

Success Tips for Online Learners

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- **Check dates so you know when classroom opens and instruction starts.** Online classes could have different start and end dates from GHC's in person class schedule.
- **Log on to the classroom site the day it opens** to students and explore all of the links and options. Become familiar with where your instructor puts documents and assignments. See if there is a pre-class assignment and complete it.
- **If this is your first online class, complete the "Angel Weekzero Tutorial"** course located at: http://waol.org/current_students/weekZero.aspx
- **Read the syllabus on your first visit to the course and print it out!** Make note of dates when quizzes and exams are scheduled and projects are due.
- **Contact your instructor right away,** via email, phone or in person, if you are having problems.
- **Even though your class is online** – keep a notebook of assignments, tests, the syllabus, etc if reading it on paper is easier for you then reading everything on the computer.
- **Log on to your course every day.** There will be continuous activity on the discussion board.
- **Participate!** Contribute your ideas and comments and read those of other students.
- **Make sure you have a quiet space** where you can study.
- **Don't panic when the technology doesn't work.** Try again and if the system still doesn't work, contact technical support (and cc your instructor so he/she is aware of the issue).

The following computer skills are essential for being a successful online learner:

- convenient access to an adequate computer with an Internet connection
- able to use more than one program or view more than one web page at a time
- comfortable with word processing, email and sending attachments
- comfortable navigating the web and using it to find specific information
- can create, save and manage files
- can "paste" text from a word processor into an email message
- can download something from the web
- comfortable using online or phone help to solve problems or answer questions
- resourceful enough to find another computer to complete the work if needed
- ability to insert hyperlinks into Word files
- ability to back up and restore files on hard drive
- able to determine if the technology specifications match your computer

If you need or want to use a computer on campus, they are located in several buildings and help is available at each location. Open hours for each location are posted online or at each site. They include:

- Learning Center – ask a tutor for help or Laura Ratcliff, Learning Center Coordinator
- Computer Lab in room 2314 – lab assistants are available for questions
- Library computers – Basic questions can be asked of library staff
- GHC Media Center – Sarah Alvarez, Media Center Instructional Assistant can help
- TRiO office – TRiO students can use the computers in the TRiO office

For problems with the technology, contact the Help Desk at **1-866-425-8412** (Toll free) or online at <http://d2.parature.com/ics/support/default.asp?deptID=8161>

For problems understanding how the online classroom works, contact Mark Reisman at 360-538-4016

For problems with a course instructor, contact Mark Reisman at 360-538-4016

For problems with researching or finding information on a topic, contact Adrienne Roush, Faculty Librarian at 360-538-4053 or Stan Horton, Dean of Library Services at 360-538-4051. You can also use the "Chat with a Librarian" website at: <http://www.ghc.edu/library/common/chat.htm>.