comments and feedback on your assignment](#)

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!

More Information About Resources

There are lots of resources available to you both on and off the WCC campus. Don't hesitate to make use of them!

Student Help Desk

[Heiner Center 104: Monday-Thursday 7:30am-7pm; Friday 7:30am-5pm](#)

[Contact the Student Help Desk by email](#) if you have trouble accessing your class, need help submitting an assignment, have questions about your student network account or VMware, or need help with other course-related computing. You can also call us at 360.383.3410 or drop by the Student Access Lab (Heiner 104).

Student Access Computer Lab - Heiner Center, Room 104/105

[Heiner Center 104/105: Monday-Thursday 7:30am-7pm; Friday 7:30am-5pm](#)

There are 73 computers in the Student Access Lab available for student use. The SAL provides WCC students with access to their student network account, black/white and color printers, a copier, a fax machine and scanners, as well as large-screen monitors for group work. Laptops and video and digital cameras are also available in the lab for students to check out.

eLearning Student Tutorials and Resources page

Visit the [eLearning Student Tutorials and Resources](#) page for videos and links to resources for online students.

Online Tutoring

- **Online Writing Center**

To work with WCC's Writing Center readers online, [write them an e-mail](#) and attach your paper in Word or a rich text file (rtf) or as a pdf. In the email, tell them about

1. The class you're writing for, or the college or job application you're completing.
2. The paper and what you think of it so far.
3. What you'd like from them as your readers.

They'll respond with voice comments, using a screencast video. (Let them know if that system will not work for you.) Watch for a response within two

days when school is in session. If you don't hear from them, they didn't get your email, so try again.

- **eTutoring**

WCC is a member of the Western eTutoring Consortium. Member schools provide tutors in a variety of subject areas, including math, sciences and social sciences. Because of this collaboration, tutors are available many hours of the day throughout the week, including weekends.

- [Logging in for the first time](#)
- [Enter eTutoring](#)

WCC Campus Tutoring

- **The Learning Center**

This one-stop center for tutoring and academic support offers drop-in and one-on-one tutoring for many WCC classes. Tutoring is free to enrolled WCC students. Tutors are trained, qualified students and staff. Visit the [Learning Center](#) web page for other valuable information or call **360.383.3090** with any additional questions.

- **The Math Center**

Cascade Hall 113: Monday – Thursday 9am-6pm; Friday 9am-3pm
Library: Tuesday and Wednesday 6pm-9pm; Saturday 12pm-4pm

The Math Center helps you develop your quantitative and symbolic reasoning abilities. It offers drop-in and reservation-based assistance and tutoring for all currently enrolled WCC students. The Math Center supports your learning in all WCC math/math-related courses. Also visit the [Online Math Center](#) – a great resource to help supplement your classroom or online learning – or call **360.383.4708** with any additional questions.

- **The Writing Center**

Cascade Hall 112: Monday – Thursday 10am-5pm; Friday 10am-3pm
Library: Tuesday and Wednesday 6pm-9pm; Saturday 12pm-4pm

The Writing Center helps you with writing for all WCC classes and for job and college applications. Its trained tutors will read your paper with you and talk with you about it, focusing on your concerns and questions. They'll assist you in your work for college classes and help you become a more self-directed, independent writer. Don't miss the additional Writing Center information under *Online Tutoring* above. You can call **360.383.3094** with any additional questions.

Library Research Help

- **Ask-a-Librarian**

In person or by phone: for questions during the hours the library is open, your best bet is to visit or call the Reference Desk at 360.383.3285.

By online chat: chat reference is available 24/7 via the [Ask WA service](#). Chat sessions will likely be answered by a librarian from another library, but they have access to information about the WCC library's services and resources.

By e-mail: [Send the library an email](#) any time. A librarian will respond as soon as possible during open hours.

- **Library databases**

Click here for [a list of the library's online book and article databases and video and music streaming collections, plus tutorials for using them](#). To log in from off campus, use your student network account username and password.

Online Advising

An online advisor is available to assist you if you have scheduling, academic planning or other non-technical issues with your eLearning class or questions about future quarters. [Contact your online advisor by email](#) or by phone at 360.383.3080.

If You Need to Withdraw from Your Class

We hope you have the resources you need to be successful in your online course. However, if you decide that a **withdrawal** is your best option, here are some important dates:

- April 23rd: last day to drop a course and get a 40% tuition refund.
- April 23rd: last day to drop a course and not have it appear on your transcript.
- May 29th: last day to withdraw from a course and receive a 'W' grade.

[Contact your online advisor](#) to discuss your best strategy.

Financial Aid Caution:

Withdrawing from a course may affect your financial aid, either for this quarter or for future quarters. If you're receiving financial aid, always [check with the Financial Aid office](#) before dropping/withdrawing from any course.