

## **Must Know Information for an Online Course (FAQ)**

### **What is an online course?**

Online courses are conducted over the Internet and typically do not have regular meetings in a physical space. Students need Windows 95 or above PC or Macintosh with at least a 33.6 modem, an Internet service provider, and a Web browser. Course materials are online at a dedicated course Web site. Class activities, including most instructor/student communications, are conducted via the course Web site.

### **What technical or computer skills do I need to take an online course?**

#### **You will need to know**

- ✦ how to operate a word processing program, preferably Microsoft Word
- ✦ how to type
- ✦ how to send email
- ✦ how to use a discussion board
- ✦ how to do basic downloads from the Internet
- ✦ how to attach files

#### **You may also need to know, or learn,**

- ✦ how to follow instructions for updating your browser
- ✦ how to download and install special plug-ins
- ✦ how to zip and unzip files

### **Will I have to come to campus to take tests or attend classes?**

You might. Some courses are delivered entirely at a distance. Others may require that you come to campus to take tests or meet with the instructor. You should check the specific course syllabus to see if any on-campus meetings or tests are required for the particular course you want to take. If you are out of state or coming to campus to take an exam may be a problem for you, check with the instructor before enrolling in the course. You can find the contact information to e-mail your instructor in the [faculty directory](#).

### **How do I find out about textbooks?**

Eastern's [college bookstore](#) will have your textbooks. You'll have to directly contact the bookstore. When contacting the bookstore clearly state that you are taking your course as an online course and that you are a distance learner. Text books must be purchased by the first week of classes.

### **Are there any additional fees for distance learning courses?**

Online courses are charged \$61.95 (General Tuition) plus \$35.00 (online course fee) per credit hour only. Online courses are not charged the non-resident fee or any additional fees. (Note: These amounts are accurate as of the time of publishing but are subject to change by the Eastern Oklahoma Board of Regents, Oklahoma State Regents for Higher Education and external supplies.)

### **How do I enroll?**

You enroll for a distance learning course as you do for any credit course. Once you have [applied for admission](#) to Eastern Oklahoma State College, you enroll as you would for any credit course.

**Can I enroll by phone?**

Yes, **but only if the only courses you are taking are on-line courses and you live a significant distance from Eastern Oklahoma State College.** This service is not readily available to on-campus or extension campus students. A specialized service is being provided for those distant learners who are only enrolled in online courses and who live a significant distance from either the main campus or any extension campus. You will first need to apply for admissions and then contact the [Enrollment Management Office](#) for assistance with your enrollment.

**Can I enroll online?**

No. This service is not available at Eastern Oklahoma State College at this time.

**How do I know if I have the proper Internet settings?**

On the WebCT Menu Bar at the top of every page, there is a CHECK BROWSER link to make sure that you have a compatible Internet browser. On that page, the Internet browser that you are using will be displayed at the top of the page. There is also a link that will help you configure your browser's settings. It is the responsibility of the student to ensure your personal computer is totally compatible with the requirements of WebCT and the requests of your instructor.

**When can I log onto WebCT?**

WebCT accounts become active on the first day of classes each semester. If you register on or after the first day of classes, you will have to wait 24 hours for your account to become active.

**I have been registered for my online course for a while and am still unable to log in. What should I do?**

Immediately contact your course instructor. You may have a special condition WebCT ID or password. See the [faculty directory](#) to e-mail your instructor. You may call your instructor concerning these special conditions, but it is generally recommended that you e-mail your instructor.

**Does the e-mail from my Student e-mail account come to my WebCT e-mail box as well?**

No, these are two separate e-mail accounts. You are required to use only your WebCT e-mail when communicating with your instructor about your course unless otherwise specified by your instructor. Be conscious of proper [netiquette](#) when writing and sending e-mails.

**Why can't I connect to WebCT from work?**

If you are accessing WebCT from your office or from another college or public library, you may run into problems with their specific network. If you have difficulty logging into your course, contact your information technology office at work or the information technology officer at the public library or other college and discuss the issue with them. Eastern Oklahoma State College has no control over the way your company or another college's network is configured; it's important to deal directly with the information technology staff at your office or at the place from which you are working on the computer to resolve networking problems.

### **How do I change my password?**

After logging into WebCT, you may change your password using the Change Password link in MyWebCT at the top of the page.

### **If my email message or discussion board message disappears after I submit it, what should I do?**

It is recommended that if you are submitting assignments by WebCT's Mail or Discussion features, you should always create the documents off line; in other words, create the documents using your own word processor, save the file then post it to WebCT, either by using the Windows Copy and Paste functions, or by attaching files. Please note that some instructors prefer that you NOT use the attached file function; check with your instructor before sending documents as attachments.

### **How do I attach files in an email or discussion board?**

**STEP 1: Saving the Document:** Save your assignment in **Microsoft WORD**, (not WORKS) or as a rich text format (rtf) document. (Any other acceptable file types will be discussed in each individual instructor's syllabus.) Save the document to either your hard drive or a computer disc. It is important to note that all files used inside a WebCT course should only be named using letters, numbers, hyphen (-), underscore (\_), or spaces. Do not include symbols or other special characters in your file name. Most instructors will give you suggestions for how to name your files in their individual course instructions.

**STEP 2:** Use your webCT e-mail for the specific course in which you are enrolled. This is especially important if you have more than one on-line course with Eastern.

**STEP 3: Preparing the e-mail.** Click on **compose message**. Then click on **Send to:** click on **Browse...** Highlight *Your Instructor's Name* (Note: Always the first person on the list) by pointing and clicking with your mouse, finally click on **select**.

**STEP 4: Typing Subject Line:** Type a short, concise subject to identify your e-mail and attachment. For example: PSY 1113 Assignment 1.

**STEP 5: Typing a Short Message in the Compose Box:** Type a short concise message letting the recipient know what you have attached.

**STEP 6: Actually Attaching the File:** Click on the **Browse...** button which is located near the bottom of the e-mail compose box. You are browsing to find the file you saved either on your hard drive or on your disc. Double click on your saved file. You'll see it appear in the attachments window on you e-mail. NOW, (AND this is a MUST) click on the **attach file** button (the file will not attach to the e-mail if you do not click on the attach file button.)

**STEP 7: Click on the Send button.** You can check your outbox for all e-mails that you send. It is wise to not delete these until the course is completed. Check with your instructor for his or her procedures relevant to confirming whether or not an e-mail or assignment has been received.

### **How do I contact my instructor?**

Most instructors include their contact information in the syllabus. Do not rely on any other office at Eastern to relay messages to your instructors.

### **Is there a phone number I can call to talk to someone for help?**

It is always recommended that you first contact your instructor by following the specific procedures set forth by your instructor. Using your WebCT e-mail is the

most effective way to contact your instructor. However, if you are unable to use your WebCT e-mail, immediately call your instructor using the [faculty directory](#). WebCT has a built-in **Help** that can be accessed from any page on your course Web site. Look for the Help link at the top of each page.

### **How often should I check my WebCT e-mail?**

Check your course website daily. Look for course updates, new mail, or new postings to discussions. Most instructors hold students directly responsible for all correspondence sent to them by e-mail or discussion postings. If an assignment or activity is missed or late because the student didn't check his or her course website, the student's grade can be negatively impacted.

### **Will I need any specific plug-ins or downloads?**

Most, if not all, of these plug-ins are available as free downloads. Be sure to search the sites that are listed below for free versions of these plug-ins.

**In order to use these plug-ins, your minimum hardware capabilities should include a Pentium 166 or greater processor with 64mgs of RAM, audio card, and Windows 9x.**

If you are using WebCT, you should not be using certain browsers: Netscape 6.x and Explorer 5.5 (SPI).

-  [Acrobat Reader](#)
-  [Excel Viewer](#)
-  [Flash Player](#)
-  [Internet Explorer](#)
-  [Java](#)
-  [Netscape](#)
-  [PowerPoint Viewer](#)
-  [QuickTime](#)
-  [Real Player](#)
-  [Windows Media Player](#)
-  [Word Viewer](#)

### **What features will I need to use the WebCT Chat?**

In order to use the Chat features you must have a 32-bit operating system (i.e. Windows 95 or higher).

### **Will I ever work offline in my WebCT course?**

Yes, especially if you are required to submit assignments by WebCT's Mail or Discussion features, you should **always create the documents offline**. This will ensure that you don't lose your work if the network experiences technical problems. Create the documents using your own word processor and save the document to your hard drive. You may either attach your document to a mail or discussion message, or copy your document and then paste it into your mail or discussion message. Please note that some instructors prefer that you NOT use the attached file function; check with your instructor before sending documents as attachments.

### **What is the safest way to logoff after using a computer in a public area?**

When you have finished working on your course, you must **Close** or **Exit** your browser so that no one else can get into your class. If you are working on a computer that is used by others, it is **CRITICAL** that you exit the browser each time you finish using WebCT. If you don't exit, a person using that machine after

you will have access to your course materials, could send email in your name, and could view your confidential student record.