You're registered in an online class
or a hybrid class for summer quarter 2018.

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

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.

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1. Important Dates

Early Start Alert: Five online courses start on Thursday, June 21st, *during the break between quarters.* Those courses are ECED& 100, 105, 107 and 134, and EDUC& 136. All other online and hybrid courses start on Monday, June 25th.

- Instructors will start making courses available for you to log in during the week before the class starts. For early-start courses, that means sometime between June 14th and June 20th. For all other courses, that means sometime between June 18th and June 24th.
- If you're taking ECED& 100, 105, 107or 134 or EDUC& 136, your course starts on June 21st.
- All other online and hybrid courses start on June 25th.
- On-campus orientations (optional, 90 minutes) will be offered at the following times. No need to RSVP. Just come!

  - Thursday, June 21st, 4:00-5:30 pm, Laidlaw Center 211
  - Monday, June 25th, 5:30-7:00 pm, Laidlaw Center 211
  - Tuesday, June 26th, 10:00-11:30 am, Heiner Center 201B (inside the library)

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

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.

4. Using a Mobile Device

Canvas and WAMAP courses aren't designed to be completed on a phone.

You can use a phone or tablet for some course activities, but beware: wi-fi signals can drop unexpectedly and disconnect you. And mobile devices sometimes create files that Canvas and WAMAP can't recognize. To be sure the assignments and quizzes you submit actually arrive, we strongly encourage you to use a wired computer for them. If you don't have one at home, you're welcome to use the Student Access Lab in Heiner Center.

5. Computer Skills You'll Need

Are you wondering if you have the computer skills you'll need for your online course? Read over this checklist of the skills an online 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, Chrome, Safari or Internet Explorer
- Downloading and uploading files between your computer and a web site
- Downloading an Internet browser if necessary (or downloading the most recent version of the browser you're already using)
- Using a search engine such as Google or Bing to find information on web sites
- Using the library's online databases
- Using e-mail
  - Knowing how to access your @student.whatcom.edu email
  - 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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6. 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.

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7. 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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8. 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. Summer hours are Monday through Thursday 8 to 6 and Friday 8 to 12. 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.